FREQUENTLY ASKED QUESTIONS

ALAMEDA USD, BERKELEY USD, CASTRO VALLEY USD, FREMONT USD, HAYWARD USD, NEWARK USD, NEW HAVEN USD, SAN LEANDRO USD, SAN LORENZO 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, 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 Pass cost?

The pass is free and allows students to travel free of charge on the AC Transit system 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 any one of the following school districts: Alameda, Berkeley, Castro Valley, Fremont, Hayward, Newark, New Haven, San Leandro, and San Lorenzo, 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/. To receive a pass, please complete the online application posted on the website, including a parent or guardian signature. You will receive your Student Transit Pass **later in the fall semester**

Can I add E-Cash to the Pass?

Yes, you can add cash value 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, 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 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. 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

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 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/.

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.