

Fourth & U EasyPass Program



AC Transit
EasyPass



Write your TransLink® card serial number here.

Write your name as it appears on your TransLink card.



to the Fourth & U EasyPass Program!

Fourth & U and AC Transit are pleased to offer you the EasyPass on the TransLink® 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. The EasyPass provides you with unlimited travel on all AC Transit service—both local and transbay. The passes are convenient and secure, and the card does not have to be replaced each year. You keep the card long-term – treat it like your driver's license. Your pass is automatically loaded every year of the program term as long as you are a qualified participant.

How to Use Your EasyPass

Each time you board the bus, simply “tag” (do not swipe) your card by holding it flat against the TransLink logo on the card reader just inside the door. Wait until you hear a single “beep,” which means that you have an active pass. If the card reader sounds three beeps instead of one, your pass has been misread by the reader, is defective, or has been damaged or deactivated. Try tagging your card again. If your card does not appear to be working, please refer to the section “Lost, Stolen, Damaged, or Defective EasyPasses” in this guide.

EasyPass Validity

Your Fourth & U EasyPass is valid until April 14, 2013, as long as you remain a verifiable resident of Fourth & U. Each residential unit is entitled to one free EasyPass for one named individual. Additional passes may be purchased for other verifiable Fourth & U residents in the unit for an \$89 annual fee, payable at the Fourth & U Management Office. There are no refunds issued on the EasyPass.

Using Your Card on Other Transit Services

Your TransLink card is accepted on BART, Muni, Golden Gate Transit, and Caltrain. To ride these other systems, you will need to add cash (called “e-cash”) to your card. To learn more about using TransLink on other transit services, visit www.translink.org.

To see an animation about tagging the card, check out “How to tag” at www.actransit.org/translink.

Lost, Stolen, Damaged, and Defective EasyPasses

If your card is lost, stolen, damaged, or defective call the TransLink Customer Service Center toll-free at (877) 878-8883, and have your card number in hand. This is the first step you should always take. TransLink will give you instructions for what to do next.

If your card has been lost or stolen, TransLink will deactivate your card to prevent misuse and protect any e-cash value on the card. You can ask for a replacement card and restore your EasyPass and e-cash for a balance restoration fee of \$5, payable by credit card or money order directly to TransLink.

If your card just doesn't work, TransLink will check your card remotely and fix it if possible. If this can't be done, you will be asked to mail your card to TransLink. If it's determined that the card has been damaged, you can ask for a replacement and restore your EasyPass and any e-cash for a balance restoration fee of \$5, payable by credit card or money order directly to TransLink. If the card is defective, you'll get a new card with your EasyPass and any e-cash balance restored without charge.

AC Transit will mail your replacement card to the Fourth & U Management Office in about five business days after you first contact the TransLink Customer Service Center. To speed delivery, you can request to have the card mailed directly to you. Simply give TransLink your mailing address. Until you have your new card, you will need to pay the regular cash fare on the bus.

Fourth & U EasyPass Rules

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

- EasyPass is valid for one named individual per residential unit.
- The EasyPass is not transferable or refundable, and will be revoked if used by anyone else other than the pass holder.
- 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 TransLink 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).

* The EasyPass is not valid on the Dumbarton Express.

Contact Us

For questions about your EasyPass, contact the Fourth & U Management Office at (510) 981-1397 or Fourth&U@essexpropertytrust.com.

How to Reach the TransLink Customer Service Center

Phone: (877) 878-8883

Fax: (925) 686-8221

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

Web site: www.translink.org

Email: custserv@translink.org

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

TransLink 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

By Web: www.actransit.org

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

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

For Customer Services: www.actransit.org/customer

For EasyPass Information: www.actransit.org/easypass

For TransLink information: www.actransit.org/translink

For NextBus™ information: www.actransit.org/nextbus

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

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

Lost & Found: (510) 891-4706

Accessible Services: (510) 891-7261

AC Transit
EasyPass



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

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

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