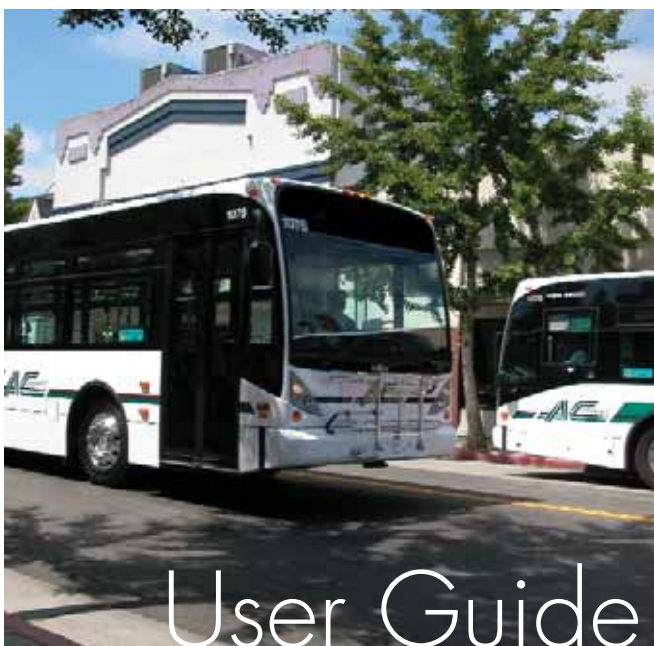


AC Transit
EasyPass

City of Berkeley EasyPass



Write your Clipper™ card serial number here.

Write your name as it appears on your Clipper card.





to the City of Berkeley EasyPass Program!

The City of Berkeley and AC Transit are pleased to offer you the EasyPass on the Clipper* 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. Clipper cards are convenient, secure, and do not have to be replaced each year. You keep the card long-term – treat it like your driver's license. Your new card is already loaded with your EasyPass for the program's duration.

How to Use Your EasyPass

Each time you board the bus, simply “tag” (do not swipe) your card by holding it flat against the Clipper logo on the card reader just inside the door. Wait until you hear one “beep.” The smart chip in the card will verify that you have an active pass. If the card reader beeps three times 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. You can add cash value, or other passes, to your Clipper card to pay other transit agency fares. To learn about using your Clipper card on other transit services, visit www.clippercard.com.

EasyPass Validity

Your EasyPass is valid as long as you continue to work for the City of Berkeley. If you no longer work for the City of Berkeley, you can continue to use your Clipper card by adding value to your card, however your EasyPass will be deactivated.

* **The TransLink card has a new brand and name: Clipper.** The Clipper card works just the same way as the TransLink card. If you already have a TransLink card, it will continue to work as it always has. No replacement is necessary.

† To see an animation about tagging the card, go to www.clippercard.com and click on “How to use Clipper.”

Lost, Stolen, Damaged, or Defective EasyPasses

Call the Clipper 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. Clipper will give you instructions for what to do next.

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

If your card just doesn't work, Clipper 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 Clipper. If it's determined that the card has been *damaged*, you can ask for a replacement and restore your EasyPass, and any cash value or other passes, for a balance restoration fee of \$5, payable by credit card or money order directly to Clipper. If the card is defective, you'll get a new card with your EasyPass and any cash value balance restored without charge.

AC Transit will mail your replacement card to the City of Berkeley Transportation Division in about five business days after you first contact the Clipper Customer Service Center. To speed delivery, you can request to have the card mailed directly to you. Simply give Clipper your mailing address. Until you have your new card, you will need to pay the regular cash fare on the bus.

City of Berkeley EasyPass Rules

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

- The City of Berkeley EasyPass is valid only for the person identified on the card.
- The EasyPass is not transferable or refundable, and will be revoked if used by anyone else.
- 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 Clipper 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 **City of Berkeley Transportation Division: 1947 Center Street, 3rd FL**

Phone: (510) 981-7010, Transportation Division (EasyPass info line)

Email: transportation@cityofberkeley.info

Web: Go to the Transportation section under Groupware for online information

How to Reach the Clipper Customer Service Center

Phone: (877) 878-8883

Fax: (925) 686-8221

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

Email: custserv@clippercard.com

Web: www.clippercard.com

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

Clipper 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

Web: www.actransit.org

Maps & Schedules: www.actransit.org/maps

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

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

Customer Services: www.actransit.org/customer

EasyPass Information: www.actransit.org/easypass

Clipper information: www.clippercard.com

Phone: Call 511 (and say, "AC Transit," followed by "Information")

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

Lost & Found: (510) 891-4706

Accessible Services: (510) 891-7261



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

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