

Alameda Point Collaborative EasyPass



Congrats! You have an EasyPass!

Alameda Point Collaborative 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. Each time you board AC Transit, simply "tag" your Card on the Clipper card reader. The "beep"

indicates the reader has recognized your Pass. Three beeps indicate your Card has been misread by the reader. Try again. If the Card still doesn't work, it might be damaged or defective (see the "Help with Your Card" section of this Guide).



Pass Validity

If you are a qualified Alameda Point Collaborative resident, your Pass will be valid and will automatically renew as long as Alameda Point Collaborative offers the program. Each residential unit is entitled to one free EasyPass; additional unit passes can be purchased at the Alameda Point Collaborative Management Office.

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.

Contact Us

For questions about your Pass, contact the Alameda Point Collaborative Management Office at:
677 West Ranger Avenue, Alameda, CA 94501

Phone: (510) 898-7800

Email: easypass@apcollaborative.org

Web: <http://apcollaborative.org/>

Alameda Point Collaborative Management Office Hours:

Mon – Fri, 9:00 a.m. – 5:00 p.m.

Contacting Clipper Customer Services

Web: clippercard.com

Phone: (877) 878-8883

Using AC Transit

Web: actransit.org

Maps & Schedules: actransit.org/maps

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

Real-Time Departure Information: actransit.org/realtime

EasyPass Info: actransit.org/easypass

Contacting AC Transit

Web: actransit.org/feedback

Phone: (510) 891-4777 or call 511 (and say, "AC Transit")

Hearing and Speaking Impaired TDD: (800) 448-9790

Lost & Found: (510) 891-4706

Accessible Services: (510) 891-7261

(510) 891-5470 / Free language assistance /
Asistencia gratis en su idioma / 免費語言協助 /
Libreng tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí
/ 무료언어지원 / मुफ्त भाषा सहायता / کمک های زبان رایگان /
無料の言語支援 / مساعدة لغوية مجانية / Assistência linguagem livre /
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ບໍລິການທາງດ້ານພາສາ / மத்சர மொழி சहाයத / Assistance linguistique gratuite



Alameda-Contra Costa Transit District
1600 Franklin Street
Oakland, CA 94612
(510) 891-4777 or 511 (and say "AC Transit")
Visit actransit.org

AC Transit
EasyPass
Get Going • Start Saving

Help with Your Card

Lost, Stolen, Damaged, and Defective Cards

If your Card has been lost, stolen, or is damaged or defective, call Clipper for a replacement Card and tell them that you are an Alameda Point Collaborative EasyPass participant.

Clipper Customer Services

(877) 878-8883 or clippercard.com

Call Clipper to deactivate the Pass on your old Card and request a new one. Clipper charges a \$5 Balance Transfer Fee (payable to Clipper) before a new card can be issued, and any passes and value on your old Card will transfer to the new one. A replacement Card will be mailed to you. Register your new replacement card with Clipper once it arrives.

Also, keep in mind that it will take between seven to fourteen business days to get your replacement card. Contact the Alameda Point

Collaborative Management 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.

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).

