

# 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	✓	✓
BART, Muni and Golden Gate Ferry ticket machines and SMART fare machines (cash value only at BART machines)	✓	✓
VTA ticket machines	—	✓
Many Walgreens and Whole Foods Market stores and other participating retailers	✓	✓
Participating transit agency ticket offices	✓	✓
Clipper Customer Service Centers	✓	✓
Clipper Customer Service 877.878.8883	✓	✓
Your workplace transit benefit program	✓	✓

Adult Clipper cards cost \$3. All ticket machines load cash value. Pass availability varies.

Visit [clippercard.com](http://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**  
**Dumbarton Express**  
**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**

### Protect Your Card and Its Value

- Register your card for free. Visit [clippercard.com](http://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](http://clippercard.com/discounts)
- 877.878.8883
- TTY/TDD: 711 or 800.735.2929 (and type "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](http://clippercard.com)

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

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

Follow:



Bay Area Clipper

# Clipper

Your All-in-One Transit Card

Caltrain

Muni

SamTrans

VTA



[clippercard.com](http://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 station or at the fare gates.
2. Hold your card flat against the Clipper logo on the reader.
3. Wait for the beep and green light.

When you ride a cable car, the conductor will use a handheld card reader to either confirm that you have a valid pass or Passport, or deduct the cash value fare from your card.

## Tag Off

Caltrain requires that you “tag off” when exiting the train. Tagging off ensures Clipper charges the correct fare for your trip and applies any appropriate discounted transfers. When you exit the train, tag off by repeating the “tag your card” steps above. (See “Tips for Caltrain Riders”.)



## Upgrades

**VTA and SamTrans:** If you have a pass on your card and want to upgrade to a route with a higher fare, be sure to have enough cash value on your card to pay the difference. If you don't have enough cash value to pay the upgrade, you'll have to pay your full fare in cash.

**Caltrain:** If you need to travel beyond the zones of your Monthly Pass, purchase a paper Zone Upgrade at a Caltrain ticket machine before boarding the train. The paper upgrade and your Clipper card are your proof of payment.

## Transfers

Clipper automatically calculates transfers—you don't need a paper transfer if you transfer to another route or another agency that accepts Clipper. Some agencies offer transfer discounts that are only available on Clipper. Visit [511.org](http://511.org) for detailed information about each agency's fares, passes and transfer policies.

## Maintain a Balance

To use Clipper on Caltrain, you must have a minimum cash value balance of \$1.25, even if you have a Monthly Pass on your card. Visit [clippercard.com](http://clippercard.com) for minimum balance requirements on other services.

## Autoload Your Clipper Card





Never run out of value! Set up Autoload at [clippercard.com](http://clippercard.com) to automatically add cash value or a 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.

## Ways to Pay with Clipper

You can use a variety of options to pay your fare with Clipper, including cash value and monthly passes. The table below shows which options are available on each transit operator.

		ADULTS	YOUTH	SENIORS	RTC
		<i>Eligible Discount Customers on Caltrain/SamTrans</i>			
<b>All Agencies</b>	Cash Value	✓	✓	✓	✓
<b>Caltrain</b> 	Monthly Pass	✓	✓	✓	✓
<b>Muni</b> 	Muni Only “M” Pass	✓	—	—	—
	Muni “A” Adult Fast Pass	✓	—	—	—
	Discount Monthly Pass	—	✓	✓	✓
	1-, 3-, and 7-Day Passport	✓	✓	✓	✓
<b>SamTrans</b> 	Monthly Pass	✓	✓	✓	✓
	Local/SF Pass	✓	—	—	—
<b>VTA</b> 	Standard Monthly Pass	✓	✓	✓	✓
	Express Monthly Pass	✓	—	—	—

VTA offers a Standard Day Pass for all riders and an Express Day Pass for adults. Instead of purchasing individual day passes, you just add cash value to your Clipper card. You will be charged for the rides you take until the total fare you have paid equals the cost of a day pass. Then Clipper will stop charging you, and the rest of your rides that day will be free.

### Tips for Caltrain Riders

- **Monthly Passes:** Don't forget to tag on and tag off during your first ride of the month to validate your pass. You don't need to tag on or off again for the rest of the month, unless you transfer to other transit agencies. To get transfer discounts, you need to tag on and off every time you ride.
- **Monthly Parking:** Purchase a Monthly Parking Permit from any Caltrain ticket machine two days after purchasing a Monthly Pass. For more information, visit [caltrain.com/clipper](http://caltrain.com/clipper).

### Tip for Muni Riders

- **Elevators:** If you are taking an elevator to the Muni Metro platform, be sure to tag your card on one of the Clipper card readers located on poles adjacent to the elevators as proof of payment.

For more information about Clipper—including more details about using your card on Caltrain, SamTrans, Muni and VTA—visit [clippercard.com](http://clippercard.com).