

## **2022 SmartPass**

The SmartPass is electronically loaded on a Clipper® smart card allowing participants to load various fares and use it for multiple transit agencies across the San Francisco Bay Area. Your SmartPass is valid on all VTA-operated bus and light rail service, including VTA Express Bus Service. The SmartPass is not valid on Highway 17 Express, Dumbarton Express, Caltrain, Monterey-Salinas Transit, Altamont Commuter Express (ACE), AC Transit, BART, Muni or other services not directly operated by VTA.

### **First-Time Card Use**

**Upon receipt of your SmartPass Clipper Card, please make sure to tag your Clipper Card within 120 days so that the SmartPass is added to your card. If you do not tag your card within this timeframe, your pass may not load to your card and you will need to contact your SmartPass administrator to request the pass to be re-added.**

### **Rider Tips**

- If you tag your card for the first time and the SmartPass doesn't load, please try tagging again on a different reader, if possible.
- If you are unable to add the pass to your card, please contact Clipper Customer Service at 1.877.878.8883 and ask if there is a SmartPass on your card *OR* if there is a SmartPass waiting to be added to your card.
- If you do not have a SmartPass on your card or are waiting for the pass to be added to your card, please contact your SmartPass coordinator for more information.
- If your Clipper card is lost or stolen, please contact your SmartPass coordinator for a replacement.
- In 2021, the digital Clipper App was released and allowed users to add their Clipper Card to mobile wallets. DO NOT add a SmartPass Clipper Card into your smartphone's mobile wallet, a process called virtualization. If a SmartPass Clipper Card is virtualized, the SmartPass will no longer be accessible and a new/replacement card must be requested through your SmartPass Coordinator.
- The SmartPass is electronically loaded on a Clipper Card and it does not equal to any cash value.
- SmartPass holders are subject to all VTA fare inspection regulations.
- For use on VTA Bus Service, SmartPass cards must be tagged on the Clipper reader mounted on the bus upon boarding the bus.

- For use on VTA Light Rail, SmartPass holders are required to tag their SmartPass cards on a Clipper card reader on the status platform before every boarding.
- If you would like to transfer any funds from an existing Clipper Card on to your organization-issued SmartPass Clipper Card, please contact Clipper Customer Service at 877-878-8883 or [custserv@clippercard.com](mailto:custserv@clippercard.com).

**Additional Resources for SmartPass Holders:**

- VTA Routes by Type: <https://www.vta.org/go/routes>
- Clipper Card FAQs: <https://www.clippercard.com/ClipperWeb/faq.do>
- How to Add e-cash to your Clipper Card:  
<https://www.clippercard.com/ClipperWeb/useWaysToAddValue.do>
- Clipper Customer Support: <https://www.clippercard.com/ClipperWeb/damagedCard.do>
- Clipper Customer Service Contact Information: 877.878.8883, [custserv@clippercard.com](mailto:custserv@clippercard.com)