

REGIONAL TRANSIT  
CONNECTION (RTC)

# Clipper<sup>®</sup> Discount ID Card



- ▶ How to Use Your Clipper Card
- ▶ How to Replace or Renew Your Card
- ▶ Accessible Fare Payment Features
- ▶ Important Tips



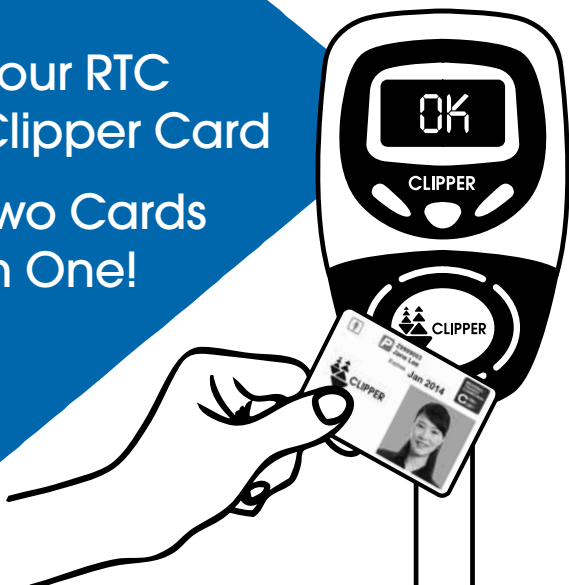
CLIPPER

This brochure explains how to use your card for fare payment, how to replace and renew your card. It also describes accessible fare payment features and provides important tips.



# Your RTC Clipper Card

## Two Cards in One!



1. **It's an ID card** that proves your eligibility for discount fares on public transit.
2. **It's a Clipper card** that makes it easy to ride public transit around the Bay Area.

Clipper is the Bay Area's all-in-one reloadable transit card that manages your monthly discount passes, discount cash fares and transfers so you don't have to.

- ▶ **It's the easiest way to pay**—no need for exact change or transfers.
- ▶ **It's accepted all over** the Bay Area on trains, trolleys, cable and street cars, buses and ferries.
- ▶ **Your balance is protected** in case the card is lost or stolen.
- ▶ It gives you **many convenient ways to load** monthly passes, tickets or cash value.



# HOW TO USE YOUR CLIPPER CARD

## 1. Load value to your card

You can load any combination of payment products onto your Clipper card, including:

- ▶ Monthly passes
- ▶ Discount tickets
- ▶ Cash value



- ▶ For example, if you want to pay your fare on Muni with an unlimited ride monthly pass and also want to ride BART, you can load your Muni monthly pass as well as the cash value for riding BART. Or if you always pay cash for riding transit, you can simply load cash value.

### ***Where can I load value to my card?***

You can load your card in many ways:

- ▶ **At a Clipper retailer (such as Walgreens)**
  - Find a list of retailers near you at [clippercard.com](http://clippercard.com) or call Clipper Customer Service at 877.878.8883. For TTY/TDD call 711 or 800.735.2929 (and type Clipper).



- Go to the sales counter and ask for your transit fare products and/or cash value. Generally, you can pay with credit/debit card or cash.

▶ **At a BART, Muni or Golden Gate Ferry Ticket Machine**

- The machines are located at the stations and accept cash or credit/debit cards. The BART machines load cash value only; other machines will load passes, tickets and cash value.

▶ **At a Clipper Customer Service Center or Local Transit Agency Ticket Office**

- The Clipper Customer Service Centers are located at the Embarcadero Center Station, inside the Ferry Building and at the AC Transit Headquarters in Oakland.

▶ **By phone at Clipper Customer Service at 877.878.8883**

- Clipper Customer Service lets you load passes, tickets and/or cash value over the phone. You may also ask for instructions on how to set up a "My Clipper" account at [clippercard.com](http://clippercard.com).

*Note: If you add fare products or cash value by phone or online, please allow 5 to 7 days for loading to your card.*



## HOW TO USE YOUR CLIPPER CARD

- ▶ “My Clipper” at [clippercard.com](http://clippercard.com) allows you to load passes, tickets and cash value; check your transaction history and balance online. It also allows you to set up **AUTOMATIC** reloads by linking to a credit card or bank account. Autoload is the easiest way to ensure that you always have a valid pass and enough cash value to ride. To set up a “My Clipper” account for the first time, call 877.878.8883 for instructions.

### ***How can I check my Clipper card balance?***

There are convenient ways to check the balance on your card:

- At a Ticket Machine or at a Caltrain Add Value Machine
- By calling Clipper Customer Service using the Customer Service numbers on the back of your card.
- By visiting [clippercard.com](http://clippercard.com)
- At a Transit Agency Ticket Office or Clipper Customer Service Center



## 2. Use your card

Have you loaded value? Great!  
Let's get going...

### ► **Look for the Clipper card reader:**

- Inside the door of a bus or street car
- At the Muni Metro or BART fare gates
- On the Caltrain or VTA platform
- At the ferry terminal
- On a cable car, the conductor carries a handheld card reader

### ► **Hold your card flat against the Clipper logo**

**The Clipper reader will automatically check for your monthly pass or deduct a discount cash fare.** It always checks for a valid pass first before it deducts cash value. If you don't have a pass, it will deduct the discounted fare from the cash value on your card and electronically apply the transfer.

### ► **Wait for a beep or for the gates to open and then continue on**

**Once your card is read, the reader will beep** to indicate a discount fare was accepted or the fare gates will open.



## HOW TO USE YOUR CLIPPER CARD

- ▶ When riding BART, Caltrain, Golden Gate Transit or San Francisco Bay Ferry, remember to “tag off.” The cost of your fare is calculated by distance.



## HOW TO REPLACE YOUR CLIPPER CARD

### **If your card is lost or stolen:**

- ▶ Call Clipper Customer Service at 877.878.8883 to report it lost/stolen. They will put a block on your card.
- ▶ Call or visit your transit agency to request a replacement card application. Or you may download an application at <http://transit.511.org/disabled/RTDC.aspx>
  - Complete the application
  - Submit the application in person at the transit agency office or by mail to the address on the form
  - Include the \$5 replacement fee
  - Allow 7 to 10 days for processing





## **If your card is damaged:**

- ▶ Call or visit your transit agency to request a replacement card application, or download an application at <http://transit.511.org/disabled/RTDC.aspx>
  - Complete the application
  - Submit the application in person at the transit agency office or by mail to the address on the form
  - Include the \$5 replacement fee
  - Allow 7 to 10 days for processing
- ▶ Carry your damaged card to continue to ride at the discount cash fare until your replacement card is processed.



## HOW TO REPLACE YOUR CLIPPER CARD

### **If your card is defective:**

- ▶ The \$5 replacement fee will be waived if the card is obviously defective. If you think it is defective and wish to have the fee waived, you must take your card to your local transit agency.
- ▶ Otherwise, follow the steps for a damaged card.



## HOW TO RENEW YOUR CARD

### **You should receive a renewal reminder 60 days before your card expires.**

- ▶ If you have a "P" (indicating permanent disability) on your card, complete the enclosed renewal application and mail it to the Medical Certifier along with a check or money order for \$3. If you do not receive a renewal application, call your local transit agency to request one.
- ▶ If you do not have a "P" on your card, you must renew in person at your local transit agency.



- ▶ Your unexpired pass, tickets, remaining cash balance as well as automatic reload instructions (if you are registered for this) will transfer to your replacement card.



## **Allow 15 to 21 days for processing your new card and to receive it in the mail.**

- ▶ If your old card has a cash value balance when it expires, call Clipper Customer Service after you receive your new card to request the funds be transferred.
- ▶ If your expired card was registered for Autoload, you must re-register your new card.
- ▶ If you do not plan to renew your RTC Clipper card and your expired card has cash value remaining, call Clipper Customer Service for a refund.



## HOW TO RENEW YOUR CARD

### If you are a senior aged 65+ and you **DO NOT** travel with an attendant:

- ▶ Do not renew your expired RTC Clipper card! Instead, apply for a Senior Clipper card. Call Clipper Customer Service for the location nearest you.
- ▶ There are advantages to using a Senior Clipper card over an RTC Clipper card—you not only receive the same fare discounts but you



## ACCESSIBLE FARE PAYMENT FEATURES

### For vision impairments:

- ▶ **Audio buttons and earphone/headphone jacks:** The audio button is on the left side of each Ticket Machine and Add Value Machine. When pressed, the machine will read the information to you. An earphone jack is also provided on the machine.
- ▶ **Braille:** Ticket Machine buttons are labeled in Braille. For touch screen instructions, you may use the audio feature described above.



do not pay a fee for the card and you never have to renew the card.

- ▶ If you have a remaining cash value balance on your RTC Clipper card, once you receive your Senior Clipper card, call Clipper Customer Service to request a transfer of funds to your new card.



- ▶ **Screen reader:** The Clipper website at [clippercard.com](http://clippercard.com) is designed to work with screen reader software.
- ▶ **Alternate format materials:** Contact Clipper Customer Service at 877.878.8883 or email [custserv@clippercard.com](mailto:custserv@clippercard.com) to request this brochure in large print or as a readable PDF.

## **For hearing impairments:**

- ▶ **California Relay Service:** Call 711 or 800.735.2929 using TTY machines and provide the number for the Clipper Customer Service 877.878.8883.



## IMPORTANT CARD TIPS

- **Do not punch a hole** in the card. A hole will cause the card to stop working.
- **Tag your card** on a card reader every time you ride.
- **“Tag off”** on the reader when you reach your destination.



Tag off on:

- BART
- Caltrain
- Golden Gate Transit
- San Francisco Bay Ferry



The cost of your fare is calculated by distance. If you forget to “tag off”, the system will charge the full distance fare.

- If you take a local trip on an AC Transit Transbay bus, you must tell the driver you are taking a local trip before you tag your card to pay your fare. This ensures that you will not be charged a transbay fare.
- Paratransit services do not accept RTC Clipper cards for fare payment.

# Cut out the RTC Clipper Card Quick Guide below!



CUT .....

Phone	877.878.8883
TTY/TDD	711 or 800.735.2929 (and type Clipper)
Web	clippercard.com
Email	customer@clippercard.com
Mail	P.O. Box 318 Concord, CA 94522.0318
RTC Card#:	

## CLIPPER CONTACT INFORMATION

FOLD .....

## RTC CLIPPER CARD QUICK GUIDE



### WAYS TO LOAD YOUR CARD

- Visit a Clipper retailer (such as Walgreens)
- Load value at a BART, Muni or Golden Gate Ferry Ticket Machine
- Visit your Transit Agency Ticket Office or a Clipper Customer Service Center
- Call Clipper Customer Service at 877.878.8883
- Set up a "My Clipper" account on clippercard.com



Clipper is the all-in-one reloadable transit card that manages your passes, fares and transfers so you don't have to. Learn more by calling 877.878.8883 or visiting [clippercard.com](http://clippercard.com).



**LOAD IT. TAG IT. GO.**

-----CUT-----



## ***HOW TO USE YOUR CARD***

1. Look for a Clipper card reader and hold your card flat against the Clipper logo.
2. Wait for the beep or for the fare gates to open and continue boarding.
3. Tag your card again at your destination, as necessary.

-----FOLD-----



## ***CARD READER LOCATIONS***

- Inside the door of a bus or street car
- At Muni Metro or BART fare gates
- On the Caltrain or VTA platform
- At the Ferry entrance

