



## FREQUENTLY ASKED QUESTIONS – NEW HAVEN USD

### **What is the Student Transit Pass Program?**

The Student Transit Pass Program (STPP) provides free youth Clipper cards to eligible middle and high school students, which can be used for unlimited free bus rides on AC Transit and Union City Transit, as well as a 50 percent discount on BART trips and youth discounts on other transit systems. The Pass makes it easier for students to travel to and from school and school-related programs, jobs, and other activities.

### **How much does the Student Transit Pass cost?**

The pass is free; it allows students to travel free of charge on the AC Transit and Union City Transit systems and provides a 50% discount on BART until you turn 19 years old.

### **How do I get a Student Transit Pass?**

To be eligible for the program, a student must be a full-time student enrolled in the New Haven Unified School District (NHUSD) and the student's family income must be at or below the levels indicated in the application. The list of participating schools can be found at [www.alamedactc.org/programs-projects/student\\_pass/](http://www.alamedactc.org/programs-projects/student_pass/). To receive a pass, please complete an application, including a parent or guardian signature if you are under the age of 19. Return the application to your school's main office. You will receive your Student Transit Pass at school within approximately one month of submitting your registration form during the beginning of the school year and within two weeks after October. Do not forget to pick it up in the front office.

### **What if I participated in the Student Transit Pass Pilot?**

If you participated in the Pilot program, your card will expire in July 2019. You must fill out a new application in order to receive a pass for the next school year. Your new pass will be delivered to your school.

### **I did not participate in the Pilot but I already have a Youth Clipper Card. Do I need to complete an application?**

The Student Transit Pass can be loaded on to an existing youth Clipper card. If you already have a youth Clipper card, provide the card's 10-digit serial number on your application.

### **Can I add E-Cash to the Pass?**

Yes, you can add E-Cash to the card to help pay for BART and other transit services. The Clipper card you receive is reloadable; you can add value online at [www.clippercard.com](http://www.clippercard.com), over the phone (877-878-8883), in person at participating retailers, transit agency ticket machines, Clipper Customer Service Centers, and Clipper Add Value machines. A list of locations can be found on the Clipper card webpage at [www.clippercard.com](http://www.clippercard.com).

## How do I use my Student Transit Pass?

When you receive your Pass, create an online profile at [www.clippercard.com](http://www.clippercard.com). This will make it much easier to load E-Cash and request replacements if your card is either lost or stolen!

As soon as you board the bus, tap your Clipper Card on the card reader near the door. On BART, tap your Pass at the fare gates as you enter the station. Note: You might have to tap the Clipper card a few times on the card reader if it is the first time you are using the card.

*Tapping a Clipper card on AC Transit or Union City Transit*



*Tapping a Clipper to ride BART*



## Can I lend someone my Student Transit Pass?

No. Your Student Transit Pass is registered to you. If your Pass is used by someone else, and has not been reported as lost or stolen, you may lose the privilege to participate in this program and may not be allowed to receive a replacement Student Transit Pass.

## My Student Transit Pass was lost/stolen/broken. How do I get a new one?

You can replace a pass online or by phone. Visit [www.clippercard.com](http://www.clippercard.com) or call Clipper Customer Service at 877-878-8883. Clipper customer service is open Monday – Friday, 6 a.m. to 8 p.m. and Saturday and Sunday, 8 a.m. to 5 p.m. Tell the customer service representative that your Clipper card is a “Student Transit Pass.”

It is helpful to have the serial number of your lost card on hand, but it is not required to replace your card. Your replacement card will be sent to your house (to the address you put on your application), not to your school.

## How long will my Student Transit Pass be valid?

The Student Transit Pass is valid through your high school graduation date as long as you continue to be enrolled in a participating Alameda County school and under age 19. For a full list of Alameda County schools currently participating, please refer to [www.alamedactc.org/program-projects/studentpass/](http://www.alamedactc.org/program-projects/studentpass/)

## Who should I talk to if I have more questions?

Your school’s Student Transit Pass administrator in the front office can help answer any of your questions. You can also send feedback to [studentpass@actransit.org](mailto:studentpass@actransit.org).



# YOUTH APPLICATION ALAMEDA COUNTY STUDENT TRANSIT PASS PROGRAM New Haven Unified School District

## APPLICATION INSTRUCTIONS

Complete and submit this application to obtain a free Student Transit Pass on a Youth Clipper card if you are enrolled at an eligible school.

## DISCOUNTED FARES

Youth Clipper cards calculate discounted youth fares based on age and eligibility. Cards are available for youths aged 5 to 18.

### Step 1: CARDHOLDER CONTACT INFORMATION All fields in Step 1 are required.

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_  
 Address \_\_\_\_\_ Apt # \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Day Phone \_\_\_\_\_

### Step 2: CLIPPER ACCOUNT INFORMATION

If Student already has a Youth Clipper card (NOT a Student Transit Pass Pilot card), provide 10-digit card number located on back of card:

\_\_\_\_\_

Clipper requires you to provide student's email address for verification purposes:

\_\_\_\_\_

Note: You will be asked this question each time you contact Clipper Customer Service to access your card information in person or via phone or email.

### Step 3: CARDHOLDER PROOF-OF-AGE DOCUMENT

Date of Birth (MM/DD/YYYY) \_\_\_\_\_

Student ID Number \_\_\_\_\_

School Name \_\_\_\_\_

Staff Member Verification of Date of Birth:

Initials \_\_\_\_\_ Date \_\_\_\_\_

### Step 4: SIGNATURE Signature is required.

By signing, I attest that the information on this application is true and correct.

Parent or Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

### Step 5: SUBMIT APPLICATION

Submit your application to your school's front office.

Questions? Call Clipper Customer Service at 877.878.8883. Please view the Clipper Privacy Policy at [clippercard.com/privacy](http://clippercard.com/privacy).

# ALAMEDA COUNTY STUDENT TRANSIT PASS PROGRAM

## New Haven Unified School District

To be eligible for the Student Transit Pass Program (STPP), a student must be a full-time middle or high school student and the student’s family income must be at or below the levels indicated below.

Please mark which category you qualify for in the table below. By signing on the first page of this application, you certify that your household’s gross annual income is at or below the annual income limit indicated for your household size.

Check here:	Household Size	Annual Income Limit
<input type="checkbox"/>	2	\$31,284
<input type="checkbox"/>	3	\$39,461
<input type="checkbox"/>	4	\$47,638
<input type="checkbox"/>	5	\$55,815
<input type="checkbox"/>	6	\$63,992
<input type="checkbox"/>	7	\$72,169
<input type="checkbox"/>	8	\$80,346

**To receive a pass, please complete both pages of this application including a parent or guardian signature if you are under the age of 19. Return the application to your school’s main office.**

\*By submitting and signing this application, the minor participant’s parent/legal guardian (“Applicant”) is providing written consent to the following terms and conditions for participation in the Student Transit Pass Program. Applicant agrees to the terms and conditions of the Clipper Cardholder License Agreement and Clipper Privacy Policy. Visit clippercard.com or call Clipper Customer Service at 877.878.8883 (TDD 711 or 800.735.2929) to obtain a copy. Applicant authorizes Alameda CTC and AC Transit to retain and use the personally identifiable information provided in this Student Transit Pass Program Application only for the purpose of communication and data management related to this program. Participant’s card usage history data maintained by AC Transit and Alameda CTC or the Clipper Program will only be used at the aggregate level for the purpose of program evaluation and administration.