

# City of Berkeley EasyPass



Write your Clipper® card serial number here.

Write your name as it appears on your Clipper card.



## Welcome 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. You can find a copy of this Guide online at [actransit.org/easypass](http://actransit.org/easypass) under "Client Information." 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. Do not bend or puncture your Clipper card. Your new card is already loaded with your EasyPass for the program's duration as long as you remain an employee of the City of Berkeley.

### 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 "For Help with Your Card" 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 [clippercard.com](http://clippercard.com).



### EasyPass Validity



Your City of Berkeley EasyPass is valid as long as you remain a verifiable employee. Refer to the introductory letter that came with your Clipper card for your EasyPass validity dates. Each employee is entitled to one free EasyPass.

There are no refunds issued on the EasyPass. If you no longer work at the City of Berkeley, you can continue to use your Clipper card by adding cash value or other fare media to your card; your EasyPass, however, will be deactivated.

### 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 yourself as a City of Berkeley EasyPass participant. Clipper Customer Service will give you instructions for what to do next.

<sup>1</sup> To see an animation about tagging the card, go to [clippercard.com](http://clippercard.com) and click on "How to use Clipper."

## Lost or Stolen EasyPass Cards

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 products. There is a Balance Restoration Fee of \$5, payable by credit card or money order directly to “Cubic Transportation” for all replacements.

## Damaged or Defective Cards

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 your residential address 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 City of Berkeley Transportation Division 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.

## Timeline for EasyPass Card Delivery and Activations

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.

## City of Berkeley EasyPass Rules

Your EasyPass allows you to ride on any AC Transit service—local or transbay.<sup>3</sup> 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 \$250 (and/or community service) can be imposed for the misuse of your EasyPass with the intent to evade the payment of fares (California Penal Code 640).



# Contact Us

## For questions about your EasyPass, contact the City of Berkeley Transportation Division:

1947 Center Street, 3rd FL, Berkeley, CA 94704  
**Phone:** (510) 981-7050, Transportation Division (EasyPass info line)  
**Email:** transportation@ci.berkeley.ca.us  
**Website:** Go to the Transportation section under Groupware for online information about EasyPass

## 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 site:** 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 Site:** actransit.org  
**For Maps & Schedules:** actransit.org/maps  
**For Trip Planning:** actransit.org (click “Trip Planner”)  
**For Real-Time Departure Information:** actransit.org/realtime  
**To Report on Real-Time Departure Electronic Signs:** realtime@actransit.org  
**For EasyPass Information:** actransit.org/easypass

## For AC Transit Customer Services:

**Web Site:** actransit.org/customer  
**Phone:** Call 511 (and say, “AC Transit,” followed by “Customer Relations”)  
**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 [actransit.org](http://actransit.org) or [actransit.org/easypass](http://actransit.org/easypass)

<sup>2</sup> Clipper Customer Service Center is managed by Cubic Transportation Systems, Inc.

<sup>3</sup> The EasyPass is not valid on the Dumbarton Express; take the Line U instead.