

Regional Transit  
Connection (RTC)

# Clipper<sup>®</sup> Discount ID Card

Getting Started with Clipper

How to Use Your Card

Accessibility Features

How to Replace or Renew  
Your Card

Important Tips





# We're here to help

## **PHONE**

877.878.8883

## **FAX**

925.686.8221

## **TTY/TTD**

711 or 800.735.2929  
(and type "Clipper")

## **WEB**

[clippercard.com](http://clippercard.com)

## **EMAIL**

[custserv@clippercard.com](mailto:custserv@clippercard.com)

## **MAIL**

P.O. Box 318  
Concord, CA 94522-0318

## **FOLLOW**



Bay Area Clipper

# Your RTC Clipper Card



**Use it to show you are eligible** for discount fares when you pay with cash on Bay Area transit.

**Use it as a Clipper card** to conveniently pay discounted fares on public transit around the Bay Area.

## **Clipper offers other benefits:**

- Automatic discounts using passes or cash value
- Many convenient ways to load passes, cash value (accepted by all transit agencies) or any combination on your card
- Card balance protection if your card is lost or damaged
- Online account access anytime



# How to get started using Clipper

## 1. Create an online account (optional).

An online account makes it easier to manage your Clipper card. To set up an online account for the first time, call Clipper Customer Service.

## 2. Load value on your card.

You can load cash value (which is accepted by every transit agency), passes or any combination onto your Clipper card.

### Here are the ways to load value:

- Visit [clippercard.com](http://clippercard.com) or call Clipper Customer Service at 877.878.8883 (TDD/TTY 711 or 800.735.2929).
  - You might have to wait 2 or more days before you can first use the value on your card.
- Load value in person, and use your value immediately:
  - Go to a participating retailer such as Walgreens or Whole Foods Market stores.
  - Use self-serve machines at BART (cash value only), Muni, Golden Gate Ferry, SMART or VTA.

- Visit a staffed location such as a transit agency ticket office or Clipper Customer Service Center.

Find a list or map of all in-person locations at [clippercard.com/retail](http://clippercard.com/retail).

### CLIPPER CARD TIP!

You can also choose to set up Autoload, so Clipper will automatically reload your card when your cash value is below \$10 or your pass expires. Visit [clippercard.com/autoload](http://clippercard.com/autoload) or call Clipper Customer Service for more information.



## How to use Clipper to pay your fares

### 1. Locate the Clipper card reader.

- Inside the door of a bus or Muni streetcar
  - On a cable car, the conductor carries a handheld card reader.
- At the Muni or BART fare gates
- At the ferry terminal
- On the Caltrain, SMART or VTA platform

## CLIPPER CARD TIP!

Caltrain provides locator tones to help find the card reader at train stations. The readers emit a beeping sound every 15 seconds. The locator beeps have a lower decibel level and tone than the beeps that indicate whether a person has tagged on or off at the Clipper card reader.

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

The Clipper logo is below the card reader display and is also indicated by raised lines. When you tag, Clipper automatically checks for a valid pass. If you don't have a pass, Clipper will figure out the cost of your trip, including discounts and transfers, and deduct the fare from the cash value on your card. 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 when you have successfully paid for your ride. Two beeps and a yellow light mean your balance is less than \$2. You can still board, but you will need to load more value before your next trip.

Three beeps and a red light mean your card was not accepted. Try tagging again or use another payment method.

- **In BART stations:** If you hold your card on the reader for one second, you will hear a long beep and the display will say “OK” to indicate you have successfully tagged your card and can enter the paid area. If you hear a short beep followed by a long beep, your balance is low, but you can still enter the station. When you exit, you will hear two short beeps. The gates will beep three times or fail to open when your card is not accepted, regardless of how long you hold your card on the reader. Try tagging again or find a station agent for assistance. 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. 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 services that charge by the distance you travel—BART, Caltrain, Golden Gate Transit, Marin Transit, San Francisco Bay Ferry, SMART and Sonoma County Transit—you'll need to tag again at the end of your ride.

To learn more about how Clipper works on your transit service, visit [clippercard.com](http://clippercard.com).

#### **Check your balance.**

- Look at the card reader display when you tag your card.
- Visit transit agency and Clipper self-serve machines, which are audio-equipped.
- Log in to your account at [clippercard.com](http://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 and Clipper self-serve machines have audio buttons and earphone/headphone jacks.
- **Braille:** Self-serve 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](http://clippercard.com/rtc). You can also contact the Metropolitan Transportation Commission Public Information Office at 415.778.6757 or email [clipper@bayareametro.gov](mailto:clipper@bayareametro.gov).

### For users with hearing disabilities or speech disorders:

**California Relay Service:** Dial 711 or 800.735.2929 to reach the California Relay Service (CRS) and ask to be connected to the Clipper Customer Service Center at 877.878.8883.



## How to replace your Clipper card

### 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 card, so no one else can use it.
2. Call or visit a participating transit agency to request a replacement card application. Find a list of participating transit agencies or download the application at [www.511.org/rtc](http://www.511.org/rtc).
3. Complete the application.
4. Submit the application in person at a participating transit agency office or by mail to the address on the form.
  - Include the \$5 replacement fee.
  - Allow 7 to 10 days for processing.

### CLIPPER CARD TIP!

If you request a replacement for a lost, stolen or damaged card, Clipper will transfer your balance, any unexpired passes and even your Autoload instructions to your new card.

## **If your card is damaged:**

1. Call or visit a participating transit agency to request a replacement card application. Find a list of participating transit agencies or download the application at [www.511.org/rtc](http://www.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.
4. Include the \$5 replacement fee.
5. 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.



## How to renew your card

**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:

- You must apply for a Senior Clipper card, which provides the same discounts as an RTC Clipper card.
- 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](http://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 balance transfer.

## CLIPPER 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](https://clippercard.com) to learn more about how Clipper works on your transit service.

# Keep the handy RTC Clipper quick guide with your card.



CUT

**Clipper Contact Information**  
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](mailto:custserv@clippercard.com)  
Mail: P.O. Box 318  
Concord, CA 94522-0318  
RTC Card#:

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## 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](http://clippercard.com)
- Set up Autoload



## Your Bay Area Transit Card

[clippercard.com](http://clippercard.com) | 877.878.8883  
TTY/TDD: 711 or 800.735.2929



Bay Area Clipper

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### 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.

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### 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

