



Frequently Asked Questions About Your Ironhorse EasyPass Program



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 Clipper® regional fare card with your photo and name on the back.

2. Why is 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. We encourage you to, "Get Going, Start Saving!" as soon as possible.

3. Who is eligible for an Ironhorse EasyPass?

Residents at Ironhorse located at 1801 14th Street in Oakland are entitled to one free EasyPass per unit. Additional passes for other verifiable Ironhorse residents in the unit may be purchased at the Ironhorse Management Office. The \$81 annual fee for an additional pass is not prorated and must be paid prior to receiving the pass.

4. How long is the EasyPass valid?

Your EasyPass is valid from January 1, 2012, through December 31, 2014, as long as you are a resident of Ironhorse. If you no longer reside at Ironhorse, 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 the Ironhorse Management Office. You will also be asked to take a very short survey. Your EasyPass will be mailed to the Ironhorse Management Office for pick up. If you do not receive your EasyPass within two weeks, contact the Ironhorse Management Office.

6. 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 email-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.

7. 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).

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

Write down your Clipper 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.

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 Operator 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 an Ironhorse 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 passes. 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 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 Ironhorse Management Office 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. Please contact the Ironhorse Management Office to receive temporary bus tickets to use until your new card arrives if you have concerns about paying the cash fare. 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 and other Bay Area transit?

Yes. You can use your card on BART, Caltrain, Golden Gate Transit and Ferries, Muni, SamTrans, and VTA. 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, and at a transit agency ticket office. Visit www.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 the Bay Bridge to the Transbay Temporary Terminal in downtown San Francisco located at Howard and Beale Streets. From there you can jump on other transit services in the City. 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'm no longer living at the Ironhorse?

Yes, the card is yours to keep, but your EasyPass will be deactivated when you no longer reside at the Ironhorse. 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 Ironhorse EasyPass User Guide that comes with your card.

- Go online to www.actransit.org/easypass.

For all other questions about your EasyPass, contact the Ironhorse Management Office at 1801 14th Street, Oakland, CA, 94607. Hours: Mon-Fri, 9:00 a.m. – 5:00 p.m. You can also email cwalker@bridgehousing.com, or call (510) 839-5555.

18. How do I learn about riding AC Transit?

- Find AC Transit maps and schedules:
 - Online at www.actransit.org/maps
 - At the Ironhorse Management Office
- Go online to www.actransit.org and click "Trip Planner."
- By phone: Call 511 (and say, "AC Transit," followed by "Information")
- For Real-Time Departure information: www.actransit.org/realtime (including Stop ID numbers)

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

Call 511 (and say, "AC Transit") to reach a live AC Transit Customer Relations Representative, or go online to www.actransit.org/customer 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 a live AC Transit Customer Relations Representative, or go online to www.actransit.org/customer 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: www.actransit.org/realtime.

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

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

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