The Alameda Housing Authority (AHA) and AC Transit are pleased to offer you the EasyPass. Your Pass provides unlimited travel on all AC Transit service—both local and transbay. It’s a great way to get to and from work and around much of the Bay Area. Please keep this Guide for future reference.

Using Your Pass
Your Pass is on a Clipper® fare card. Don’t forget to contact Clipper Customer Services, (877) 878-8883 or clippercard.com, to register your Card prior to first use. If you are an Alameda Housing Authority (AHA) EasyPass participant, your Pass will be valid and will automatically renew as long as AHA offers the program. Each residential unit is entitled to one free EasyPass; additional unit Passes can be purchased through the AHA Site Coordinator at the AHA Office.

Pass Validity
If you are no longer eligible for an EasyPass, you can still use your Clipper card—just add value or other fare media. The Pass will be deactivated from your card, however.

Help with Your Card
Replacing a lost, stolen, damaged, or defective EasyPass
If your Card has been lost, stolen, or is damaged or defective, call Clipper to deactivate your old Card and to request a replacement EasyPass. Tell Clipper that you are an Alameda Housing Authority (AHA), EasyPass participant.

Clipper Customer Services
(877) 878-8883 or clippercard.com

Clipper charges a $5 Balance Transfer Fee (payable to Clipper) before a new Card can be issued. Provide your mailing address and Clipper will mail your replacement Card directly to you.

Replacing EasyPass Cards loaded with cash or other agency products or funds
Call Clipper to deactivate the Pass on your old Card and request a replacement Card. Pay the $5 Balance Transfer Fee. AskClipper to transfer any passes and value from your old Card to the new EasyPass.

Keep in mind that it may take up to fourteen business days to get your replacement Card with other agency fare added. Contact your EasyPass Site Coordinator at the AHA Office to receive temporary AC Transit tickets to use if you haven’t received your new Card within fourteen days. There aren’t any refunds for fares that you pay while waiting for your replacement Card to arrive.

To protect card balances, always register your Card with Clipper.

1 Product fares from other transit agencies (not AC Transit), such as BART’s High-Value Discount Ticket, a Muni, WestCat or VTA Pass that can be loaded onto Clipper cards.
About Clipper
Clipper is the all-in-one transit card for the Bay Area. You can add any combination of cash value, monthly passes or commute vouchers to your EasyPass Card to access Bay Area transit. Simply tag your Card on the Clipper card reader and ride. Clipper will determine the best way to pay the fare based on the transit mode you’re on and the available fare products on your card.

While you’ll want to use EasyPass whenever you ride AC Transit, your EasyPass Clipper Card only loads adult, full-fare value. If you are eligible for discounted fare (senior, person with a disability, or youth) and want to use these discounts with other transit agencies, you’ll need to add value on a discount-eligible Clipper card instead of your EasyPass Card. Get your discount Clipper card by contacting Clipper.

Register your Card at clippercard.com to keep your balances safe. Add passes or value at a Clipper retailer or BART station. To quickly get a list of Clipper retail vendors, visit actransit.org and click on the “Clipper Retail Vendors” graphic.

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

• The Pass is valid only for the person identified on your Clipper Card. Do not sell or share your Pass.

• The Pass is not transferable or refundable, and will be revoked if used by anyone else.

• The Pass must be validated for each trip by tagging the card reader each time 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 Pass is being used fraudulently.

• A fine of up to $250 (and/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).

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