New to Clipper?

Clipper automatically figures out the cost of your ride, including all discounts and transfers. Just tag and go!

You can add any combination of cash value—accepted on all participating Bay Area transit systems—or passes, where available.

Visit clippercard.com for a full list of retail, customer service center, ticket machine and Add Value machine locations.


Use Clipper on these transit services:

- AC Transit
- BART
- Caltrain
- City Coach
- County Connection
- FAST
- Golden Gate Transit and Ferry
- Marin Transit
- Muni
- Petaluma Transit
- SamTrans
- San Francisco Bay Ferry
- Santa Rosa CityBus
- SMART
- SolTrans
- Sonoma County Transit
- Tri Delta Transit
- Union City Transit
- VINE
- VTA
- WestCAT
- Wheels

### Why Clipper?

Clipper offers benefits like balance protection for lost cards, automatic reloading of your pass or cash value, and easy transfers between systems.

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: [Twitter] [Facebook] [YouTube]
Using Your Clipper Card

Tag Your Card
Tag your card every time you board. Your tag is your proof of payment.
1. Locate the Clipper card reader on the bus, at the ferry terminal or at the station.
2. Hold your card flat against the Clipper logo on the reader.
3. Wait for the beep and green light. Then continue to board.

Tag Off
Golden Gate Transit, Marin Transit, SMART and Sonoma County Transit also require that you tag off when exiting the bus or getting off the train. Tagging off ensures Clipper charges the correct fare for your trip and applies any appropriate discounted transfers. Tag off when you exit the bus, station or ferry terminal by repeating the “tag your card” steps above. If you ride a service that does not charge fares based on distance traveled, you only need to tag on when you board that system—you do not need to tag off.

Autoload Your Clipper Card
Never run out of value! Set up Autoload at clippercard.com to automatically add cash value or a 31-Day Pass to your Clipper card through your credit card or bank account when your cash balance falls below $10 or your pass expires.

Check Your Balance
Card readers will display your cash value balance or pass expiration date when you tag. You can also check your balance online or through Clipper Customer Service.

Transfers
Clipper automatically calculates transfers—you don’t need a paper transfer if you transfer to another route or another transit agency that accepts Clipper. Just tag your Clipper card each time you transfer.
Some agencies offer transfer discounts that are only available on Clipper. Visit 511.org for detailed information about each agency’s fares, passes and transfer policies.

Ways to Pay with Clipper

Golden Gate Transit and Ferry
- Cash value only
  Clipper customers receive a 20 percent discount off adult cash fares for intercounty travel and a 10 percent discount when traveling within Marin County.

Marin Transit
- Cash value only
  Clipper customers receive a 10 percent discount off adult cash fares.

Petaluma Transit
- 31-Day Pass
- Cash value

Santa Rosa CityBus
- 31-Day Pass
- Cash value

SMART
- 31-Day Pass
- Cash value

Sonoma County Transit
- 31-Day Pass
- Cash value

Protect Your Card and Its Value
- Register your card for free. Visit clippercard.com or call 877.878.8883.
- Clipper can replace a registered card and restore its balance for a small fee.
- Don’t punch a hole in your card, bend it or alter it in any way. Doing so can prevent your card from working properly.

Discount Cards
Youth, seniors and people with disabilities can get Clipper cards for discounted rides. Learn more:
- clippercard.com/discounts
- 877.878.8883
- TTY/TDD: 711 or 800.735.2929 (and type “Clipper”)

For more information about Clipper, visit clippercard.com.