

How to Use Your Clipper Card on Caltrain



Step-by-Step Guide



Tagging On

Step 1: When entering the Caltrain station or platform, locate the blue, freestanding Clipper card reader.

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 green light. Even with the required minimum \$1.25 value on your card, you will receive a yellow light and “Low Balance” message when you tag on. As long as you tag off at the end of your trip, your balance will be refunded to you.

Tagging Off

You must tag off at your destination station by holding your card to the Clipper logo on the card reader. Doing this ensures that you are not overcharged for your trip and that any passes or tickets on your card are properly acknowledged.

Monthly pass holders only need to tag on and off the first time they use their monthly pass. This will verify the zones specified on the pass. Cash value and 8-ride ticket holders must tag off after each ride.

IMPORTANT: If you do not tag off at your destination within four hours of tagging on, your monthly pass or 8-ride ticket will not be used for payment, and the maximum Caltrain fare will be deducted from the cash value on your Clipper card. If this leaves a negative cash balance on your card, you must add cash value to the card before it can be used again, even if you have a monthly pass or 8-ride ticket on your card.



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



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

Find us on **Facebook** and **Twitter** at **Bay Area Clipper**



CLIPPER ON CALTRAIN



▶ Getting ClipperSM 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.

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. To learn how to get your card, call Clipper Customer Service or visit clippercard.com/discount.

▶ Types of Value

To ride Caltrain with Clipper, you can add monthly passes, 8-ride tickets and cash to your Clipper card. Currently, day passes are not available with Clipper. You can set up Autoload at clippercard.com to automatically load monthly passes or 8-ride tickets when they expire or cash value when your balance is low.

Monthly Pass: When you load a Caltrain monthly pass, you'll receive unlimited rides within the zones specified, just like a paper Caltrain monthly pass. Monthly passes can be purchased on the 21st of each month for the coming month through the 9th day of the valid month.

NOTE: There is no grace period for a monthly pass on Clipper.

Zone Upgrades (for Monthly Pass): If you will be traveling outside the zones of your monthly pass and would like to use a zone upgrade, purchase a paper zone upgrade at the Caltrain ticket vending

machine prior to boarding. The upgrade and your Clipper card are your proof-of-payment.

8-Ride Tickets: Instead of purchasing paper 8-ride tickets, these will be stored on your card and deducted each time you ride. Zone upgrades are not available for 8-ride tickets. 8-ride tickets on Clipper cannot be used by more than one person at a time and expire 60 days after purchase.

Cash Value: Load cash value on your card and the fare for each trip will be deducted from your cash balance, including any eligible discount fares. Cash value is the best option for you if you usually purchase one-way or round-trip tickets. And remember, even if you are loading a monthly pass or 8-ride ticket, you need to keep \$1.25 in cash value on your card at all times. Cash on your Clipper card can be used to ride all participating transit systems.



IMPORTANT: To use Clipper on Caltrain, your card must always have a minimum of \$1.25 in cash value, even if you are paying with a monthly pass or 8-ride ticket. The card needs this balance to work.

▶ How Fares Are Calculated

With Cash Value: Before you board the train, tag on at a Clipper card reader in the station or on the platform. Clipper will deduct the maximum Caltrain fare from your cash balance until you tag off at your destination station, at which point the system will automatically calculate your actual fare and reimburse you the difference.



With a Monthly Pass or 8-Ride Ticket: When you tag on, **Clipper will deduct the maximum Caltrain fare from your cash balance until you tag off**, at which point the system will acknowledge your pass or ticket as payment and automatically reimburse the cash fare that was deducted.

▶ Proof-of-Payment

Caltrain is a proof-of-payment system; when asked, please hand your Clipper card to the conductor or fare inspector to show that you have paid your fare. The conductor will use a hand held card reader to verify your card has been tagged or that you have a valid monthly pass or 8-ride ticket.

▶ Transfers

Clipper automatically calculates the appropriate transfers and discounts, so you don't need a paper transfer. Currently, Dumbarton Express is not accepting the Caltrain two-zone monthly pass as a local fare credit. Ride credits and transfers for VTA and the Highway 17 Express cannot currently be used with Clipper.

▶ Parking

Customers who purchase a monthly pass or one 8-ride ticket with their Clipper cards can purchase a monthly parking permit from any Caltrain ticket vending machine. To buy a parking permit, you need to enter your 10-digit Clipper card number, located on the back of your card. The TVM will confirm whether you have purchased the required monthly pass or 8-ride ticket so you can purchase a parking permit.

▶ 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 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**.