

## ► Use Your Clipper Card

### Tag Your Card

1. Locate the Clipper card reader at the front of the bus or on the light rail station platform near the ticket machines.
2. Hold your card flat against the Clipper logo on the reader.
3. Wait for the beep and green light. Then continue to board.

*Customers riding VTA light rail are allowed up to 2 hours to complete their trip. The 2-hour period begins once you tag your card to a reader at a light rail station. Do not tag your card again within this 2-hour period, or you will be charged another fare. Your trip must be completed within this 2-hour window.*

### Protect Your Clipper Card and Its Value

- Register your card for free. Visit [clippercard.com](http://clippercard.com) or call 877.878.8883.
- Clipper can replace a registered card and restore its balance for a small fee.
- Don't punch a hole in your card, bend it or alter it in any way. Doing so can prevent your card from working properly.



**TIP:** When you tag your card, the card reader will show your remaining balance or the expiration date of your pass.



**CLIPPER**

Clipper is the all-in-one transit card accepted on all major Bay Area transit systems.

### Contact Us

Need help or have a question?  
Get in touch with us.

Phone: 877.878.8883

Fax: 925.686.8221

TTY/TDD: 711 or 800.735.2929  
(and type "Clipper")

Web: [clippercard.com](http://clippercard.com)

Email: [custserv@clippercard.com](mailto:custserv@clippercard.com)

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

Follow:



Bay Area Clipper

USING CLIPPER® ON VTA



**CLIPPER ON  
VTA**



## ▶ New to Clipper?

### Get a Clipper Card

You can get an adult Clipper card at:

- Walgreens, Whole Foods and other retailers
- VTA Downtown Customer Service Center and River Oaks Administrative office
- Online at [clippercard.com](http://clippercard.com)
- By phone at 877.878.8883
- Your workplace transit benefit program

For information about Youth, Senior and RTC Clipper cards, visit [clippercard.com/discounts](http://clippercard.com/discounts) or call 877.878.8883.

### Add Value to Your Clipper Card

You have the flexibility to add:

- Cash value—accepted on all participating Bay Area transit systems
- Standard Monthly Pass—valid for adult riders on regular routes and for youth, senior and disabled customers on all regular and Express routes
- Express Monthly Pass—valid for adult riders on all regular and Express routes

### Where to Add Value to Your Clipper Card

You can add value at the following outlets:

- VTA ticket machines at light rail stations
- Walgreens, Whole Foods and other retailers
- VTA Downtown Customer Service Center and River Oaks Administrative office
- Online at [clippercard.com](http://clippercard.com) (takes up to 5 days to load to card)
- By phone at 877.878.8883
- Your workplace transit benefit program

### Autoload Your Clipper Card

Never run out of value! Set up Autoload at [clippercard.com](http://clippercard.com) to automatically add value to your Clipper card through your credit card or bank account when your balance falls below \$10 or your pass expires.

Visit [clippercard.com](http://clippercard.com) for a full list of retail, customer service center, ticket machine and Add Value machine locations.



## ▶ Frequently Asked Questions

### Do I need to tag my card every time I ride?

Bus riders need to tag their card every time they board a bus. However, customers riding the light rail are allowed up to 2 hours to complete their trip; the 2-hour period begins once you tag your card to a reader at a light rail station. You should not tag your card again within this 2-hour period, or you will be charged another fare. Your trip must be completed within this 2-hour window.

### How do Monthly Passes work?

Standard Monthly Passes and Express Monthly Passes are valid for the calendar month purchased. The Standard Monthly Pass is valid for adult riders on regular routes and for youth, senior and disabled riders on all regular and Express routes. The Express Monthly Pass is valid for adult riders on all regular and Express routes.

Monthly Passes are available for purchase starting on the 16th day of the previous month through the 15th of the pass month (for example, you can purchase a July pass from June 16 through July 15). Monthly Passes purchased on or after the 16th of the month are valid for the following month only.

### I have a Standard Monthly Pass, but sometimes need to ride an Express route. Can I use my Clipper card?

If you are an adult rider and want to use your Standard Monthly Pass on an Express route, you must have cash value on your card to cover the upgrade to the Express fare. When you tag your card, Clipper will automatically deduct the difference between the Standard and Express fare from your cash value balance. If you do not have enough cash value to pay the upgrade, you will need to pay the full Express fare in cash at the farebox. Youth, senior and disabled riders do not need to pay the upgrade, as their Standard Monthly Pass is good on regular and Express routes.



### Can I get a Day Pass on my Clipper card?

Yes. VTA offers a standard Day Pass for all riders and an Express Day Pass for adult riders only. With Clipper, you don't have to purchase your Day Pass in advance. Clipper automatically grants you a Day Pass once you've paid the same amount in cash value as the cost of the pass. Once you've earned a pass, Clipper will stop deducting fares from your cash value balance, and all your rides for the rest of that day will be free of charge. While VTA does offer a paper Day Pass, you must purchase this pass before or when you take your first trip of the day.

### How do transfers work?

Clipper automatically calculates transfer discounts and fare credits. Just tag your Clipper card each time you transfer.

When riding VTA light rail, you are allowed up to 2 hours to complete your trip. You should not tag your card again within this 2-hour period, or you will be charged another fare. Clipper does not offer discounts on transfers between VTA and ACE, Capitol Corridor, Highway 17 or Monterey/Salinas Transit.

For more information about Clipper, visit [clippercard.com](http://clippercard.com).