

The background of the slide is a photograph of three students standing on a sidewalk next to a white school bus. The students are looking towards the bus. The image is partially covered by a semi-transparent white box containing text and a logo.

student transit pass

Alameda County
Transportation Commission

Site Administrator Training

Agenda

- 1 Program Overview (10 min)
- 2 Site Administrator Responsibilities (20 min)
- 3 Communication Protocols (10 min)
- 4 Formstack Walk-Through (10 min)
- 5 Next Steps, Resources, and Questions (10 min)





Program Overview

What is the Student Transit Pass?

- Eligible 6th-12th graders in Alameda County can get free Youth Clipper cards loaded with the [Student Transit Pass](#), which can be used for:
 - Unlimited free bus rides in their area (on AC Transit, Union City Transit, or Wheels).
 - 50% discount on BART trips and youth discounts on other transit systems.

Who is eligible for the Student Transit Pass?

- Eligibility is based on school district:
 - **Universal Districts:** All 6th-12th graders are eligible; these districts include ACOE, EUSD, LVJUSD, OUSD, and State Special Schools.
 - **Means-Based Districts:** Any 6th-12th grader who meets the [income guidelines for free or reduced-price meals](#) is eligible; these districts include Alameda USD, Albany USD, BUSD, CVUSD, DUSD, FUSD, HUSD, NHUSD, NUSD, Pleasanton USD, Piedmont USD, SLUSD, SLZUSD.






Program Background



**Alameda County
Transportation Commission**

- The [Student Transit Pass](#) began in 2016 and has eventually expanded to include all eligible schools. There are currently over 160 participating schools across Alameda County, with ~63,000 eligible students.
- Who manages it?
 - The **Alameda County Transportation Commission** provides funding and program oversight.
 - Nelson\Nygaard (a transit consulting firm) manages day-to-day operations; staff include the **Program Coordinator** and **School Liaisons**, who are your main points of contact.
 - **Transit agencies** (AC Transit, LAVTA, UC Transit) produce Youth Clipper cards and fix card issues.
 - **Site admin** (you!) promote the program, verify student apps, distribute cards, and help students navigate issues.

How It Works: The Short Version

-  Eligible students apply for a pass.
-  Site admin approves student applications; transit agency approves student applications.
-  Transit agency produces Youth Clipper cards loaded with the Student Transit Pass and mails them to schools, where site admin distribute them. This process can take 4-6 weeks, especially at the beginning of the school year. (If students already have Youth Clipper cards and provide the serial number on their application, then the pass will be loaded remotely within 2-4 weeks.)
-  Students should call to register their cards with Clipper. They can also transfer to pass to a smartphone wallet (in which case the plastic Clipper card will stop working).
-  Students ride the bus for free, yay! And they can keep riding – the pass is valid until a student leaves high school (although AC Transit riders must request for it to be reactivated annually once they turn 19).

How does the pass benefit students?



- Site admin report that the pass...
 - Improves student attendance
 - Reduces transportation-related financial burden for families
 - Increases student independence
 - Helps students get to work, extra-curriculars, chores, and other non-school activities
 - Provides access to reliable transportation



Site Administrator Responsibilities

Site Administrator Responsibilities



**1. Promote
the Pass**



**2. Manage
Applications**



**3. Distribute
Clipper Cards**



**4. Support
Students**

**General Communication
Protocols**

**Personally Identifiable
Information (PII) Protocols**



Promote the Pass

- We rely on site admin to promote the Student Transit Pass to students, families, and staff.
- Various marketing materials for a range of platforms are available on the ["Admin Resources" page](#).
 - Front office and family engagement centers
 - Newsletters and email listservs
 - Social media
 - School website and/or online portal
 - Mailers and/or orientation packets
- Please promote the program throughout the school year, not just during the fall.
- If you'd like the STP team to promote the pass at a school orientation or other family-oriented event, please fill out our [Event Attendance Request](#) form.

Sample graphics and social media collateral for site admin use





Manage Applications


- We encourage students to apply with their school's online form on our ["Apply For a Pass" page](#).
- Site admin can request a PDF application for students who cannot access internet (available in English, Chinese, Spanish, Farsi, and Arabic).
- To fill out form, students need:
 - Student ID number (not state or district ID)
 - A parent or guardian nearby to provide their digital signature
 - Their household's annual income amount (to verify eligibility; means-based school districts only)
 - Their Youth Clipper card number (only if they already have one)

APPLY FOR A PASS

[Apply for a Pass](#)[Replace Your Pass](#)[Use Your Pass](#)[FAQs](#)[Admin Resources](#)[About Us](#)

To apply for a Student Transit Pass, navigate to your school's application below.

IMPORTANT: If you already have a valid Student Transit Pass, you do not need to reapply.



Alameda County Office of Education (ACOE)	+
Alameda Unified School District (AUSD)	+
Albany City Unified School District (AlbanyUSD)	+
Berkeley Unified School District (BUSD)	+
Castro Valley Unified School District (CVUSD)	+
Dublin Unified School District (DUSD)	+
Emery Unified School District (EmeryUSD)	+
Fremont Unified School District (FUSD)	+
Hayward Unified School District (HUSD)	+
Livermore Valley Joint Unified School District (LVJUSD)	+



Manage Applications

- Once students apply, **site admin must verify their information** by logging into [Formstack](#) (the application platform) and confirming:
 - Student's enrollment at school
 - Student's ID
 - Student's date of birth
- This step (site admin verification) is how the program can provide Youth Clipper cards and passes to so many students – thank you for taking it seriously and completing it **at least twice a month!**



*Applications that are verified with incorrect information can lead to student cards being **delayed** or **denied**.*



Manage Applications

Applying More Than Once

- **AC Transit- and Union City Transit-served schools:** 🚫 **DO NOT REAPPLY**
 - Students should not use the original application if they're already enrolled in the program but lost their Clipper card; their application will be denied.
 - Instead, they should follow the instructions on the ["Replace Your Pass" page](#).
- **Wheels-served school:** ● **OKAY TO REAPPLY**
 - If a student loses their card or if their pass stops working, they can request support by filling out their original school application.
 - This is because Wheels has a staff-to-participant ratio that makes this level of service possible.

See "Support Students" section for more information about replacements.



Distribute Clipper Cards

Do you already have a Youth Clipper card?*


☒ Yes

☐ Yes, but I don't know where it is

☐ No

Please provide the 10-digit serial number associated with your existing Youth Clipper card.*

The Student Transit Pass is added to this card number. You will not receive a new card.




- If the student **provides** a Youth Clipper card number on their application and the application is approved, a physical card will **not** be delivered. Instead, **the pass will be remotely added to their existing Youth Clipper card** within 2-4 weeks.

Do you already have a Youth Clipper card?*

☐ Yes

☐ Yes, but I don't know where it is

☒ No



- If the student **does not provide** a Youth Clipper card number on their application, and if the application is approved, then a **Youth Clipper card loaded with the Student Transit Pass will be delivered to the school** within 4-6 weeks.



Distribute Clipper Cards

- All new Youth Clipper cards will be shipped to the students' school at least **once per month**.
- Site admins distribute cards to students.
- Please store cards in a safe, locked location while awaiting pickup by student.
- Encourage students to register their cards and set up online accounts by calling Clipper Customer Service at (877) 878-8883. Then, they can manage their accounts and easily replace lost cards. *Note: calling is the only way to set up an online account for cards ordered through STP.*
- Students can add their pass to a smartphone wallet (if they do this, the plastic card will no longer work).





Distribute Clipper Cards

	A	B	C	D	E	F
1	For an up-to-date list of all STP participants in your school, email a request to achau@actransit.org .					
2	Date submitted	Student name	Card number	Date received	Delivered or picked up?	Notes
3	2/15/2025	Example Student	121333456	3/10/2025	picked up by parent	Feel free to adapt to suit your needs!
4						
5						
6						
7						
8						
9						
10						
11						
12						

> ≡ New card tracking Help request tracking +

[Card-tracking template available](#)






Support Students

- If students need extra support solving issues, they often reach out to site admin. Common issues include:
 - Lost cards
 - Passes that stop working
 - Error messages on the card reader
 - Delays in receiving passes
- Please explore our FAQs and encourage students and families to do the same: bit.ly/studenttransitpass_FAQ.
- Reach out to your school liaison for support with issues you can't resolve on your own. We're here to help you!



 **Protect Student Privacy:** do not share students' personal information by email. Call, leave a voice message, or add info to your password-protected spreadsheet.



Support Students

Replace Lost Cards (AC Transit and UC Transit)

1. Set up your online account. To report your card lost and request a replacement, you must first call Clipper Customer Service to set up an online account. (If you already did this, skip to step 2.)

- Call Clipper Customer Service at 877-878-8883; Monday–Friday 7AM–7PM and Saturday 7 AM–4 PM
- Dial “2” (even if you know your card number). Dial “0” to speak with an operator.
- Say “I need to set up an online account for my Youth Clipper card,” and give the same name, email, phone number, and address you used on your STP application.

2. Request a replacement.

- By phone: Once registration is complete, say “I need to replace my Youth Clipper card.” Pay \$3.00 fee.*
- By Clipper app: Log in with the same email address you used on your STP application (unless you updated it to something different when you spoke with the Clipper operator). Locate your STP card number and select “Report Lost or Stolen.” Pay \$3.00 fee.*

You can also do all these steps in person by going to the [Clipper Customer Service Center](#) at 1600 Franklin Street in downtown Oakland; open Monday through Friday, excluding holidays, 8AM to 5PM.

*If the \$3 replacement fee is too much of a hardship for the student, **please reach out to your school liaison** with student name and ID (use secure method).*



Support Students

Replace Lost Cards (Wheels)

- If a student loses their Clipper card, they can return to the application they used to enroll in the STP program (available on our website).
- In response to the question, "How can we help you?" they should select "I need to replace my lost pass. (current passholder)"
- Replacement cards will be shipped to the school; store cards in a safe, locked location while awaiting pickup by student.

How can we help you?*

☐ It's my first time applying for the Student Transit Pass. (new applicant)

☒ I need to replace my lost pass. (current passholder)

☐ I still have my pass but it isn't working. (current passholder)



Support Students

Reactivate Passes That Stops Working

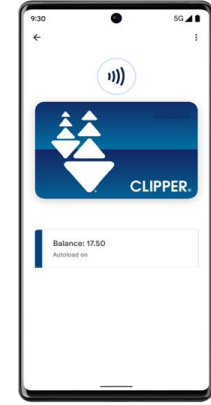
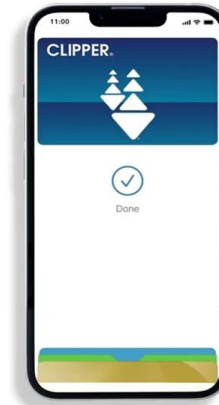
- A pass may need to be reactivated if a student:
 - Receives a "low/no funds" error on a local bus (i.e. not BART or a transbay route unless the card reader is set to local fares)
 - Hasn't used their pass in over 6 months
 - Input an incorrect grade/graduation date on their application so they appear to graduate
- **(AC Transit-served schools only)** When a student turns 19, their Youth Clipper card automatically becomes an adult Clipper card and their Student Transit Pass stops working.
 - If a student is still enrolled in a participating school, then the student or site admin can request for the pass to be reactivated (see next slide).
 - These "adult" passes for students age 19+ will expire annually at the end of June; if students are continuing at a participating school, the student/site admin can request for the pass to be reactivated each summer.



Support Students

Reactivate Passes That Stops Working

- To reactivate a pass, site admin should reach out to school liaison with student name, ID, and 10-digit Clipper card serial number; if possible, include the specific error message the student received and the bus they received it on.
- Share this info using a secure method like the phone or your school's password-protected spreadsheet.
- Students can also request reactivation themselves:
 - **(AC Transit and Union City Transit riders)**
Use [Help Request Form](#).
 - **(Wheels riders)**
Find the [STP application](#) for their school;
select "I still have my pass but it isn't working."





Support Students

Common Card Reader Error Messages

- **Touch Card Below:** Tap the card on the reader again. It might take a few tries, especially the first time.
- **Invalid:** The card might be defective. Check for physical damage like holes or cracks and request a replacement if necessary. Did the student transfer the pass to a smartphone wallet? If so, the plastic card won't work anymore.
- **Low Funds:** First, make sure students are riding a local bus like AC Transit, Wheels, or Union City Transit (not BART). Sometimes the driver has the fare payment system set to Transbay instead of local – the STP only provides free rides on local routes. Otherwise, the pass may need to be reactivated.



Communication Protocols

Communication Protocols



Communication is key to ensuring this program runs smoothly!



Your School Liaison will email you regular reminders with the number of unverified applications.

You may opt out of these reminders if you wish.

If applications are not approved, School Liaisons will try calling, and/or contacting school or district leadership.



Please proactively inform the School Liaison if you:

Transition out of this program role.

Take any long-term absence.

Any other reason that may impact your ability to perform site admin responsibilities.



Use a secure method when sharing more than a student's first name or initials (like ID or DOB):

Phone or voice message

Password-protected spreadsheet (shared by STP team)

NOT email

Personally Identifiable Information (PII)

- Alameda CTC has implemented and maintained reasonable security practices to protect student data from unauthorized access, destruction, use, modification, or disclosure.
- Both the paper and scanned versions of the applications will be stored either by the transit agency, school, or school district on a secure server or in a locked and secure file cabinet, as appropriate.
- No one is allowed to take student data home nor leave it unprotected in the open, such as on a desk or on an unlocked computer screen, where it can be accessed.
- No one is allowed to convert student data into an electronic format and send it unprotected through email, text, or over the internet, unless you use the pre-approved web portal(s).

What does this mean?

- Use **first name** or **initials** to refer to students in email.
- **Do not** share full names or other info (ID, address, or date of birth) or send applications via email.
- If you need to share more information, **call** or **leave a message** with your school liaison, or add details to your school's **password-protected spreadsheet**.

Password-Protected Spreadsheet

Each school has its own spreadsheet, protected by a unique encryption password (the same one that protects its Formstack applications). The link and password will be shared to site admin during onboarding – please ask your school liaison if you need them to reshare.

■ Tab 1: Communication

- Use this sheet to share student information with school liaisons. This is the only tab you should edit; all others are **view-only**.
- Please be as detailed as possible when reporting an issue – that helps us resolve it quickly!

	A	B	C	D	E	F	G	H
1	Instructions: Use this sheet to share student information with school liaisons. You can also call or leave a voice message. To protect student privacy, never send students' personally identifying information (full name, ID, DOB) by email.							
2	Student ID	Student Name	Date of Birth (optional)	Clipper Card # (if known)	Site Admin Request	Date	STP Team Response	Date
3	123345	Spongebob Squarepants		1211999555	Student received a "low funds" error on the 88 bus. Can you make sure their pass is still active?	8/30/2025	They just turned 19 so AC Transit has to switch their pass to an adult one. It should be ready to use in one week.	9/2/2025

■ Tab 2: Contacts and Resources

- Find important contact info (like your school liaison) as well as links to useful resources (including this presentation!)

Password-Protected Spreadsheet

▪ Tab 3: Formstack Credentials

- Everything you need to log into Formstack and access your school's submissions.
- We'll go over this in more detail in the Formstack section; you can also find instructions in the [Formstack Step-by-Step Guide](#).

▪ Tab 4: Participant List

- List of all current STP participants who first enrolled at your school, along with their Clipper card number and the most recent transaction they've made with us.

(view-only) Current STP participants who first enrolled at your school ("new" = new card; "CSN new" = pass was added to an existing card; any "replace" = card was replaced; "reactivate" = pass was reactivated; deactivated accounts excluded from list)						
Dublin High						
Date Enrolled in STP	Student ID	First Name	Last Name	Most Recent Card Transaction	Most Recent Transaction Date	Current Card Number
8/22/2023	10 [REDACTED]	P [REDACTED]	A [REDACTED]	New	8/7/2023	1212 [REDACTED]
2/24/2022	11 [REDACTED]	L [REDACTED]	A [REDACTED]	New	1/13/2022	121 [REDACTED]
9/19/2022	11 [REDACTED]	A [REDACTED]	A [REDACTED]	Replace	8/13/2024	121 [REDACTED]

Password-Protected Spreadsheet

- **Tab 5: Research + Denied (AC Transit only)**
 - Students whose applications have been flagged as needing more information, or who have been denied by AC Transit.
 - Note: "Research" issues almost always mean the student already enrolled in the STP program at another school, and they should follow the "Replace Your Pass" instructions.
 - Follow up with students to address these issues. If you need support (for example, if a student cannot afford the \$3 replacement fee), please let your school liaison know with a phone call or on the "Communication" tab of the spreadsheet.

(view-only) Students whose applications have been flagged as needing more information , or who have been denied by AC Transit. If you need to address an issue, call or use the "Communication" tab - do not try to edit this sheet.						
San Leandro High	StudentID	First Name	Last Name	DOB	Note from AC Transit	Next Steps
1				2010	Card# 121 was issued in 2023 from Lodestar Lighthouse Community	Denied: Already enrolled in program. Please try to replace lost card through Clipper Customer Service first.
90				2010	Card# 120 was issued on 10/6/2021 From SLUSD John Muir Middle	Denied: Already enrolled in program. Please try to replace lost card through Clipper Customer Service first.
					, DOB , SLUSD Bancroft Middle, SID , old contact:	Research: Info matches student already enrolled in program. Confirm if duplicate application or new student.
10				/2008		

Password-Protected Spreadsheet

- **Tab 6: AC Transit Tickets (AC Transit-only)**
 - Help tickets the STP team has filed with AC Transit, along with their current status (red = transit agency hasn't started yet).
 - Use this tab to track progress of an issue, and follow up with your school liaison if you have any questions.

	A	D	I	J	K
1	Young Adult Program (OUSD)	(view-only) Help tickets the STP team has filed with the transit agency, along with their current status (red = no action yet). If you need to address an issue, call or use the "Communication" tab - do not try to edit this sheet.			
2	Status <input type="text"/>	Date Reported <input type="text"/>	Student ID <input type="text"/>	Name <input type="text"/>	Request to AC Transit <input type="text"/>
3	Under Investigation	5/7/2025 -		B [REDACTED]	Card # 1216 [REDACTED] is not working. Also, [REDACTED]'s name is spelled with 2 n's and the current card only has 1.
4	-	6/13/2025	12345	M [REDACTED]	This student lost their card and can't afford the \$3 fee - can you please replace?
5					

Questions?

No code. No hassle. Just powerful forms and workflows.

Formstack empowers your organization with easy-to-use products to create digital forms, generate documents, collect digital signatures, integrate with your systems, and build powerful workflows so that your business runs more efficiently.



Formstack Walk-Through

[Connect With Us](#)[Start Building For Free](#)

Let's Practice Verifying Applications!

Oakland High

Formstack Log-in Credentials
<p>Thank you for carefully reviewing student applications every 1-2 weeks. <i>Do not</i> share this login info with anyone or leave the screen open on your device.</p> <div><p>Username, Password, and Auth code/one-time passcode to sign in:</p><p>https://share.1password.com/s#dyOIA3p4xpRg5CHBb56u [REDACTED]</p><p>Encryption password to view submissions: [REDACTED]</p></div> <p><u>Instructions:</u></p> <ol style="list-style-type: none">1. Copy and paste the link above into your browser to find your school district login credentials. (This link will be updated monthly in this sheet, so please do not bookmark it - expired links won't work.)2. Go to formstack.com and sign in with the username and password found at the link above (<i>do not</i> try to sign in using your personal or work email.)3. Formstack will prompt you for an "auth code" – input the 6-digit one-time passcode found at the link above. This code refreshes every 30 seconds, so you can wait until it regenerates to ensure you have enough time.4. To access submissions from your school, input the "encryption password" above. <p>For step-by-step support (including screenshots), use our Formstack Guide.</p>

- What we'll need:
 - Computer opened to formstack.com.
 - Your school's password-protected spreadsheet, opened to the "Formstack Credentials" tab
 - [Formstack Step-by-Step Guide](#) with instructions
 - Student information to reference (ex. Aeries)

Questions?



Next Steps & Resources

Student Transit Pass Timelines

- **School Year Launch (Aug-Sept):**

- Please promote the pass to all students, but especially incoming families. Aim to verify applications at least once per week to ensure they don't pile up.
- The transit agencies will process applications on an ongoing basis, but passes will be shipped only once-per-month. Please set timeline expectations with families, and if there's a more urgent need, ask your school liaison what we can do to support. (Be aware that processing paper applications requires additional time.)

- **Post-Launch (Oct-May):**

- The link to the online application will remain active throughout the entire school year. Applications will be processed and passes will be shipped to the school once-per-month.

- **Fall, Winter, Spring Breaks:**

- Please ensure all student applications are verified before you go on break, otherwise the transit agencies will not process passes until after students return.

- **Summer Break:**

- If site admin are on-site throughout the summer to verify apps and receive passes, then applications will remain open and passes will be delivered each month.
- If site admin are not on-site throughout the summer, then applications will close in May and reopen in early July. In that case, only student applications verified **by May 1** will be processed before the end of the school year.

Key Resources

- **Password-Protected School Spreadsheet** (shared during onboarding)
 - Securely communicate about student issues; find important contact info and resources; access Formstack login info; check list of denied students and STP participants; see status of transit agency help tickets
- [Site Administrator Quick Start Guide](#) – Overview of key responsibilities
- [Formstack Step-by-Step Guide](#) – Easy to use guide complete with screenshots
- **Webpage:** alamedactc.org/programs-projects/studentpass or bit.ly/studenttransitpass
 - STP webpage: Apply for a Pass - Applications, organized by district
 - STP webpage: Replace Your Pass - Instructions for replacing a lost pass
 - STP website: FAQs - Common questions about passes and the program
 - STP webpage: Admin resources - Marketing and support materials like posters and flyers
- [Card-tracking spreadsheet template](#) – Click "File" and "Create a copy" to download and use.
- **PDF version of these training slides** – Everything we just covered!



**Get your Student
Transit Pass and
get out there!**



Thank You!

Marya Brennan, Program Coordinator, mbrennan@nelsonnygaard.com