UC Berkeley and AC Transit are pleased to offer you the AC Transit EasyPass program for students. Please keep this Guide for future reference. Your Pass provides unlimited travel on all AC Transit service—both local and transbay. It’s the best way to get to and from campus and to much of the Bay Area.

USING YOUR PASS
Your EasyPass 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).

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 to use on other agencies by contacting Clipper.

PASS VALIDITY
As long as you are an eligible UC Berkeley student, your EasyPass will be automatically renewed on your Card each semester—one week before until one week after the start of the Fall and Spring semesters. Plus, Passes for students enrolled for the Spring semester are valid through the summer.

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 Lost, Stolen, Damaged, or Defective Cards
For all EasyPass Card replacements (except damaged):
Call Clipper immediately to block your old Card:
Clipper Customer Services:
(877) 878-8883 or clippercard.com

For simple EasyPass Card replacement:
Go to UC Berkeley’s Parking & Transportation Office (P&T): 1995 University Avenue, Ste. 110 Monday - Friday, 7:30 a.m. - 4:00 p.m.
P&T will make you a new card on the spot. There is a $25 Fee for replacing a lost or stolen EasyPass. The Fee may be waived for stolen cards by submitting a police report.

Be sure to register your new EasyPass card with Clipper at clippercard.com.

Replacing Cards with Added Value
For Cards with EasyPass and Cash:
After getting your replacement Card from P&T, call Clipper to transfer funds from your old Card to your new EasyPass Card. There is a $5 Balance Transfer Fee payable to Clipper.

For Cards with EasyPass and other agency products:
Go to P&T immediately to request a replacement EasyPass Card if you have other agency products (and funds) to transfer from your old Card to a new one. Pay the $25 fee to UC Berkeley P&T unless you have a police report for a stolen Pass.

Now call Clipper to transfer all your other transit agency products and funds to a separate Clipper card (without EasyPass). You won’t receive your newly-loaded, regular Clipper card immediately. Clipper will charge the

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 your Clipper card.
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.

Register your Card to keep your balances safe and 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.

MANDATORY $5 BALANCE RESTORATION FEE
In order to restore your EasyPass Card, you must mail a check for $5 plus any remaining balance from your Card to P&I Office at the University. Mail to the following address: 1995 University Avenue, Ste. 110, Berkeley, CA 94720. Please allow 10-14 business days for processing. Note: If your Card is not working properly, you may need to add new transit agency products and fares to your replacement EasyPass Card. Call the transit agencies and make a request.

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

- Do not sell or share your Pass! The Pass is valid only for the person identified on your Clipper Card.
- 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). UC Berkeley’s Center for Student Conduct and Community Standards may take additional disciplinary action.

CONTACT US
For questions about your Pass, contact the UC Berkeley Parking and Transportation Office: 1995 University Avenue, Ste. 110, Berkeley, CA 94720. Phone: (510) 643-7701. Email: prktrans@berkeley.edu
Web site: pt.berkeley.edu/easypass-students

Contacting Clipper Customer Services
clippercard.com
Phone: (877) 878-8883

Using AC Transit
actransit.org
Maps & Schedules: actransit.org/maps
Trip Planning: actransit.org (click "Trip Planner")
Real-Time Departure Information: actransit.org/actrealtime
EasyPass Info: actransit.org/easypass

Contacting AC Transit
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

May 2019