



FAQ

Frequently Asked Questions About Your Mural EasyPass



1. What is the AC Transit EasyPass for Mural?

AC Transit's EasyPass program provides Mural 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 Clipper® regional fare card with your photo and name on the back.

2. Why is EasyPass a good thing?

Your Mural EasyPass is a great alternative to driving alone. You'll save on gas, parking, car insurance 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. We encourage you to, "Get Going, Start Saving!" as soon as possible.

3. Who is eligible for the Mural EasyPass?

All residential units at Mural are entitled to one free EasyPass.

4. How long is the EasyPass valid?

Your EasyPass is valid from November 1, 2015, through October 31, 2017, as long as you are a qualified resident of Mural. If you no longer live at Mural, you can continue to use your Clipper card by adding cash value or other passes to your card; however your EasyPass will be deactivated.

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 a registration event or at the Mural Management Office. You will also be asked to take a very short survey. Your EasyPass will be delivered to Mural for distribution or mailed directly to you. If you do not receive your EasyPass within two weeks, contact the Site Coordinator at the Mural Management Office.

6. What is the Pass Acceptance Form (PAF)?

The PAF is a required form that releases your photo for EasyPass card production and ensures that you understand the guidelines for proper use of the EasyPass. The form also subscribes you to AC Transit eNews, which is an email-

based notification service that lets 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 Mural.

7. Can I lend or give my EasyPass to a friend or relative? Can I sell it?

The EasyPass is valid only for the Mural 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 Mural residents as well as others who qualify for a discounted program. A fine of up to \$250 and/or 48 hours of community service are the penalties for misuse of your pass with the intent to evade the payment of fares according to California state law (CPC 640).

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

Write down your Clipper card number on the Mural 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.

9. 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 the reader is working and you still have a problem, your card may be defective or deactivated. Please call the Clipper 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.

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

For help with your card, the first step you should always take is to call the Clipper Customer Service Center toll-free at (877) 878-8883, and have your card number in hand. Always identify that you are a Mural EasyPass participant. Clipper Customer Service 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 value on the card at the time of your call. You can ask Clipper for a replacement card to restore your EasyPass, any cash value, or other fare media. There is a Balance Restoration Fee of \$5, payable by credit card or money order directly to "Cubic Transportation"¹ for all replacements.

If your card just doesn't work, call Clipper to check your card's status and request a replacement. Clipper will charge the \$5 Balance Restoration Fee and ask you to mail your card to Clipper. If it's determined that the card has been damaged while under your care, the Balance Restoration Fee will apply. If Clipper determines your card to be defective through no fault of your own, Cubic Transportation will refund the Balance Restoration Fee by crediting your Clipper card, credit card, or by

¹ Clipper Customer Service Center is managed by Cubic Transportation Systems, Inc.

mailing a check. You must mail in your defective card to be checked by Clipper first before receiving a refund.

AC Transit will mail your replacement card to the Mural Management Office (or mail it directly to you if you make the request and provide your mailing address to Clipper) within seven business days after you first contact the Clipper Customer Service Center. Until you have your new card, you will need to pay the regular cash fare on the bus. There are no refunds on the EasyPass or the cash fare you paid on the bus while waiting for your new card.

11. How long does it take to get my card or to get it replaced?

Requests for new EasyPass cards take about seven business days to fulfill after the request is received and processed by Clipper Customer Service. Requests for replacement cards (lost, stolen, damaged, or defective cards) take seven business days to fulfill and require payment of the \$5 Balance Restoration Fee to Cubic Transportation Systems before the card will be produced. If your EasyPass has been deactivated from your existing Clipper card, it will take about ten to fourteen business days to reactivate the EasyPass on your card.

12. 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.

13. Does my card work on BART, VTA and other Bay Area transit?

Yes. You can use your card on BART, Caltrain, Fast, Golden Gate Transit and Ferries, Marin Transit, Muni, SamTrans, San Francisco Bay Ferry, SolTrans,



Vine, VTA and other Bay Area transit. To ride these other systems, you will need to add cash or other passes to your card at a Clipper retail vendor, such as Walgreens, by phone, online, at a self-serve BART ticket machine or an Add Value Machine, or at a transit agency ticket office. Visit clippercard.com to find locations and more information.

14. 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 operators including AC Transit run the Dumbarton Express. You can use your EasyPass to take AC Transit's transbay Line U across the Dumbarton Bridge without paying extra fare.

15. Can I go to San Francisco for free?

Yes. You can jump on AC Transit "letter" lines that take you across three Bay Bridges. Take the C or CB or nearby lines B, E, F, J, NX, NX1, NX2, NX3, NX4, NXC, P, or V all the way to the Transbay Temporary Terminal in downtown San Francisco located at Howard and Beale Streets. From there you can jump on other transit services. You will need to pay regular fare for other transit agencies, or use cash loaded onto your Clipper EasyPass card to pay for rides and transfers.

16. Can I still use my Clipper card if I no longer live at Mural?

Yes, the card is yours to keep, but your EasyPass will be deactivated when you no longer reside at Mural. You will have to add cash value or other passes to the card for it to be usable on AC Transit and other transit services that use Clipper. There are no refunds for the EasyPass.

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

- **Call Clipper** at (877) 878-8883 for problems with your EasyPass card. Always call Clipper first to report a lost, stolen, damaged, or defective EasyPass.
- Please refer to your **Mural EasyPass User Guide** that comes with your card.



- Go online to actransit.org/easypass.

For all other questions about your EasyPass, **contact the EasyPass Site Coordinator at the Mural Management Office** at 3838 Turquoise Way, Oakland, CA 94609. Hours: Mon. – Fri., 9:00 a.m. – 5:00 p.m.

18. How do I learn about riding AC Transit?

- Find AC Transit maps and schedules:
 - Online at actransit.org/maps
 - At the Mural Management Office
- Go online to actransit.org and click "Trip Planner."
- By phone: Call 511 (and say, "AC Transit," followed by "Information")
- For Real-Time Departure information: actransit.org/realtime (including Stop ID numbers); or use our mobile app by going to actransit.org on your smart phone or tablet and select the yellow icon, Real-Time Departures.

19. 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 Information Center, or go online to actransit.org/feedback to make a report.

20. 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 AC Transit's Information Center, or go online to actransit.org/feedback to make an online report.

21. How do I report a non-functioning Real Time Departure sign?

To report on Real-Time Departure electronic signs, send an email to: realtime@actransit.org.

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

Send an email to signs@actransit.org to report damaged or missing pole schedules and bus stop signage.

