

Peralta Colleges EasyPass



Write your Clipper® card serial number here.

Write your name as it appears on your Clipper card.



Welcome

to the Peralta Colleges EasyPass Program!

Peralta Colleges and AC Transit are pleased to offer you the EasyPass on the Clipper®¹ regional fare card. Please read this User Guide carefully and write your new card's serial number and your name on the front. Keep this guide handy for future reference. You can find a copy of this Guide online at www.actransit.org/easypass under "Client Information." The EasyPass provides you with unlimited travel on all AC Transit service—both local and transbay. Clipper cards are convenient, secure, and do not have to be replaced each year. You keep the card long-term—treat it like your driver's license. Do not bend or puncture your Clipper card. Your card is automatically loaded with your EasyPass each semester that you are enrolled and meet the program requirements. If you take a break between semesters, you will continue to use the same Clipper card when you return. A new card will not be issued.

How to Use Your EasyPass

Each time you board the bus, simply "tag" (do not swipe) your card by holding it flat against the Clipper logo on the card reader just inside the door. Wait until you hear one "beep." The smart chip in the card will

¹ The TransLink card has a new brand and name: Clipper. The Clipper card works just the same way as the TransLink card. If you already have a TransLink card, it will continue to work as it always has. No replacement is necessary.

verify that you have an active pass. If the card reader beeps three times instead of one, your pass has been misread by the reader, is defective, or has been damaged or deactivated. Try tagging your card again.² If your card does not appear to be working, please refer to the section "For Help with Your Card" in this Guide. You can add cash value, or other passes, to your Clipper card to pay other transit agency fares. To learn about using your Clipper card on other transit services, visit www.clippercard.com.



EasyPass Validity

Refer to the introductory letter that came with your Clipper card for your pass validity dates. You must be enrolled in and maintain nine or more units for both the fall and spring semesters to have a valid EasyPass for the entire year. The fall semester EasyPass starts one week prior to the start of fall instruction and is valid through one week after the start of spring instruction. The spring semester pass starts one week prior to the first day of spring instruction, and ends one week after the first day of fall instruction. The spring semester EasyPass is valid throughout the summer.

There are no refunds issued on the EasyPass. If you are no longer eligible for the EasyPass, you can continue to use your Clipper card by adding cash value or other passes to your card; however, your EasyPass will be deactivated. Keep your Clipper card for reactivation in case you qualify for EasyPass in the future.



For Help with Your Card

The first step you should always take is to call the Clipper Customer Service Center toll-free at (877) 878-8883, and have your card number in hand. Always identify that you are a Peralta Colleges EasyPass participant. Clipper Customer Service will give you instructions for what to do next.

² To see an animation about tagging the card, go to www.clippercard.com and click on "How to use Clipper."

Lost or Stolen EasyPass Cards

If your card has been *lost* or *stolen*, Clipper will deactivate your card to prevent misuse and protect any value on the card at the time of your call. You can ask Clipper for a replacement card to restore your EasyPass, any cash value, or other passes. There is a Balance Restoration Fee of \$5, payable by credit card or money order directly to "Cubic Transportation"³ for all replacements.

Damaged or Defective Cards

If your card just doesn't work, call Clipper to check your card's status and request a replacement. Clipper will charge the Balance Restoration Fee and ask you to mail your card to Clipper. If it's determined that the card has been *damaged* while under your care, the Balance Restoration Fee will apply. If Clipper determines your card to be *defective* through no fault of yours, Cubic Transportation will refund the Balance Restoration Fee by crediting your Clipper card, credit card, or by mailing you a check. You must mail in your defective card to be checked by Clipper first before receiving a refund.

AC Transit will mail your replacement card to Peralta within seven business days after you first contact the Clipper Customer Service Center. To speed up delivery, you can

request to have the card mailed directly to you. Simply give Clipper your current mailing address. Until you have your new card, you will need to pay the regular cash fare on the bus. **Please contact the Peralta EasyPass Site Coordinator at the District Admissions and Records Office to receive temporary bus passes to use until your new card arrives if you have concerns about paying the cash fare.** There are no refunds on the EasyPass or the cash fare you paid on the bus while waiting for your new card.

Timeline for EasyPass Card Delivery and Activations

Requests for new EasyPass cards take about seven business days to fulfill after the request is received and processed by Clipper Customer Service. Requests for replacement cards (lost, stolen, damaged, or defective



cards) take seven business days to fulfill and require payment of the \$5 Balance Restoration Fee to Cubic Transportation Systems before the card will be produced. If your EasyPass has been deactivated from your existing Clipper card, it will take about ten to fourteen business days to reactivate the EasyPass on your card.

Peralta Colleges EasyPass Rules

Your EasyPass allows you to ride on any AC Transit service—local or transbay.⁴ However, there are a few rules:

- The Peralta Colleges EasyPass is valid only for the person identified on the card.
- The EasyPass is not transferable or refundable, and will be revoked if used by anyone else.
- The EasyPass must be validated for each trip by tagging the card on the card reader as you board the bus.
- Your card must be presented to AC Transit personnel for inspection upon request. AC Transit personnel have the right to confiscate your Clipper card if they feel the EasyPass is being used fraudulently.
- A fine of up to \$228 (or community service) can be imposed for the misuse of your Pass with the intent to evade the payment of fares (California Penal Code 640). Peralta Colleges may impose additional penalties.



³ Clipper Customer Service Center is managed by Cubic Transportation Systems, Inc.

⁴ The EasyPass is not valid on the Dumbarton Express.

Contact Us

For questions about your EasyPass, contact the Peralta EasyPass Site Coordinator at the District Admissions and Records Office:

333 East 8th Street Oakland, CA 94606

Phone: (510) 466-7363

Email: easypass@peralta.edu

Web site: www.peralta.edu/easypass

How to Reach the Clipper Customer Service Center

Phone: (877) 878-8883

Fax: (925) 686-8221

TTY/TDD: 711 or (800) 735-2929 (and type "Clipper")

Email: custserv@clippercard.com

Web: www.clippercard.com

Mail: P.O. Box 318, Concord, CA 94522-0318

Clipper Customer Service Center Hours

Mon-Fri, 6:00 a.m. – 8:00 p.m.

Sat-Sun, 8:00 a.m. – 5:00 p.m.

How to Reach AC Transit

Online: www.actransit.org

For Maps & Schedules: www.actransit.org/maps

For Trip Planning: www.actransit.org (click "Trip Planner")

For Real-Time Departure information:

www.actransit.org/realtime

To Report on Real-Time Departure electronic signs:

realtime@actransit.org

For Customer Services: www.actransit.org/customer

For EasyPass Information: www.actransit.org/easypass

By Phone: Call 511 (and say, "AC Transit," followed by "Information")

Hearing and speaking impaired TDD: (800) 448-9790

Lost & Found: (510) 891-4706

Accessible Services: (510) 891-7261



Alameda-Contra Costa Transit District
1600 Franklin Street
Oakland, CA 94612
Call 511

Visit www.actransit.org or www.actransit.org/easypass