

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	✓	✓
Participating retailers	✓	✓
Participating transit agency ticket offices	✓	✓
Muni and Golden Gate Ferry ticket machines and SMART fare machines	✓	✓
BART and VTA ticket machines**	—	✓
Clipper Customer Service Centers	✓	✓
Clipper Customer Service 877.878.8883	✓	✓
Your workplace transit benefit program	✓	✓

*Adult Clipper cards cost \$3.

**Cash value available at all ticket machines.

Pass availability varies.

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
- 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.



CLIPPER

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

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

- 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.

Santa Rosa CityBus



- 31-Day Pass
- Cash value

SMART



- 31-Day Pass
- Cash value

Sonoma County Transit



- 31-Day Pass
- Cash value

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.