REGIONAL TRANSIT CONNECTION (RTC)

Clipper® Discount ID Card

- ▶ Getting Started with Clipper
- ▶ How to Use Your Card
- ▶ Accessibility Features
- ▶ How to Replace or Renew Your Card
- ▶ Important Tips

CLIPPER

CLIPPER

This brochure explains how to use your Regional Transit Connection (RTC) Clipper card to pay transit fares and how to replace and renew your card. It also describes accessible features and provides important tips.

Contact Us

Need help or have a question?
Get in touch with us.

Phone:	877.878.8883
Fax:	925.686.8221
TTY/TDD:	711 or 800.735.2929 (and type "Clipper")
Web:	clippercard.com
Email:	custserv@clippercard.com
Mail:	P.O. Box 318 Concord, CA 94522-0318
Follow:	

Bay Area Clipper

Your RTC Clipper Card

Two Cards in One!

- ▸ **It's an ID card** that proves your eligibility for discount fares on public transit.
- ▸ **It's a Clipper card** that you can use to pay discounted fares on public transit around the Bay Area.

Clipper offers other benefits:

- ▸ It manages your monthly discount passes, discount cash fares and transfers.
- ▸ If your card is lost or stolen, your balance is protected.
- ▸ It offers many convenient ways to load passes, tickets or cash value on your card.

1. Create an online account (optional).

An online account makes it easier to manage your Clipper card. It also allows you to set up Autoload for automatic reloads from your credit card or bank account. To set up an online account for the first time, call Clipper Customer Service.

2. Add value to your card.

You can add any combination of value onto your Clipper card, including monthly passes, discount tickets and cash value. For example, if you want to pay your fare in Muni stations with an unlimited-ride pass, but also want to ride BART, you can load a Muni pass as well as cash value for riding BART. If you always pay with cash when riding transit, you can simply add cash value. For information on passes, contact your local transit agency by calling 511.

You can add value to your card:

▶ **In person**

- At a Clipper retailer (such as Walgreens)
- At a transit agency ticket machine (BART machines load cash value only; other machines can load passes and cash value

- At a Clipper Customer Service Center or local transit agency ticket office
  - Find a list of locations near you at clippercard.com/retail, or call Clipper Customer Service.
  - Generally, you can pay with credit/debit card or cash.

▶ Online at clippercard.com

▶ By calling Clipper Customer Service

> ▶ If you add value to your card in person or over the phone, be sure to specify if you want a pass and/or cash value.
>
> ▶ Visit clippercard.com/value to learn when value you add online or over the phone will be available.

▶ By setting up Autoload
- Always have value when you need it! If you set up Autoload, your card balance will be replenished whenever your cash balance falls below $10 or your pass or ticket expires.

1. Locate the Clipper card reader.

- ▸ Inside the door of a bus or streetcar
- ▸ At the Muni or BART fare gates
- ▸ On the Caltrain, SMART or VTA platform
- ▸ At the ferry terminal

On a cable car, the conductor carries a handheld card reader.

2. Tag your card by holding it flat against the Clipper logo.

Clipper automatically checks for a valid pass. If you don't have a pass on your card, it will deduct the discounted fare from the cash value on your card and apply any appropriate transfer discount. Here's what to expect when you tag your card:

- ▸ **On buses, light rail, ferries, Caltrain and SMART:** The card reader will beep and display a green light and "OK" when you have successfully tagged your card and can board. A yellow light means your balance is low. You can still board, but add value before your next trip. A red light and three beeps means you do not have enough value on your card and must add value to your card or pay with cash.

▶ **In BART stations:** The gates will open, and the display will say "OK" to indicate you have successfully tagged your card and can enter the paid area. If the gates beep or fail to open, you may have tagged your card too quickly or may not have enough value on your card. Try tagging again, or add value at a ticket machine if your balance is too low. Be sure to tag at a fare gate even if you are taking an elevator to access the platform.

▶ **In Muni stations:** When you use the regular fare gates, the reader will beep, and display a green arrow and "Please enter." The gates will open to indicate you have successfully tagged your card. If you are unable to tag and pay your fare, the gates will beep three times and display "See Agent" with a red "X". The accessible gates next to the station agent booth open as soon as they detect someone, but you should still tag the fare gate to pay your fare, as proof-of-payment officers may ask to check your Clipper card to ensure you have paid. When entering the station via elevator, you must exit the elevator at the concourse level and tag your card to a fare gate

or to a card reader adjacent to the concourse elevators.

3. Tag off if you need to at the end of your trip.

If you use your card on transit systems that charge by the distance you travel—BART, Caltrain, Golden Gate Transit, San Francisco Bay Ferry, SMART and Sonoma County Transit—you'll need to tag at the beginning of your ride and again at the end of your ride. This ensures Clipper only charges you for the distance you actually traveled.

To learn more about how Clipper works on your transit service, visit **clippercard.com.**

Check your balance.

- ▶ Look at the card reader display when you tag your card.
- ▶ Tag your card to a ticket machine or insert it in a Clipper Add Value machine.
- ▶ Log in to your account at clippercard.com.
- ▶ Call Clipper Customer Service at the numbers on the back of your card.
- ▶ Ask at a transit agency ticket office or Clipper Customer Service Center.

ACCESSIBILITY FEATURES

For users with visual disabilities:

▸ **Audio assistance:** Transit agency ticket machines and Clipper Add Value machines are designed with audio buttons and earphone/headphone jacks. The audio button is located on the left side of the machine. Press the button for recorded instructions.

▸ **Braille:** Ticket machine buttons are labeled in Braille. For touch screen instructions, you may use the audio feature described above.

▸ **Screen readers:** Clippercard.com is designed to work with screen reader software.

▸ **Alternate format materials:** Download this brochure in large-print format or as a readable PDF at clippercard.com/rtc. You can also call Clipper Customer Service or email custserv@clippercard.com to request this brochure in large-print format or as a readable PDF.

For users with hearing disabilities:

▸ **California Relay Service:** Call 711 or 800.735.2929 using TTY/TDD machines and type "Clipper."

If your card is lost or stolen:

1. Call Clipper Customer Service to report it lost or stolen. Clipper will put a block on your lost card, so no one else can use it.

2. Call or visit a transit agency to request a Lost Card Application, or download an application at transit.511.org/rtc.

3. Complete the application.

4. Submit the application in person at a transit agency office or by mail to the address on the form.

   - Include the $5 replacement fee.
   - Allow 7 to 10 days for processing.

▶ **Keep your value!**
If you request a replacement card, Clipper will transfer your balance, any unused passes and even your Autoload instructions to your new card.

If your card is damaged:

1. Call or visit a transit agency to request a replacement card application, or download an application at transit.511.org/rtc.
2. Complete the application.
3. Submit the application in person at a transit agency office or by mail to the address on the form.
   - Include the $5 replacement fee.
   - Allow 7 to 10 days for processing.

Carry your damaged card to continue to ride and pay the discounted cash fare until you receive your replacement card.

If your card is defective:

If you think your card is defective and want to replace it without paying a fee, you must take it to a local transit agency. The replacement fee will be waived if the card is obviously defective.

You should receive a renewal reminder 60 days before your card expires.

▶ If you have a "P" (indicating permanent disability) on your card, complete a renewal application and mail it to the Medical Certifier along with a check or money order for $3. If you do not receive a renewal application, call your local transit agency at 511 to request one.

▶ If you do not have a "P" on your card, you must renew in person at your local transit agency.

▶ Allow 15 to 21 business days to receive your card in the mail.

Transferring value and Autoload settings:

▶ If your old card has a cash value balance when it expires, call Clipper Customer Service after you receive your new card to request the funds be transferred.

▶ If you had Autoload set up on your card, you'll need to set it up again on your new card.

If you do not plan to renew your RTC Clipper card and your expired card has cash value remaining, call Clipper Customer Service for a refund.

You may not need an RTC Clipper card!

If you are a senior aged 65+ and you DO NOT travel with an attendant:

▸ Do not renew your RTC Clipper card! Instead, apply for a Senior Clipper card. You get the same discounts as an RTC Clipper card, but the Senior card is free, and you never have to renew it.

▸ You can apply for your Senior Clipper card by mail, email or fax and have your card mailed to you. You can get a Senior Clipper card on the spot by applying in person at a transit agency ticket office or Clipper Customer Service Center.

▸ Visit clippercard.com/discounts for information on how to apply, or call Clipper Customer Service.

> ▸ If you have cash value remaining on your RTC Clipper card, call Clipper Customer Service after you receive your Senior Clipper card and request a transfer of funds to your new card.

IMPORTANT CARD TIPS

▶ **Do not punch a hole** in your card. A hole will cause the card to stop working.

▶ **Paratransit services** do not accept RTC Clipper cards for fare payment.

▶ **Tag off at the end of your trip** when you ride:
- BART
- Caltrain
- Golden Gate Transit
- Marin Transit
- San Francisco Bay Ferry
- SMART
- Sonoma County Transit

These agencies charge fares based on the distance you travel. If you forget to tag off at the end of your trip, the system will charge you the full-distance fare.

Visit clippercard.com to learn more about how Clipper works on your transit service.

Keep the handy RTC Clipper quick guide with your card

CLIPPER

RTC Card#: _____

Mail: P.O. Box 318
Concord, CA 94520-0318

Email: custserv@clippercard.com

Web: clippercard.com

TTY/TDD: 711 or 800.735.2929
(and type "Clipper")

Fax: 925.686.8221

Phone: 877.878.8883

CLIPPER CONTACT INFORMATION

RTC CLIPPER CARD QUICK GUIDE

WAYS TO LOAD YOUR CARD

- In person at a Clipper retailer, transit agency ticket machine or office, or Clipper Customer Service Center
- Call Clipper Customer Service at 877.878.8883
- Online at clippercard.com
- Set up Autoload

TTY/TDD: 711 or 800.735.2929   **13**

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Clipper is the all-in-one transit card accepted on most Bay Area transit systems.

clippercard.com │ 877.878.8883
TTY/TDD: 711 or 800.735.2929

Follow:

Bay Area Clipper

HOW TO USE YOUR CARD

1. Look for a Clipper card reader and hold your card flat against the Clipper logo.
2. Wait for a beep or for the fare gates to open and continue on.
3. Tag your card again at your destination, if necessary.

CARD READER LOCATIONS

- Inside the door of a bus or streetcar
- At Muni or BART fare gates
- On a Caltrain, SMART or VTA platform
- At a ferry terminal

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