

FREQUENTLY ASKED QUESTIONS

AC TRANSIT AND UNION CITY TRANSIT SERVICE AREA

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% 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 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 any one of the following school districts: New Haven USD. 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.

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.

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 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 AC Transit



Tapping a Clipper to ride BART



Can I sync my Clipper Card to my phone?

Yes. Your physical Clipper Card can be transferred to your phone through Apple Wallet or Google Pay. Note that **once you transfer your physical card to your phone, your physical card will be deactivated for transit use.** Please visit <https://www.clippercard.com/ClipperWeb/pay-with-phone> for directions on how to use Clipper on your phone (refer to the instructions under "Transfer an existing card").

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 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. Please make sure to 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/.

Will there be COVID-19 safety protocols on AC Transit and Union City Transit during the 2021-2022 school year?

The Student Transit Pass Program will follow AC Transit and Union City Transit's COVID-19 protocols. AC Transit and Union City Transit are committed to protecting the health, safety, and well-being of riders and transit employees and will adjust COVID-19 protocols to align with local and federal guidance. Visit <https://www.actransit.org/covid-19> and <https://www.unioncity.org/170/Union-City-Transit> for the latest COVID-19 information.

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.