

How to Use Your Eco Pass Clipper Card on VTA

Beginning January 1, 2014 you may begin using your Clipper card. You must tag to activate your Eco Pass Clipper card.

Step 1: Arrive early and locate the Clipper card reader at the front of the bus or on the light rail platform near the ticket vending machine.



Step 2: Tag your card by touching the Clipper logo on the reader, making sure to hold the card flat long enough until a single beep is heard and a green light is displayed by the card reader. *(Forgetting to tag your card prior to boarding light rail could result in a fine.)*



Step 3: After tagging your card please have it available to show a VTA fare inspector when asked.



Assistance with your Eco Pass Clipper Card

If you encounter any difficulties with your card, or if your card is lost or stolen, please contact your Eco Pass Coordinator for further direction. Please do not call Clipper Customer Service, unless otherwise instructed, as they may be unable to assist you with your Eco Pass fare.

About your Eco Pass Clipper Card

Eco Pass is accepted as valid fare on VTA Bus and Light Rail. Your Eco Pass Clipper card is to be used only by you and it is not to be sold or given to

any other person. The Eco Pass Clipper card is NOT valid for free travel or discounts on any other transit system. However, additional fare from other agencies may be loaded on the same Clipper card. **It is highly recommended that Clipper cards with additional fare be registered at www.clippercard.com. In the event that a registered Clipper card is lost or stolen, the value of the additional fare loaded on the card will be replaced.**

The Eco Pass Clipper card is reloadable with the Eco Pass fare and should not be discarded. The same card will be used as long as you are part of the Eco Pass Program.

Other Uses For Your Eco Pass Clipper Card

If you are no longer participating in the Eco Pass Program, you may still use your Clipper card anytime. Clipper is an all-in-one transit card and is also accepted on AC Transit, BART, Caltrain, Muni and SamTrans. To use any of these transit agencies you can load value in a number of ways. Please contact Clipper Customer Service at (877) 878-8883 for more information.



How to reach the Clipper Customer Service Center

Phone: (877) 878-8883

FAX: (925) 686-8221

TTY: 711 or (800) 735-2929 (and type "Clipper")

Email: custserv@clippercard.com

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

Clipper Customer Service Center Hours

Mon-Fri, 6:00 a.m. – 8:00 p.m.

Sat-Sun, 8:00 a.m. – 5:00 p.m.

How to reach the VTA Customer Service Center

Phone: (408) 321-2300

Mon-Fri, 6:00 a.m. – 7:00 p.m.

Saturday & some Holidays, 7:30 a.m. – 4:00 p.m.

From 650 Area Code & South Santa Clara County

Toll Areas: (800) 894-9908

TTY: (408) 321-2330

Web: www.vta.org

Eco Pass Program Manager: (408) 321-7519

eco pass

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How to Use Your New Eco Pass Clipper® Card

