

Ironhorse EasyPass



Write your Clipper® card serial number here.

Write your name as it appears on your Clipper card.



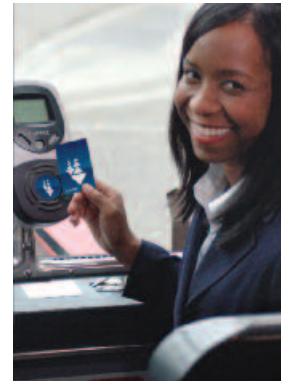
to the Ironhorse EasyPass Program!

Ironhorse 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 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 Ironhorse resident.

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.¹ 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.



EasyPass Validity

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

Additional passes for other verifiable Ironhorse residents in the unit may be purchased at the Ironhorse Management Office. Payment is due at the time of request. The annual fee for an additional pass is not prorated, but it is half-price at mid-year or later (July 1).

There are no refunds issued on the EasyPass. If you no longer reside at Ironhorse, 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 an Ironhorse EasyPass participant. Clipper Customer Service will give you instructions for what to do next.

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

¹ To see an animation about tagging the card, go to clippercard.com and click on "How to use Clipper."

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”² 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 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.



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.

Ironhorse EasyPass Rules

Your EasyPass allows you to ride on any AC Transit service—local or transbay.³ However, there are a few rules:

- The Ironhorse 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 Ironhorse Management Office:

1801 14th Street, Oakland, CA 94607

Phone: (510) 839-5555

Email: aalbert@bridgehousing.com

Ironhorse Management Office Hours:

Mon. – Fri., 9:00 a.m. – 5:00 p.m.

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 or actransit.org/easypass

² Clipper Customer Service Center is managed by Cubic Transportation Systems, Inc.

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