## 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.

LOCATION	GET CARD*	ADD VALUE TO CARD
clippercard.com	<b>/</b>	<b>V</b>
Participating retailers	<b>/</b>	<b>/</b>
Participating transit agency ticket offices	<b>/</b>	<b>/</b>
Muni and Golden Gate Ferry ticket machines and SMART fare machines	~	~
BART and VTA ticket machines**	_	<b>✓</b>
Clipper Customer Service Centers	<b>/</b>	<b>/</b>
Clipper Customer Service 877.878.8883	<b>/</b>	<b>/</b>
Your workplace transit benefit program	<b>/</b>	<b>V</b>

<sup>\*</sup>Adult Clipper cards cost \$3.

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

# Fast. Easy. Secure. Reusable.

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

#### Why Clipper?

**WestCAT** 

Wheels

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



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







Bay Area Clipper

## Clipper

**Marin and Sonoma Counties** 

Golden Gate Transit and Ferry

**Marin Transit** 

**Petaluma Transit** 

Santa Rosa CityBus

**SMART** 

**Sonoma County Transit** 



clippercard.com

<sup>\*\*</sup>Cash value available at all ticket machines. Pass availability varies.

## 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.

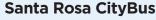
#### **Petaluma Transit**

• 31-Day Pass

Cash value



### EN GATE BRIDGE





- 31-Day Pass
- Cash value

#### **SMART**



- 31-Day Pass
- Cash value

#### **Sonoma County Transit**



- 31-Day Pass
- Cash value



- A 31-Day Pass gives you unlimited rides on the designated transit service for 31 consecutive days. All 31-Day passes are available for adults, youth, seniors and passengers with disabilities.
- Some transit agencies require you to maintain a minimum balance to use Clipper on their services. If you don't have the required pass or minimum cash balance, the card reader will beep three times and display a red light when you tag it. You'll have to add more value to your Clipper card before you ride or pay your fare with cash. Visit clippercard.com for minimum value requirements on your transit service.
- SMART has a daily maximum when you pay your fares with cash value. Once you reach the daily
  maximum, you get unlimited free rides for the rest of that day. Visit clippercard.com and select
  SMART for more information.

#### **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.