

## ▶ Use Your Clipper Card

### Tag On

1. When boarding the bus, locate the Clipper card reader.
2. Hold your card flat against the Clipper logo on the reader.
3. Wait for the beep and green light. Then continue to your seat.

Note: If you are traveling locally on a transbay bus, let the driver know before you tag your card so that you are charged correctly.

### Protect Your Clipper Card and Its Value

- Register your card for free. Visit [clippercard.com](http://clippercard.com) or call 877.878.8883.
- With free registration, Clipper can replace lost or stolen registered cards and restore balances 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 AC TRANSIT



CLIPPER ON  
**AC TRANSIT**



## ▶ New to Clipper?

### Get a Clipper Card

You can get an adult Clipper card at:

- **Clippercard.com**
- Walgreens, Whole Foods and other retailers
- Transit agency ticket offices, including the Clipper Customer Service Center at AC Transit in Oakland and the BART Customer Service Center at Lake Merritt BART
- San Francisco Muni and Golden Gate Ferry ticket machines
- Your workplace transit benefit program

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

### Add Value to Your Clipper Card

You have the flexibility to add:

- Cash value for adult, youth, senior and disabled passengers—accepted on all major Bay Area transit systems
- 31-Day local pass for adult and youth riders
- 31-Day transbay pass for adult riders
- Local monthly pass for senior or disabled riders

### Where to Add Value to Your Clipper Card

You can add value at the following outlets:

- Online at **clippercard.com** (takes up to 5 days to load to card)
- Walgreens, Whole Foods and other retailers
- Clipper Customer Service Center at AC Transit in Oakland
- BART ticket machines (cash value only)
- Other transit agency ticket machines
- Clipper Add Value machines
- Your workplace transit benefit program

### Autoload Your Clipper Card

Never run out of value! Set up Autoload at **clippercard.com** to automatically add value to your Clipper card through your credit card or bank account when:

- Your cash balance falls below \$10
- Your pass expires

Visit **clippercard.com** for a full list of retail, customer service center, ticket machine and Add Value machine locations.



## ▶ Frequently Asked Questions

### How do I pay my fare on AC Transit with Clipper?

When you board the bus, tag your Clipper card on the Clipper card reader at the front of the bus. Clipper will automatically calculate the correct fare and deduct it from your card or show that you have a valid pass. If you are traveling locally on a transbay bus, let the bus operator know before you tag your card, so the card reader can be switched to the local fare and you are charged correctly.

### I take a local bus and then catch a transbay bus to San Francisco (and vice versa). How does Clipper charge me?

When you tag on the local bus, Clipper deducts \$2 from your card. If you board a transbay bus within 2 hours of your local bus tag, you will pay an additional \$2.20. If you are travelling on the transbay bus first, you will pay \$4.20 for your ride. When you board the local bus within 2 hours of your transbay tag, no additional fare will be deducted. Either way, you are charged \$4.20 for your entire one-way trip.

### I only have a local pass on my card. How do I upgrade to go transbay?

In order to use your local pass for transbay service, you need to have cash value on your card to cover the upgrade to the transbay fare. Clipper will automatically deduct the difference between a local and transbay fare from your cash value balance when you tag. If you only have a local pass on your card and no cash value, you will have to pay the full transbay fare in cash at the farebox.



### Do I get a discount for using Clipper on AC Transit?

Yes! AC Transit gives adult riders a 10-cent discount on local cash value fares—youth, senior and disabled riders get a 5-cent discount.

### How does the Day Pass work?

The Day Pass gives you unlimited local rides during a single day (\$5 for adults/\$2.50 for youth, seniors and disabled). Cash customers have to choose to buy a paper Day Pass from the bus operator, or each trip they take will cost the full fare. But Clipper customers have total flexibility: You get the Day Pass automatically. Once you pay \$5 in local fares in a day (\$2.50 for youth, senior and disabled riders), you won't be charged any more, and you'll still get unlimited local rides the rest of the day.

### Does the BART-to-Bus transfer work with Clipper?

Yes. You automatically save 50 cents when you transfer from BART to AC Transit using your Clipper card. Transfers must occur within 90 minutes. Tag your card to the card reader to receive your discounted fare, which also applies toward a Day Pass. Fare discounts do not apply to 31-Day or monthly pass customers.

For more specific information about Clipper, visit **clippercard.com**.