

AC Transit EasyPass Program



EasyPass



FREQUENTLY ASKED QUESTIONS

What is an AC Transit EasyPass and how does it benefit me as a student?

EasyPass is a special bus pass program that provides unlimited rides on all AC Transit buses, including local and Transbay routes. It's a fantastic way to save money on transportation, have a positive environmental impact and is easy to use!

Where can I go with my EasyPass?

You can travel anywhere and anytime AC Transit goes, including our Transbay line. We recommend you download the AC Transit Official Mobile App at actransit.org/app to help plan, ride, and explore the East Bay.

How long is my EasyPass valid?

Your personalized EasyPass is valid as long as your education institution is participating in the program, and you are a student there. No activation needed or money to load. It is ready to be used!

Can I lend or give my EasyPass to a friend or relative? Can I sell it?

The EasyPass is valid only for the person identified on your EasyPass Card. Do not sell or share your pass. The pass is not transferable or refundable and will be revoked if used by anyone else.

When I first get my EasyPass, is there something I should do?

Register your EasyPass card prior to first use by contacting Clipper Customer Services, (877) 878-8883 or online at clippercard.com. This will help to protect any added value (cash and other agency fare or passes) that you might put on your EasyPass Clipper card.

Write down your Clipper card number somewhere you will remember it. You will need to refer to your number if your card becomes damaged, lost or stolen. You should also write down your name in the exact way it is printed on the card.

How do I use my EasyPass?

You simply "tag" the card on the Clipper card reader at the front of the bus each time you board. When you hear a single beep, your fare has been accepted. For problems, call the Clipper Customer Service Center toll-free at (877) 878-8883 to address your card issue. It is recommended to have back-up fare in case your card does not work.

Can I use the Clipper app on my phone instead of my EasyPass Clipper card?

Yes, you can. **IMPORTANT: Once you add Clipper to your mobile wallet (Apple Pay or Google Pay) on your phone, the physical card will stop working.**



If my card is lost or stolen, or just doesn't work, what do I do?

If your EasyPass card has been lost, stolen, or is damaged or defective, call Clipper to deactivate your old card and to request a replacement EasyPass. Tell Clipper that you are an institutional pass participant in the EasyPass program.

Contact Clipper Customer Services at (877) 878-8883 or clippercard.com. Clipper charges a \$3 Balance Transfer Fee (payable to Clipper) before a new EasyPass can be issued. Provide your mailing address and Clipper will mail your replacement directly to you. A Clipper card with only an EasyPass loaded on to it will take about seven business days to replace.

Does my card work on BART and other Bay Area transit systems?

Yes but to ride these other transit systems (BART, Caltrain, Golden Gate Transit and Ferries, Muni, SamTrans, VTA and more), you will need to add cash or other passes to your card. Visit clippercard.com for more information.

If I have an existing Clipper card for Bart, Muni, etc., can I combine cards?

It is recommended that you keep your EasyPass card separate for your existing Clipper Card.

Why does my EasyPass indicate \$0 balance online?

The Clipper app or website will not indicate a cash value for EasyPass card holders. If a participant adds cash value to their card for other transit services such as BART, Muni, etc., then a cash value will be displayed.

How do I get answers to questions or need help about my EasyPass?

For questions about your EasyPass, contact your EasyPass Site Coordinator.

Office Hours:

Parking and Alternative Transportation Services

Mon – Fri, 8 am - 5 pm

Email: parking@csueastbay.edu

Phone: (510) 885-3790

