

City of Oakland EasyPass

User Guide

AC TRANSIT
EasyPass
Get Going • Start Saving



Congrats! You have an EasyPass!

The City of Oakland and AC Transit are pleased to offer you the EasyPass for Local 21/CMEA. Your Pass provides unlimited travel on all AC Transit service—both local and transbay. It's a great way to get to and from work, meetings, lunch and around much of the Bay Area. Please keep this Guide for future reference.

Using Your Pass

Your EasyPass is on a Clipper® fare card. Don't forget to contact Clipper Customer Services, (877) 878-8883 or clippercard.com, to [register your Card prior to first use](#).* Each time you board AC Transit, simply "tag" your Card on the Clipper card reader. The "beep" indicates the reader has recognized your Pass.

* Register your Card to protect funds or products added onto your EasyPass; value on unregistered cards cannot be reimbursed if your Card is lost or stolen.

Three beeps indicate your Card has been misread by the reader. Try again. If the Card still doesn't work, it might be damaged or defective (see the "Help with Your Card" section of this Guide).

Pass Validity

If you are a City of Oakland Local 21 or CMEA employee, your Pass will be active and will automatically renew as long as the City offers the program. Keep your Card long-term.

If you are no longer eligible for an EasyPass, you can still use your Clipper card—just add value or other fare media. The Pass will be deactivated from your card, however.

Contact Us

For questions about your Pass, contact the City of Oakland Human Resources Management Department:
150 Frank Ogawa Plaza, Ste. 3332
Oakland, CA 94612
Phone: (510) 238-7446
Email: benefitsadmin@oaklandca.gov
Human Resources Management Department Hours:
Mon. – Fri., 8:30 a.m. – 5:00 p.m.

Contacting Clipper Customer Services

Web: clippercard.com
Phone: (877) 878-8883

Using AC Transit

Web: actransit.org
Maps & Schedules: actransit.org/maps-schedules
Trip Planning: actransit.org
Real-Time Departure Info: actransit.org/actransit-realtime
AC Transit Official Mobile App: actransit.org/app

Contacting AC Transit

Web: actransit.org/customer/customer-feedback/report
Phone: (510) 891-4777 or call 511 (and say, "AC Transit")
Hearing and Speaking Impaired TDD: (800) 448-9790
Lost & Found: (510) 891-4777; actransit.org/customer/customer-feedback/lost-and-found
Accessible Services: (510) 891-7261; actransit.org/accessibility

(510) 891-5470 / Free language assistance / Asistencia gratuita en el idioma / 免費語言協助 / Libreng tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí / 무료 언어 지원 / मुफ्त भाषा में सहायता / மதத மி லாபு லி மதத / 無料の言語支援 / مساعدة لغوية مجانية / مفت لسانی معاونت / زبان سے متعلق مفت اعانت / Assistance linguistique gratuite / Assistência gratuita para idiomas / Бесплатная языковая помощь / បកប្រែភាសាមិនគិតថ្លៃ / ການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າ



Alameda-Contra Costa Transit District
1600 Franklin Street • Oakland, CA 94612 • actransit.org

@rideact [f](#) [t](#) [i](#) [y](#) [in](#)

Help with Your Card

Replacing a lost, stolen, damaged, or defective EasyPass

If your Card has been lost, stolen, or is damaged or defective, call Clipper to deactivate your old Card and to request a replacement EasyPass. Tell Clipper that you are an institutional pass participant in the City of Oakland EasyPass program.

Clipper Customer Services

(877) 878-8883 or clippercard.com

Clipper charges a \$3 Balance Transfer Fee (payable to Clipper) before a new Card can be issued. Provide your mailing address and Clipper will mail your replacement Card directly to you. A Clipper card with only an EasyPass loaded on to it, will take about seven business days to replace.

Replacing EasyPass Cards loaded with cash or other agency products or funds**

Call Clipper to deactivate your old Card and request a replacement Card. Pay the \$3 Balance Transfer Fee. Ask Clipper to transfer any passes and value from your old Card to the new EasyPass.

Keep in mind that it may take up to fourteen business days to get your replacement Card with other agency fare added. Contact the City of Oakland Human Resources Management Department to receive temporary AC Transit tickets to use if you haven't received your new Card within fourteen business days. There aren't any refunds for fares that you pay while waiting for your replacement Card to arrive.

To protect card balances, always register your Card with Clipper. You can manage your Clipper Card account from your phone with the Clipper app;

*** Product fares from other transit agencies (not AC Transit), such as BART's High-Value Discount Ticket, a Muni, WestCat or VTA Pass that can be loaded onto Clipper cards.*

however, your plastic EasyPass Card will be deactivated if you decide to convert your Clipper EasyPass to the mobile phone app's contactless payment system.

About Clipper

Clipper is the all-in-one transit card for the Bay Area. You can add any combination of cash value, monthly passes or commute vouchers to your EasyPass Card to access Bay Area transit. Simply tag your Card on the Clipper card reader and ride. Clipper will determine the best way to pay the fare based on the transit mode you're on and the available fare products on your Card.

While you'll want to use EasyPass whenever you ride AC Transit, your EasyPass Clipper Card only loads adult, full-fare value for other transit agencies. If you are eligible for discounted fare (senior, person with a disability, or youth) and want to use these discounts with other transit agencies, you'll need to add value on a discount-eligible Clipper card instead of your EasyPass Card. Get your discount-eligible Clipper card

by contacting Clipper. Keep your EasyPass Card handy to board AC Transit for free.

Register your Card at clippercard.com to keep your balances safe. Add other passes or value at a Clipper retailer or BART station. To find convenient, retail locations for adding value, visit actransit.org/clipper.

AC Transit EasyPass Rules

Your Pass allows you to ride on any AC Transit service—local or transbay. However, there are a few rules:

- The Pass is valid only for the person identified on your Clipper Card. Do not sell or share your Pass.
- The Pass is not transferable or refundable, and will be revoked if used by anyone else.

- The Pass must be validated for each trip by tagging the card reader each time you board the bus.
- Your Card must be presented to AC Transit personnel for inspection upon request. AC Transit personnel have the right to confiscate your Clipper Card if they feel the Pass is being used fraudulently.
- A fine of up to \$250 (and/or community service) can be imposed for the misuse of your Pass with the intent to evade the payment of fares (California Penal Code 640).

Using the AC Transit Mobile App

Don't wait longer than you need to – use Real-Time Departure information to know when the next bus will be at your stop. Download the AC Transit Mobile App at actransit.org/app for arrival predictions, trip planning tools and customer service.

