



Frequently Asked Questions About Your Northwestern Polytechnic University EasyPass



www.npu.edu/easypass



www.actransit.org/easypass

- 1. What is the AC Transit EasyPass for Northwestern Polytechnic University (NPU)?**

AC Transit's EasyPass program provides eligible NPU students with a bus pass that is valid at any time on all AC Transit lines, both local and transbay. The EasyPass is "loaded" on a Clipper® regional fare card with your photo and name on the back.
- 2. Why is EasyPass a good thing?**

Your NPU EasyPass is a great alternative to driving alone. You'll save on gas, parking, car insurance and other hassles. Using your EasyPass reduces parking demands and alleviates traffic congestion. The EasyPass is also a great way to reduce your carbon footprint and improve our environment.

We encourage you to, "Get Going, Start Saving!" as soon as possible.
- 3. Who is eligible for a NPU EasyPass?**

All full-time students enrolled at NPU are entitled to an EasyPass.
- 4. How long is the EasyPass valid?**

Your EasyPass is valid each semester starting with Fall 2014 through Spring 2017, as long as you are an eligible student at NPU. If you no longer qualify for the NPU EasyPass, you can continue to use your Clipper card by adding cash value or other fare media to your card; your EasyPass, however, will be deactivated.
- 5. How do I get my EasyPass?**

It's easy. Just complete and sign a Pass Acceptance Form (PAF) as part of registration and complete a very short survey. Your EasyPass will be mailed to NPU's Administration Office for pick up. If you do not receive your EasyPass within two weeks, contact NPU's EasyPass Site Coordinator at the University's Administration Office.
- 6. What is the Pass Acceptance Form (PAF)?**

The PAF is a required form that releases your student ID photo for EasyPass card production and ensures that you understand the guidelines for proper use of the EasyPass. The form also subscribes you to AC Transit eNews, which is an e-mail-based notification service that lets you know important changes on the bus lines you ride and specific news about your EasyPass. Occasionally, you may receive a survey to assess the EasyPass program at NPU.

- 7. Can I lend or give my EasyPass to a friend or relative? Can I sell it?**

The EasyPass is valid only for the NPU student identified on the card. Your EasyPass is not transferable or refundable and will be revoked (deactivated) if used by anyone else. Fraudulent use of your EasyPass undermines AC Transit's financial ability to offer the pass to NPU students and others who qualify for a discounted program. A fine of up to \$250 and/or 48 hours of community service are the penalties for misuse of your pass with the intent to evade the payment of fares according to California state law (CPC 640).
- 8. When I first get my EasyPass, is there something I should do?**

Write down your Clipper card number on the NPU EasyPass User Guide that comes with your card. You will need to refer to this number if your card becomes defective, damaged, lost, or stolen. You should also write down your name in the exact way it is printed on the card. Then read and keep the User Guide.
- 9. How do I use my EasyPass?**

You simply "tag" the card on the card reader at the front of the bus each time you board. When you hear a single beep, your fare has been accepted. If you hear three beeps, you may have tagged your card incorrectly. Try again and be careful to hold your card against the reader rather than swiping it. If you still hear three beeps, confirm with the driver that the reader is in working order. If the reader is working and you still have a problem, your card may be defective or deactivated. Please call the Clipper Customer Service Center toll-free at (877) 878-8883 to address your card issue. Always have back-up cash fare in case your card does not work.
- 10. If my card is lost or stolen, or just doesn't work, what do I do?**

For help with your card, the first step you should always take is to call the Clipper Customer Service Center toll-free at (877) 878-8883, and have your card number in hand. Always identify that you are a NPU EasyPass participant. Clipper Customer Service will give you instructions for what to do next.

If your card has been *lost or stolen*, Clipper will deactivate your card to prevent misuse and protect any value on the card at the time of your call. You

can ask Clipper for a replacement card to restore your EasyPass, any cash value, or other fare media. There is a Balance Restoration Fee of \$5, payable by credit card or money order directly to “Cubic Transportation”¹ for all replacements.

If your card just *doesn't work*, call Clipper to check your card's status and request a replacement. Clipper will charge the \$5 Balance Restoration Fee and ask you to mail your card to Clipper. If it's determined that the card has been damaged while under your care, the Balance Restoration Fee will apply. If Clipper determines your card to be defective through no fault of your own, Cubic Transportation will refund the Balance Restoration Fee by crediting your Clipper card, credit card, or by mailing a check. You must mail in your defective card to be checked by Clipper first before receiving a refund.

AC Transit will mail your replacement card to the NPU Administration Office within seven business days after you first contact the Clipper Customer Service Center. Until you have your new card, you will need to pay the regular cash fare on the bus. There are no refunds on the EasyPass or the cash fare you paid on the bus while waiting for your new card.

11. How long does it take to get my card or to get it replaced?

Requests for new EasyPass cards take about seven business days to fulfill after the request is received and processed by Clipper Customer Service. Requests for replacement cards (lost, stolen, damaged, or defective cards) take seven business days to fulfill and require payment of the \$5 Balance Restoration Fee to Cubic Transportation Systems before the card will be produced. If your EasyPass has been deactivated from your existing Clipper card, it will take about ten to fourteen business days to reactivate the EasyPass on your card.

12. Can I punch a hole in the corner of the card for carrying on a chain?

No. The antenna that communicates with the card reader runs throughout the card. Please protect your card from damage.

13. Does my card work on BART, VTA and other Bay Area transit?

Yes. You can use your card on BART, Caltrain, Golden Gate Transit and Ferries, Muni, SamTrans, VTA and other Bay Area transit. To ride these other systems, you will need to add cash or other passes to your card at a Clipper retail vendor, such as Walgreens, by phone, online, at a self-serve BART ticket machine or an Add Value Machine, or at a transit agency ticket office. Visit www.clippercard.com to find locations and more information.

14. Is the EasyPass valid on the Dumbarton Express service?

No. The EasyPass is valid only on AC Transit local and transbay bus lines. A consortium of transit operators including AC Transit run the Dumbarton Express. You can use your EasyPass on AC Transit's transbay Line U across the Dumbarton Bridge without paying extra fare.

15. Can I go to San Francisco for free?

Yes. You can jump on AC Transit “letter” lines that take you across three Bay Bridges. Take Line SB all the way to the Transbay Temporary Terminal in downtown San Francisco located at Howard and Beale Streets. From there you can take other transit services in the City. You will need to pay regular fare for other transit agencies, or use cash loaded onto your Clipper EasyPass card to pay for rides and transfers.

16. Can I still use my Clipper card if I no longer qualify for the NPU EasyPass?

Yes, the card is yours to keep, but your EasyPass will be deactivated when you are no longer eligible. You will have to add cash value or other passes to the card for it to be usable on AC Transit and other transit services that use Clipper. There are no refunds for the EasyPass.

17. How do I get answers to questions about my EasyPass?

- Call Clipper at (877) 878-8883 for problems with your EasyPass card. Always call Clipper first to report a lost, stolen, damaged, or defective EasyPass.
- Please refer to your **NPU EasyPass User Guide** that comes with your card.
- Go online to www.npu.edu/easypass or www.actransit.org/easypass.

For all other questions about your EasyPass, contact the **EasyPass Site Coordinator at the NPU Administration Office** at 47671 Westinghouse Dr., Fremont, CA, 94539. Hours: Mon-Thurs, 10:00 a.m. – 6:30 p.m., and Sat, 9:30 a.m. – 5:30 p.m. You can also email easyypass@npu.edu or go online to www.npu.edu/easypass.

18. How do I learn about riding AC Transit?

- Find AC Transit maps and schedules:
 - Online at www.actransit.org/maps
 - At the NPU Administration Office
- Go online to www.actransit.org and click “Trip Planner.”
- By phone: Call 511 (and say, “AC Transit,” followed by “Information”)
- For Real-Time Departure information: www.actransit.org/realtime (including Stop ID numbers)

19. How do I make a complaint, report an incident, or give a driver a commendation?

Call 511 (and say, “AC Transit”) to reach AC Transit's Information Center, or go online to www.actransit.org/feedback to make a report.

20. How do I report a non-functioning card reader?

If you are inside the bus, look above the front windshield for the bus number and write it down along with the date. If you are already outside the bus, find the bus number above the windshield or the front door. Call 511 (and say, “AC Transit”) to reach the AC Transit Information Center, or go online to www.actransit.org/feedback to make an online report.

21. How do I report a non-functioning Real Time Departure sign?

To report on Real-Time Departure electronic signs, send an email to: realtime@actransit.org.

22. How do I report a damaged bus stop sign or pole schedule?

Send an email to signs@actransit.org to report damaged or missing pole schedules and bus stop signage.

¹ Clipper Customer Service Center is managed by Cubic Transportation Systems, Inc.