

# AC Transit EasyPass for Residential Communities



## Frequently Asked Questions About Your Ironhorse EasyPass Program

AC Transit  
**EasyPass**

[www.actransit.org/easypass](http://www.actransit.org/easypass)



**IRONHORSE**  
AT CENTRAL STATION

- 1. What is the AC Transit EasyPass for Ironhorse?**

AC Transit's EasyPass program provides Ironhorse residents with a bus pass that is valid at any time on all AC Transit lines, both local and transbay. The EasyPass is "loaded" on a TransLink® regional fare card with your photo and name on the back.
- 2. Why is the EasyPass a good thing?**

Your Ironhorse EasyPass is a great alternative to driving alone. You'll save on gas, parking, and other hassles. Using your EasyPass reduces parking demands and alleviates traffic congestion. The EasyPass is also a great way to reduce your carbon footprint and improve our environment.
- 3. Who is eligible for an Ironhorse EasyPass?**

One named resident in each apartment is entitled to a free EasyPass. Additional EasyPasses may be purchased for other verifiable Ironhorse residents by paying a \$77 annual fee.
- 4. How long is the EasyPass valid?**

Your EasyPass is valid from January 1, 2010, through December 31, 2011, as long as you are the Ironhorse resident receiving the free pass. Additional unit passes purchased for \$77 are only good for the calendar year purchased.
- 5. How do I get my free EasyPass?**

It's easy. Just complete and sign a Pass Acceptance Form (PAF) and have your photo taken at the Ironhorse Management Office. Your EasyPass will be mailed to your residence. If you do not receive your EasyPass within two weeks, contact the Ironhorse Management Office.
- 6. Can other residents in my unit get an EasyPass?**

Additional EasyPasses may be purchased for other verifiable Ironhorse residents by paying a \$77 fee for the calendar year. This fee applies no matter when during the calendar year the pass is purchased. The residents will need to complete and sign a Pass Acceptance Form (PAF) and have their photos taken at the Ironhorse Management Office. There are no refunds for the EasyPass.
- 7. What is the Pass Acceptance Form (PAF)?**

The PAF is a required form that releases your photo for EasyPass production and ensures that you understand the guidelines for proper use of the EasyPass. The form also subscribes you to AC Transit e-News and EasyPass Info, which are e-mail-based notification services that let you know important changes on the bus lines you ride and specific news about your EasyPass. Occasionally, you may receive a survey to assess the EasyPass program at Ironhorse.
- 8. Can I lend or give my EasyPass to a friend or relative? Can I sell it?**

The EasyPass is valid only for the Ironhorse resident identified on the card. Your EasyPass is not transferable or refundable and will be revoked (deactivated) if used by anyone else. Fraudulent use of your EasyPass undermines AC Transit's financial ability to offer the pass to Ironhorse residents and others who qualify for a discounted program. A fine of up to \$228 and/or community service is the penalty for misuse of your pass with the intent to evade the payment of fares according to California state law (CPC 640).

## 9. When I first get my EasyPass, is there something I should do?

Write down your TransLink card number on the Ironhorse EasyPass User Guide that comes with your card. You will need to refer to this number if your card becomes defective, damaged, lost, or stolen. You should also write down your name in the exact way it is printed on the card. Then read and keep the User Guide.

## 10. How do I use my EasyPass?

You simply “tag” the card on the card reader at the front of the bus each time you board. When you hear a single beep, your fare has been accepted. If you hear three beeps, you may have tagged your card incorrectly. Try again and be careful to hold your card against the reader rather than swiping it. If you still hear three beeps, confirm with the driver that the reader is in working order. If so, your card may be defective or deactivated. Please call the TransLink Customer Service Center toll-free at (877) 878-8883 to address your card issue. Always have back-up cash fare in case your card does not work.

## 11. If my card is lost or stolen, or just doesn't work, what do I do?

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. Customer Service will give you instructions for what to do next.

If your card is 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.

TransLink will notify AC Transit to create your replacement card, which will be mailed to your residence in three to five business days. Until you have your new card, you will need to pay the regular cash fare on the bus.

## 12. Does my card work on BART and other Bay Area transit?

Yes. You can use your card on BART, San Francisco Muni, and Golden Gate Transit and Ferry. To ride these other systems, you will need to add cash (called “e-cash”) to your card at a TransLink retail vendor, such as Walgreens, or by phone, online, at a self-serve Add Value Machine, or at a transit agency ticket office. Visit [www.translink.org](http://www.translink.org) to find locations and more information.

## 13. Is the EasyPass valid on the Dumbarton Express service?

No. The EasyPass is valid only on AC Transit local and transbay bus lines. A consortium of transit agencies operates the

Dumbarton Express and contract with AC Transit. You can use your EasyPass to take AC Transit's transbay Line U across the Dumbarton Bridge without paying extra fare.

## 14. Can I punch a hole in the corner of the card for carrying on a chain?

No. The antenna that communicates with the card reader runs throughout the card. Please protect your card from damage.

## 15. Can I still use my TransLink card if I'm no longer living at Ironhorse?

Yes, the card is yours to keep, but your EasyPass will be deactivated when you move from Ironhorse. You will have to add cash (called “e-cash”) or a pass to the card for it to be usable on AC Transit and other transit services that use TransLink.

## 16. How do I get answers to questions about my EasyPass?

- Call TransLink at (877) 878-8883 for problems with your EasyPass. Always call TransLink first to report a lost, stolen, damaged, or defective EasyPass.
- Please refer to your Ironhorse EasyPass User Guide that comes with your card.
- Go online to [www.actransit.org/easypass](http://www.actransit.org/easypass).
- For all other questions about your EasyPass, contact the Ironhorse Management Office at [thelm@bridgehousing.com](mailto:thelm@bridgehousing.com), or call (510) 839-5555.

## 17. How do I learn about riding AC Transit?

- Find AC Transit maps and schedules:
  - Online at [www.actransit.org](http://www.actransit.org)
  - At the Ironhorse Management Office
- Go online to [www.actransit.org](http://www.actransit.org) and click on “Trip Planner.”
- Get personalized help with trip planning, or order maps and schedules by calling 511 (and saying, “AC Transit”) to reach the AC Transit Telephone Information Center.
- Use the NextBus real-time bus arrival information by visiting [www.actransit.org/nextbus](http://www.actransit.org/nextbus).

## 18. How do I make a complaint, report an incident, or give a driver a commendation?

Call 511 (and say, “AC Transit”) to reach AC Transit's Telephone Information Center, or go online to [www.actransit.org/customer](http://www.actransit.org/customer) to make a report.

## 19. How do I report a non-functioning card reader?

If you are inside the bus, look above the front windshield for the bus number and write it down along with the date. If you are already outside the bus, find the bus number above the windshield or the front door. Call 511 (and say, “AC Transit”) to reach the AC Transit Telephone Information Center, or go online to [actransit.org/customer](http://actransit.org/customer) to make an online report.

## 20. How do I report a damaged bus stop sign or pole schedule?

Send an email to [signs@actransit.org](mailto:signs@actransit.org) to report missing schedules and damaged bus stop or pole signage.