

How to Use Your Clipper Card on SamTrans

Step-by-Step Guide



Step 1: When boarding the bus, locate the Clipper card reader at the front of the bus.

Step 2: Tag your card by holding it to the Clipper logo on the reader, making sure to hold the card flat.

Step 3: Wait for the beep and the green light. Lift the card and continue to your seat.

PLEASE NOTE: Customers traveling northbound to San Francisco on Route KX must tag their cards when they enter the bus in San Mateo County and again when they exit the bus in San Francisco.



Named for the clipper ships whose speed revolutionized travel from the East Coast to Gold Rush Era California, the Clipper card gives you quick access to all major forms of Bay Area transit with one easy-to-use card.

Contact Us:

Need help getting started with Clipper? 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:



BayAreaClipper



CLIPPER ON SAMTRANS



About Clipper®

Clipper is an all-in-one transit card now accepted on SamTrans, Muni, BART, AC Transit, VTA, Caltrain, and Golden Gate Transit and Ferry. You can add a variety of passes and cash value to customize your card to meet your own transit needs.

Clipper is available for adult, senior, youth and RTC (Regional Transit Connection) customers.



paper versions have. You can upgrade to a route with a higher fare (for example, from a Local to a Local/SF or Express route) by paying the difference in the fare with cash on your Clipper card.

Eligible Discount (senior and RTC) and Youth Monthly passes: These passes are good for all Local, Local/SF and Express routes.

Cash Value: Cash value on your Clipper card works just like cash on SamTrans. Load cash onto your Clipper card and the fare for each trip will be deducted from your balance. Clipper will automatically calculate discounted cash fares for customers using youth, senior or RTC Clipper cards. Cash on your Clipper card can be used to ride all participating transit systems.

Please note: Pro-rated passes are not available on Clipper.



Getting Clipper and Adding Value

There are a lot of ways to get a Clipper card and add value to your card, including visiting clippercard.com or one of our Clipper retailers, like a participating Walgreens or the SamTrans office in San Carlos.

For a complete list of places you can get a Clipper card or add value to it, visit clippercard.com/retail or call **877.878.8883**. If you are a youth or senior or you have a disability, you need a special Clipper card in order to purchase discounted passes and receive a discount when paying with cash value on your card. To learn how to get your card, call Clipper Customer Service or visit clippercard.com/discount.

Types of Value

To use your Clipper card on SamTrans, you can add a Local, Local/SF or Express Monthly Pass for adults, youth, senior and RTC customers as well as cash value onto your card. You can set up Autoload at clippercard.com to automatically load your chosen Monthly Pass when it expires, or cash value when your balance is low.

Local, Local/SF and Express Monthly passes

(adult customers only): Local, Local/SF and Express Monthly passes have the same functions that the



Fare Credits

Customers with a SamTrans Monthly Pass will receive a local fare credit when boarding VTA within two hours of tagging on SamTrans. Customers with a VTA Monthly Pass or AC Transit local or transbay 31-day pass receive the same transfer privilege when transferring to SamTrans within two hours of tagging on VTA or AC Transit. Caltrain riders with a two-zone Monthly Pass or greater receive a local fare credit on SamTrans at any time.

Employee Transit Benefits

Clipper works with several transit benefit programs. Whether you receive paper vouchers or commuter debit cards, or you redeem your transit benefits online, you can use your benefits to add value to your Clipper card. To find out if your transit benefit program works with Clipper and to learn how to apply your benefits to a Clipper card, go to clippercard.com/transitbenefits.

Caring for Your Card

Avoid Damage: Don't punch a hole in your card, bend it or alter it in any way. Doing so can damage your card.

Lost or Stolen Cards: Lost or stolen cards that are registered can be replaced and balances restored for a small fee. To register your card, contact the Clipper Customer Service Center by visiting clippercard.com or calling **877.878.8883**.