

## FREQUENTLY ASKED QUESTIONS

### PLEASANTON 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 LAVTA, 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 LAVTA 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 the following school district: Pleasanton USD 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. You will receive your Student Transit Pass later in the fall semester.

#### Can I add Cash Value 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](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 <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 cash value 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 LAVTA



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?**

**If your Clipper card is lost or stolen, please reach out to your school and speak the STPP Site Administrator. The Site Administrator will work with you to request a replacement card.**

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 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 [info@LAVTA.org](mailto:info@LAVTA.org). Include "Student Transit Pass Program" in the subject line.