

UC Berkeley EasyPass

Student User Guide

AC TRANSIT
EasyPass
Get Going • Start Saving



Congrats! You have an EasyPass!

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.**¹ 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

¹ Register your Card to protect funds or products added onto your EasyPass; value on unregistered cards cannot be reimbursed if your card is lost or stolen.

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.

CONTACT US

For questions about your Pass, contact the UC Berkeley Parking and Transportation Office: 1995 University Avenue, Ste. 110, Berkeley, CA 94720: 7:30 a.m. – 4:00 p.m., Monday – Friday
Phone: (510) 643-7701

Email: prktrans@berkeley.edu

Web site: pt.berkeley.edu/easypass-students

Contacting Clipper Customer Services

Web: clippercard.com

Phone: (877) 878-8883

Using AC Transit

Web: actransit.org

Maps & Schedules: actransit.org/maps-schedules

Trip Planning: actransit.org

Real-Time Departure Information:

actransit.org/actransit-realttime

Contacting AC Transit

Web: actransit.org/customer/customer-feedback/report

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

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

Lost & Found: (510) 891-4777;

actransit.org/customer/customer-feedback/lost-and-found

Accessible Services: (510) 891-7261;

actransit.org/accessibility

(510) 891-5470 / Free language assistance / Asistencia gratuita

en el idioma / 免費語言協助 / Librang tulong para sa wika

Hỗ trợ giúp thông dịch miễn phí / 무료 언어 지원

मुफ्त भाषा मे सहायता / मुफ्त भाषा में मदद / 無料の言語支援

مساعدة لغوية مجانية / مفت لسانی معاونت / زبان سے متعلق مفت اعانت

Assistance linguistique gratuite / Assistència gratuita para idiomas

Бесплатная языковая помощь / បកប្រែភាសាមិនគិតថ្លៃ

ການຊ່ວຍເຫຼືອດ້ານພາສາທຳມະດາ



Alameda-Contra Costa Transit District
1600 Franklin Street • Oakland, CA 94612
actransit.org

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:²

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 mandatory \$5 Balance Restoration Fee and mail it (to your address if you provide it) within 10–14 business days. Use up the transferred balances and keep the depleted card for back-up.

To add new transit agency products and fares to your replacement EasyPass Card, call the transit agencies and make a request. Once the new agency products are loaded onto your new EasyPass Card, you will again have an EasyPass Card with everything on it.

Always carry cash for your ride in case your Card is not working. Neither P&T nor AC Transit can reimburse your cash fare. Check the Clipper card reader when you tag to make sure your Card is working properly. You can check your tag history and balances at clippercard.com once you have registered your Card with Clipper.

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 find convenient locations for adding value, visit actransit.org/clipper.

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.



² 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.