ALAMEDA County Transportation Commission
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STUDENT TRANSIT PASS PILOT IMPLEMENTATION PROTOCOLS

San Leandro Unified School District Pilot Program 2017-2018

These implementation protocols are subject to change at the discretion of the Alameda County Transportation Commission (Alameda CTC) to ensure the program progresses and fulfills the intent of the pilot.

Version: June 1, 2017

These protocols are intended to serve as guidance for the School Site Administrators on the day-to-day processes for implementing the Student Transit Pass Pilot. If circumstances arise that are not specified in this document, please contact directly the Student Transit Pass Pilot Program Team Contact (listed below) for additional clarification. For responses to questions from the public, including from students and families, please reach out to the Program Team Contact.

Program Contacts:	
Student Transit Pass Pilot Program Team Contact: Name: Ben Kaufman, Nelson\Nygaard Phone: 415-281-6945 Email: bkaufman@nelsonnygaard.com	**Alameda CTC Contact:** Name: Cathleen Sullivan Phone: 510-208-7484 Email: csullivan@alamedactc.org
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PROGRAM SUMMARY

- All eligible students as described in these protocols may receive a free AC Transit bus pass, valid for unlimited travel on AC Transit.
- Passes will be in the form of a Clipper Card assigned to the eligible student.
- Students must tag the Clipper Card on the card reader upon entering any AC Transit bus, and must provide the Clipper Card and student ID card to AC Transit personnel upon request.
- High school students who opt to receive an AC Transit Clipper Card will also be eligible to receive one BART youth fare ticket valued at $50 with no expiration. When riding BART, students must insert their fare ticket into the fare gates upon entering and exiting the system and must provide a student ID card to personnel upon request.

STUDENT ELIGIBILITY

For the 2017-18 school year, all full-time students registered attending San Leandro High School or John Muir Middle School in San Leandro Unified School District (SLUSD) are eligible to participate in the Student Transit Pass Pilot. Participants will be required to affirm their eligibility to participate in the program through the registration process described below. To participate, students also must have in their possession a valid student ID card provided by their school. The school is responsible for ensuring that students have valid student ID cards in advance of participating in the Student Transit Pass Pilot, and verifying enrollment at the school.

REGISTERING FOR THE PROGRAM

Registration, Consent, and Release Form

To participate in the Student Transit Pass Pilot program and receive a transit pass, students must first complete the registration, consent, and release form ("registration form," Attachment A) and have a parent or legal guardian sign it if the student is under the age of 18. Upon submission of a complete, signed registration form to the School Site Administrator, students are considered registered and will be able to receive a pass. Students will only need to register once for the pilot program to allow them to receive a pass at any time during the three-year pilot period while still registered at a participating school.

The registration form provides a parent or guardian's consent for the student to participate in the program if the student is under the age of 18. By signing the form, a participant and his or her parent/guardian agree to furnish basic information about the participant and agree that information about pass usage can be provided to the Program Team Contact for evaluation of the pilot program only. Participants also agree to complete and submit surveys about their transit trips and acknowledge that Alameda CTC may use participants' personally identifiable information to investigate possible fraud or misuse of the transit pass.

All personally identifiable information for participants will only be accessed by the School Site Administrator and Program Team members involved in program implementation. All Program Team members have signed a Student Confidentiality Agreement/Non-disclosure Form that is on file at Alameda CTC. All student information will be kept on a secure, password-protected server at Alameda CTC and transmitted through a secure web portal to the transit operator for the sole purposes of creating and issuing a transit pass.

The original signed copies of all registration forms must be retained by the School Site Administrator.

Registration Process

To maximize access to transit passes and minimize the administrative burden, students are strongly encouraged to register at orientation at the beginning of the school year. All registration forms gathered at orientation should be provided to the Program Team Contact by August 21 to allow for entry of the data and the first batch of Clipper Cards to be ordered.

Students will be allowed to register at any time throughout the school year. For registration forms received after orientation (any time after August 21), the school site administrator will review the registration form, confirm enrollment at the school, confirm its completion and signature, and enter the relevant information into an online enrollment form (see Attachment C). New passes will be issued on a monthly basis throughout the school year to all students who have registered during the prior month.

Generally, enrollment forms received by the 20th of each month will be processed and new cards delivered by the 1st of the following month.

If students are already registered for the pilot (having participated in the pilot during the 2016-17 school year), they do not need to re-register. The school needs to inform the Program Team by August 21 which students are continuing in the pilot, so the team can renew their cards for the 2017-18 school year.

Registration Outreach

School staff are expected to distribute marketing information about the Student Transit Pass Pilot including registration forms (see Attachment A) to students in all of the following forums:

(1) In pre-enrollment materials distributed by the school via mail, email, or on the school website prior to the start of the 2017-18 school year

(2) In printed materials and handouts distributed at orientation

(3) During the school year on a periodic basis, available in the school front office

School staff are expected to notify the Program Team Contact of key dates for mailings and orientation as soon as reasonably possible. The Program Team Contact will provide the necessary forms and associated marketing materials related to the Student Transit Pass Pilot (see section on Marketing to Students).

Student Transit Pass Pilot Database

Throughout the program, the Program Team will maintain a Student Transit Pass Pilot Database that will track program registration and associate student names with their Clipper Card serial number (see Attachment B for sample). This document will be shared with the School Site Administrator during orientation, in an online database format (Google Sheets) as approved by the San Leandro Unified School District, and will be used by the Program Team to track registration throughout the year.

The database administrator must ensure that access to the database (paper and electronic versions) is restricted to only those people explicitly authorized by Alameda CTC.

TRANSIT PASS DISTRIBUTION AND STORAGE

Pass Validity

Clipper Cards are designed to be valid for unlimited travel on AC Transit for the full 2017-18 school year and summer through August 2018.

BART tickets do not expire.

Transit Pass Distribution

AC Transit Clipper Cards

AC Transit will mail Clipper Cards to the school on a monthly basis. There will likely be a large number of Clipper Cards at the start of the school year and then fewer each subsequent month. When the School Site Administrator receives a batch of Clipper Cards, the steps for distributing the cards are as follows:

(1) Notify students to come to office to pick up their Clipper Card.

(2) When a student arrives to pick up his or her pass:

   a. Find the relevant Clipper Card and check the name against the student ID

   b. Give the student the Clipper Card.

c. Give the student a cardholder and lanyard to help the student keep track of the pass and the pass replacement instructions on how to replace a card if the student loses it (Attachment E).
d. Remind the student that if he/she loses the card, it will cost the student $5 to replace the card and it will take 1-3 weeks to receive the replacement.

Students who participated in the pilot during the 2016-17 school year should already have a Clipper Card. If they have lost their Clipper Card, they should follow the replacement instructions (Attachment E).

BART Youth Fare Tickets

The Program Team Contact will provide a box of BART tickets to the San Leandro High School Site Administrator at the start of the school year for distribution to high school students only. The Program Team Contact will track which serial numbers have been distributed to each school. Only one BART ticket per high school student shall be distributed. BART tickets are not eligible for replacement. High school students are only eligible to get a BART ticket if they also have an AC Transit Clipper Card.

The process for distributing BART tickets to high school students is as follows:

(1) Confirm in the database that the student has submitted a registration form for the program and has received a Clipper Card.
(2) Have the student complete a BART ticket request form (Attachment D) and indicate on the form the reason for needing the ticket.
(3) Give the student a BART ticket and remind the student that this BART ticket is valuable and cannot be replaced.
(4) Enter the information from the BART ticket request form into an online form and submit it.

Secure Storage

All transit pass cards and tickets must be managed securely, as they have cash value. Detailed instructions for transit pass management are included in the Contract Appendix C: *Funds and Assets Protocol*. Schools must abide by the terms laid out in this document.

It is the school's responsibility to ensure that the Clipper Cards and BART tickets are stored in a secure and locked location that is only accessible by the School Site Administrator and those explicitly authorized to distribute the passes. If the school designates an additional person to hand out the passes, Alameda CTC and the Program Team Contact must be notified of the name and contact information of the designee. Loss or theft of these passes may be subject to full reimbursement for the cash value of the passes, and/or treated as a criminal offense and pursued accordingly, at the discretion of Alameda CTC. The Program Team will check the BART ticket inventory against the number of BART ticket request forms completed on a semi-regular basis for any discrepancies, and it will be the school's responsibility to reimburse Alameda CTC for any discrepancies.

Cancelling a Transit Pass

Only AC Transit passes can be cancelled. BART tickets are not eligible for cancellation. AC Transit passes must be cancelled under the following circumstances:

(1) A student withdraws from San Leandro High School or John Muir Middle School to attend another school or is presumed withdrawn and has not attended school for more than six consecutive weeks without an excuse.

(2) A student has been expelled from San Leandro High School or John Muir Middle School and is no longer enrolled.

(3) A student is ill, injured, or deceased and will not be returning for the rest of the pass-validity period.

In each of these circumstances, the School Site Administrator must immediately fill out the online form (see Attachment C), indicating that the student's card should be deactivated and providing the student name and ID number. Once the pass cancellation is confirmed, Alameda CTC will deactivate the Clipper Card.

If possible, the Clipper Card should be collected from the student and returned to the Program Team Contact.

Replacing a Transit Pass

While students will be encouraged to assume personal responsibility for maintaining possession of their transit passes, we anticipate that students who receive passes will, on occasion, lose their Clipper Cards or BART tickets.

BART tickets will not be replaced.

To replace a lost Clipper Card, students should either go online or call Clipper. Detailed instructions are included in Attachment E. During the replacement process, the student is required to pay a $5 fee to Clipper to replace the card, payable by credit card, check, or money order. Those instructions should be distributed to every student with his or her Clipper Card, and copies should be kept in the School Site Administrator's office. It is the school's prerogative to assist students with any part of the Clipper Card replacement process.

Replacement cards will be mailed to the school by AC Transit. It is the student's responsibility to pick up the card from the School Site Administrator once the replacement card has been delivered to the school. For any questions or issues related to the online replacement process, please contact Clipper Customer Service at (877) 878-8883. For all other questions, please reach out to the Program Team Contact.

FRAUD/MISUSE

If a participant's student transit pass is found being used by an unauthorized person, and the pass has not been reported lost or stolen, the participant may be disqualified or suspended from participating in the program for allowing unauthorized use of his or her transit pass.

MARKETING TO STUDENTS

The Program Team Contact and San Leandro High School or John Muir Middle School staff will undertake joint responsibility for marketing the Student Transit Pass Pilot and overseeing the registration process. The Program Team Contact will create marketing materials, including the registration form and the database. Both the Program Team Contact and the school will work to ensure enrolled students are fully informed about the program, understand how to register for the program, and understand the responsibilities undertaken by students who receive transit passes.

Public Information Tools

Public information materials to be furnished to each school include:

(1) A Frequently Asked Questions (FAQ) document for students and their families, including a general overview of the program and information on costs, validity, rights and responsibilities of riders, and procedures for replacing a Clipper Card.

(2) Educational materials about riding transit.

(3) Special notices, informational materials, and other notifications about the Student Transit Pass Pilot for posting on the school website, in email, mail, and telephone communications with parents, on school social media pages, and during morning announcements.

Information will be periodically updated by the Program Team Contact. The School Site Administrator will be responsible for:

(1) Distributing the updated information.

(2) Replacing old materials with the new materials as they are distributed to the school.

DATA AND INFORMATION REQUESTS

Several data tracking responsibilities and responses to requests are expected of the School Site Administrator:

(1) The School Site Administrator will be requested to furnish some data upon request to assist in the evaluation of this pilot program. Alameda CTC does not expect these requests to be frequent or time consuming and the Program Team Contact will work with the School Site Administrator to answer questions or collect information from the school or district if necessary. This may include periodic reporting on the level of effort expended by staff to administer this program and assessment of overall ease of administration and student participation.

(2) Throughout the school year, the School Site Administrator will need to provide information about the student body (listed below) to assist with reporting on program utilization. Upon request, the School Site Administrator may need to provide information by grade on:

   a. School enrollment;

   b. Aggregate student demographics (race/ethnicity, income, age, grade); and

   c. Attendance and truancy rates.

Additional data requirements for this pilot are as follows:

(1) Pilot program participants may be required to complete up to two surveys during the school year. The School Site Administrator will be requested to distribute the surveys electronically, make paper copies available if necessary, and collect paper surveys if necessary to submit to the Program Team Contact. The School Site Administrator will be requested to assist in soliciting survey responses from families and students. Survey questions can be distributed to the School Site Administrator and School District General Counsel Office in advance for review if requested.

(2) A focus group with students, teachers, and/or parents may also be planned. The School Site Administrator may be requested to provide an onsite room for the meeting and assistance (email blast, newsletter posting) in recruiting participants for the meeting.

ATTACHMENT A – REGISTRATION, CONSENT, AND RELEASE FORM – San Leandro Unified School District

Thank you for your interest in the Student Transit Pass Pilot. Please review the information below and, if you agree to the terms, complete and sign the form in the spaces provided. Students under age 18 must also have their parent or legal guardian sign and date the form in the spaces indicated. Please return the form to the School Site Administrator.

The Student Transit Pass

The Student Transit Pass ("Pass") is a free transit pass that provides student pass holders unlimited access to the AC Transit bus system. All students at San Leandro High School and John Muir Middle School in San Leandro Unified School District are eligible to receive a Pass. San Leandro High School students may also receive one free $50 BART ticket in the 2017-18 school year. Students will be eligible to receive transit pass(es) once their registration in the program is confirmed.

The Student Transit Pass Pilot Program

The Pass is provided as part of the Student Transit Pass Pilot ("STPP"), a three-year pilot program sponsored by the Alameda County Transportation Commission ("Alameda CTC"), and funded by Measure BB, a local transportation sales tax measure. The pilot program is expected to run from August 2016 through July 2019. The STPP aims to reduce barriers to transportation access to/from schools, improve transportation options for middle- and high-school students, build support for transit, and develop an effective three-year pilot program that can serve as the basis for a countywide program (funding permitting).

Collection, Use, and Deletion of Participant Information

Participants in the STPP ("Participants") agree to allow Alameda CTC, its employees and contractors, and other third parties referenced herein (collectively, "Alameda CTC Parties") to collect and utilize information about each Participant's Pass usage solely for evaluating the STPP. Alameda CTC Parties will collect information on the time, date and location of Participants' transit trips from their registration date in the program until the completion of the pilot program. This information will be disassociated from Participants' personally identifiable information to analyze and report on the costs and benefits of the STPP in aggregate. Participants also agree to complete and submit surveys about their transit usage and perceptions. Additionally, Alameda CTC may use Participants' personally identifiable information to investigate possible fraud or misuse of the Pass.

Participants may stop participating in the STPP at any time by providing notice to the school office. As soon as practical after receiving such notice, Alameda CTC will cancel that Participant's Pass, thereby ceasing the collection of any new data related to that individual. An individual who is no longer participating in the STPP may request that Alameda CTC delete his or her previously collected data by providing a written request therefor to the School Site Administrator.

Release

The undersigned Participant, for him or herself, and on behalf of his/her heirs and assigns, hereby releases Alameda CTC from all claims arising out of the collection, storage, and use of information, including personally identifiable information, that Participant provides or that is collected about the Participant in connection with the STPP. By signing below, the Participant grants permission for Alameda CTC to use his/her/their image or likeness in any and all publications and materials related to the STPP without payment or consideration, and further waives all rights to inspect or approve the uses of such images or likenesses.

Terms of Use

A Participant may not allow any other person(s) to use the Participant's Pass. Participants may be disqualified or suspended from further participation in the STPP for allowing unauthorized use of their pass(es). Additionally, an unauthorized person using a Pass may be subject to criminal/civil penalties under California Penal Code Section 640 (c). Alameda CTC may inspect the Pass at any time. Lost cards must immediately be reported to the School Site Administrator.

The undersigned Participant represents and warrants he/she has read and understands the information in the foregoing STPP Registration, Consent, and Release Form, and hereby does authorize, consent, and agree to the terms hereof.

Circle name of school: San Leandro High School John Muir Middle School

Student's First Name: **Last Name:**

Student's Permanent School ID#: **Student's Age:**

Student's Zip Code: **Student's Grade:**

Student's Signature: **Date:**

* *

IF STUDENT IS YOUNGER THAN 18 YEARS, A PARENT AND/OR LEGAL GUARDIAN MUST ALSO COMPLETE THE FOLLOWING:

I, the undersigned, hereby warrant that I am the parent and/or legal guardian of the minor Participant identified above, and that I have full authority to authorize, consent, and agree on the Participant's behalf to the STPP Registration, Consent and Release Form, which I have read and which I understand, including how to withdraw a student from the program. I hereby do so authorize, consent, and agree on the Participant's behalf.

Parent/Legal Guardian Name:

Parent/Legal Guardian Signature: **Date:**

ATTACHMENT B – SAMPLE STUDENT TRANSIT PASS PILOT DATABASE

See attached.

SAMPLE MASTER LIST-SEE COVER PAGE FOR LINK TO ACTUAL LIST ONLY FOR YOUR SCHOOL DISTRICT

StudentID	FirstName	LastName	School	Status	CurrentCard
12345	Joe	Smith	XXXX Middle School	Active	1234567910
12346	Sarah	Johnson	XXXX High School	Active	1234567911
12347	Jose	Santos	XXXX Middle School	Deactivated	1234567912
12348	Maria	Ramirez	XXXX High School	Active	1234567913
12349	Steve	Smith	XXXX Middle School	Active	1234567914
12350	Joe	Johnson	XXXX High School	Active	1234567915
12351	Sarah	Santos	XXXX Middle School	Deactivated	1234567916
12352	Jose	Ramirez	XXXX High School	Active	1234567917
12353	Maria	Smith	XXXX Middle School	Deactivated	1234567918
12354	Steve	Johnson	XXXX High School	Active	1234567919
12355	Joe	Santos	XXXX Middle School	Active	1234567920
12356	Sarah	Ramirez	XXXX High School	Deactivated	1234567921
12357	Jose	Smith	XXXX Middle School	Deactivated	1234567922
12358	Maria	Johnson	XXXX High School	Deactivated	1234567923
12359	Steve	Santos	XXXX Middle School	Active	1234567924
12360	Joe	Ramirez	XXXX High School	Active	1234567925
12361	Sarah	Smith	XXXX Middle School	Active	1234567926
12362	Jose	Johnson	XXXX High School	Deactivated	1234567927
12363	Maria	Santos	XXXX Middle School	Deactivated	1234567928
12364	Steve	Ramirez	XXXX High School	Active	1234567929
12365	Joe	Smith	XXXX Middle School	Deactivated	1234567930
12366	Sarah	Johnson	XXXX High School	Active	1234567931
12367	Jose	Santos	XXXX Middle School	Active	1234567932
12368	Maria	Ramirez	XXXX High School	Active	1234567933
12369	Steve	Smith	XXXX Middle School	Deactivated	1234567934
12370	Joe	Johnson	XXXX High School	Deactivated	1234567935
12371	Sarah	Santos	XXXX Middle School	Active	1234567936
12372	Jose	Ramirez	XXXX High School	Active	1234567937
12373	Maria	Smith	XXXX Middle School	Active	1234567938

ATTACHMENT C – CLIPPER CARD ENROLLMENT AND DEACTIVATION FORM

See attached.

SAMPLE FORM ONLY. ACCESS FORM ONLINE AT:
www.admin.studenttransitpass.info/
PASSWORD WILL BE PROVIDED SEPARATELY

Student Transit Pass Pilot - North, Central, and South County Programs

FOR SCHOOL PROGRAM ADMINISTRATOR USE ONLY:
Please use this form only for 1) enrolling students new to your school and to the Student Transit Pass Pilot, or 2) deactivating passes for students who are no longer enrolled at your school. If you are unsure whether the student has already enrolled, please first check the student's enrollment status here: [insert link to Master List database]. If a student is not on that list, please ask him/her to complete and return a waiver with a parent or guardian's signature to you before completing and submitting this form.

If the student is requesting a BART Ticket, please enter the student's information here: http://bart.admin.studenttransitpass.info/.

* Required

1. **Administrator Login** *
   Please enter your login to continue.

Skip to question 2.

Pass Changes for North, Central, and South County Programs

2. **Where is the student enrolled?** *
   Mark only one oval.
   - ◯ Bret Harte Middle School (Hayward)
   - ◯ Castlemont High School (Oakland)
   - ◯ Cesar Chavez Middle School (Union City)
   - ◯ Fremont High School (Oakland)
   - ◯ Frick Impact Academy (Oakland)
   - ◯ Hayward High School (Hayward)
   - ◯ James Logan High School (Union City)
   - ◯ John Muir Middle School (San Leandro)
   - ◯ McClymonds High School (Oakland)
   - ◯ San Leandro High School (San Leandro)
   - ◯ Westlake Middle School (Oakland)

3. **What type of change do you need to make today?** *
   Mark only one oval.
   - ◯ I need to enroll a new student.
   - ◯ I need to deactivate a Student Transit Pass for a student who is no longer enrolled.

4. **What is the student's first name?** *

5. **What is the student's last name?** *

6. **What is the student's permanent ID number?** *

7. **What is the student's age?**

8. **What is the student's home ZIP Code?**

9. **What is the student's grade?**
Mark only one oval.

- 6
- 7
- 8
- 9 (freshman)
- 10 (sophomore)
- 11 (junior)
- 12 (senior)

10. **Please confirm that you have received a completed waiver form that includes a signature from the student's parent or guardian (students 18 years and older do not need a parent/guardian signature). By ticking this box, you are certifying that the student is enrolled and meets all eligibility criteria to participate in the Student Transit Pass Pilot for your school, all information submitted on this form matches the information provided by the student, and all information is correct and complete to the best of your knowledge.** *
Check all that apply.

- [ ] Yes, I confirm that the student is eligible, and the form is correct and complete to the best of knowledge.

Powered by
Google Forms

ATTACHMENT D – STUDENT BART TICKET REQUEST FORM

Student's First Name: _____ **Last Name:** _____

Student's Permanent School ID#: _____ **Student's Age:** _____

Student's ZIP Code: _____ **Student's Grade:** _____

For what kind of trips do you plan to use this BART Ticket? *Mark all that apply.*

- ☐ School
- ☐ Afterschool activities (sports, lessons, clubs, etc.)
- ☐ Social/recreational (friends, family, entertainment, etc.)
- ☐ Work
- ☐ Other (please specify):_____

Do you ride BART currently? If yes, how often?

- ☐ No, I don't ride BART
- ☐ Yes, I ride it 1 day a week or less
- ☐ Yes, I ride it 2-3 days a week
- ☐ Yes, I ride it 4-5 days a week
- ☐ Yes, I ride it 6-7 days a week

If you ride BART currently, how do you pay?

- ☐ BART Orange Youth Discount Fare paper ticket
- ☐ BART Blue Regular Fare paper ticket
- ☐ Clipper card
- ☐ Other

By signing this form below, I confirm that I understand that I may receive only one BART ticket, and this ticket is not eligible for replacement.

Student's Signature: _____ **Date:** _____

SAMPLE FORM ONLY. ACCESS FORM ONLINE AT:
www.bart.admin.studenttransitpass.info/
PASSWORD WILL BE PROVIDED SEPARATELY

Student Transit Pass Pilot - BART Tickets

FOR SCHOOL PROGRAM ADMINISTRATOR USE ONLY:
Please use this form only for recording requests for BART tickets. BART tickets can only be issued to students enrolled at the following schools: McClymonds High, Castlemont High, Fremont High, San Leandro High, Hayward High, and James Logan High. You must first confirm that student has submitted a registration form for the Pilot and has received a Clipper Card. If you are unsure whether the student has already enrolled, please first check the student's enrollment status here: [insert link to Master List database].

If a student is not on the list, please ask him/her to complete and return a waiver with a parent or guardian's signature, and enter that information into this form (http://admin.studenttransitpass.info/) before completing and submitting this form.

* Required

1. **Administrator Login** *
   Please enter your login to continue.

Skip to question 2.

BART Ticket Request

2. **Where is the student enrolled?** *
   Mark only one oval.
   - Castlemont High School (Oakland)
   - Fremont High School (Oakland)
   - Hayward High School (Hayward)
   - James Logan High School (Union City)
   - McClymonds High School (Oakland)
   - San Leandro High School (San Leandro)

3. **What is the student's first name?** *

4. **What is the student's last name?** *

5. **What is the student's permanent ID number?** *

6. **What is the student's age?**

7. **What is the student's ZIP Code?**

_____

8. **What is the student's grade?**
Mark only one oval.

- ◯ 9 (freshman)
- ◯ 10 (sophomore)
- ◯ 11 (junior)
- ◯ 12 (senior)

9. **For what kind of trips will this student use this BART Ticket? Mark all that apply.** *
Check all that apply.

- ☐ School
- ☐ Afterschool activities (sports, lessons, clubs, etc.)
- ☐ Social/recreational (friends, family, entertainment, etc.)
- ☐ Work
- ☐ Other: _____

10. **How frequently does the student ride BART?**
Mark only one oval.

- ◯ No, he/she doesn't ride BART
- ◯ 1 day a week or less
- ◯ 2-3 days a week
- ◯ 4-5 days a week
- ◯ 6-7 days a week

11. **How does the student pay for BART?**
Check all that apply.

- ☐ Orange youth discount paper ticket
- ☐ Blue regular fare paper ticket
- ☐ Adult Clipper card
- ☐ Youth Clipper card
- ☐ He/she doesn't ride BART.
- ☐ Other: _____

12. **Please confirm that you have received a completed BART ticket request form that includes the student's signature. By ticking this box, you are certifying that the student is enrolled and meets all eligibility criteria to participate in the Student Transit Pass Pilot for your school, all information submitted on this form matches the information provided by the student, and all information is correct and complete to the best of your knowledge.** *
Check all that apply.

- ☐ Yes, I confirm that the student is eligible, and the form is correct and complete to the best of knowledge.

ATTACHMENT E – CLIPPER CARD REPLACEMENT INSTRUCTIONS

See attached.

Student Transit Pass Pilot

NEED TO REPLACE YOUR CLIPPER CARD?

Here's what you need to know.

CLIPPER CARD QUICK TIPS

Register Your Clipper card online right away. Your Clipper card must be registered online or by phone to get a replacement card.

Write down or photograph your Clipper card serial number. *(see below)*

Replace *BY PHONE*

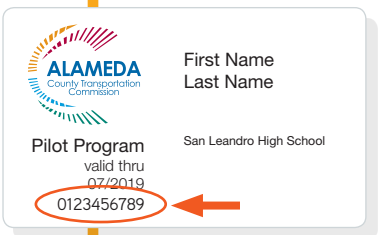
- **Call Clipper Customer Service at 1-877-878-8883** weekdays from 6 a.m. to 8 p.m., and weekends from 8 a.m. to 5 p.m.
- **Say, *"Hi, my name is [your name], and I go to [your school name]. I have an AC Transit Student Transit Pass that I need to replace."* You must provide this information to ensure that you receive the proper replacement card.**
- You might be asked to register your card and if so, provide your name and mailing address. You can provide your school's address if you do not want to use your home address.
- **You will be asked to pay a $5** fee for the new card. Have a credit card ready to make this payment.
- Confirm with the representative that your new card will be mailed to your school in 1-2 weeks.
- **After 1 week**, check with your school administrator's office to see if your card has arrived.
- If you have any problems during this process, please write down the date/time of your call, and the name of the person you spoke with, and give this information to your school's student transit pass administrator.
- **If you do not receive your card within 3 weeks**, please contact Clipper Customer Service or see your school's student transit pass administrator.

DON'T FORGET, your Clipper card has value!

The card you were issued is for your use only, so remember to keep it in a safe place.

Replace *ONLINE*

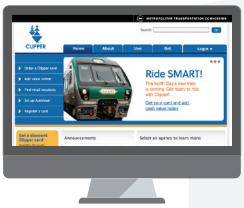
STEP 1 — **Locate** your Clipper card serial number



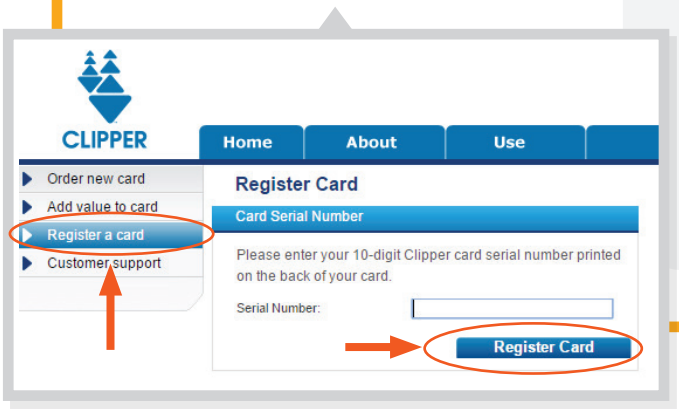
It's the **10-digit number** on the bottom left side of the back of your card.

If you don't have it, don't worry! Ask your school's student transit pass administrator in the main office.

STEP 2 — **Register** your Clipper card



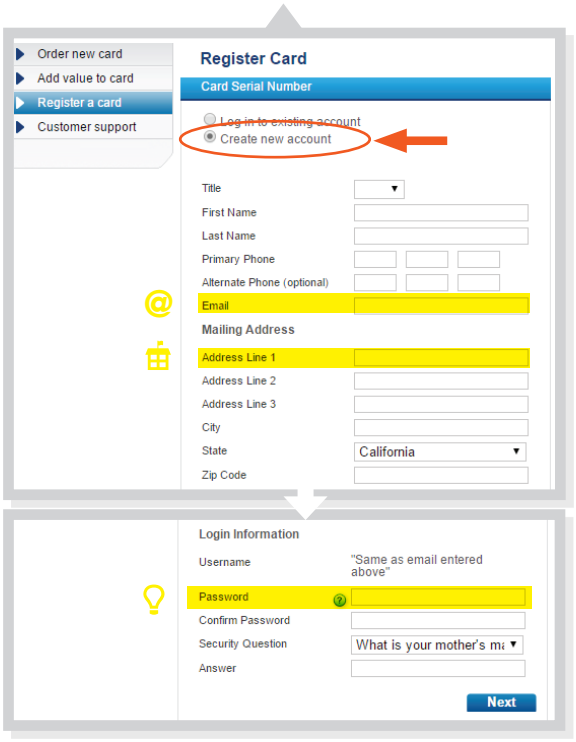
Go to **www.clippercard.com**. Click **"Register a card"** on the left menu. Before you can get a replacement card you must register the lost card. Enter the lost Clipper card serial number and click **"Register card."**



STEP 3

Create New Account

Once you've entered your serial number, you'll be asked to create an account. Click **"Create new account"** and fill in your information. Then click **"Next"** and you should see the Clipper card with the serial number you registered.

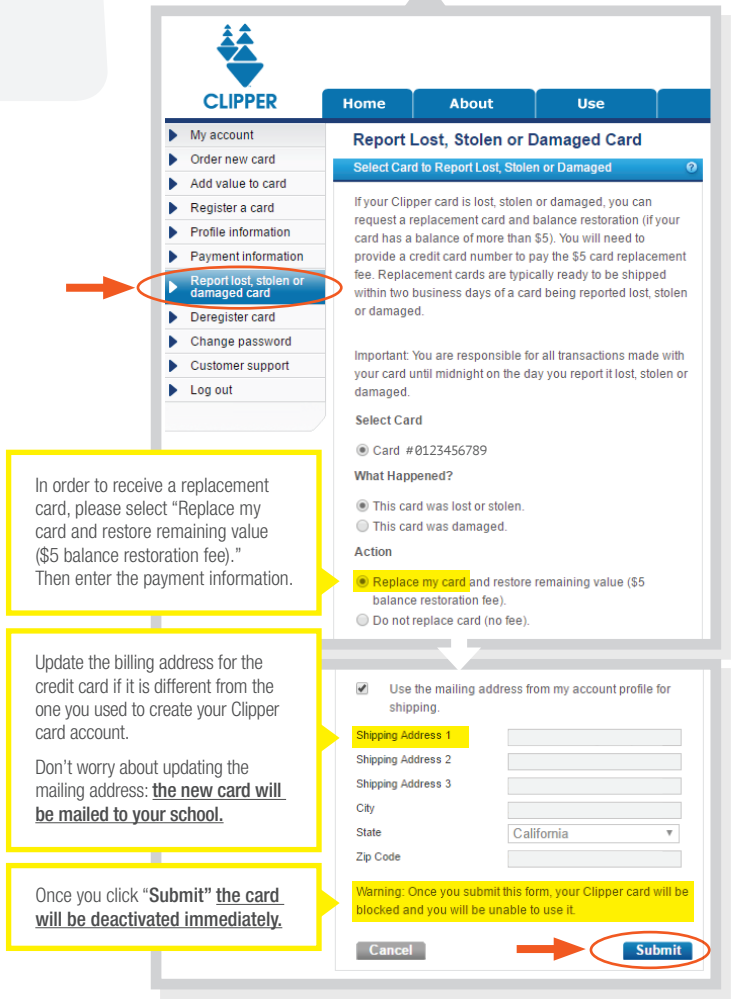


- Include an **email address** that you can access.
- If you'd rather not provide your home address, you may enter **your school's address**.
- **Create a strong password!** It must include three of the following: upper-case letter, lower-case letter, a number, or a special symbol (!, @, #, $, %, ^, *, ?, _, & or ~).

STEP 4

Report Lost or Stolen Card

Click on **"Report lost, stolen, or damaged card"** on the left.
Make selections as requested and click **"Submit"** when finished.



In order to receive a replacement card, please select "Replace my card and restore remaining value ($5 balance restoration fee)." Then enter the payment information.

Update the billing address for the credit card if it is different from the one you used to create your Clipper card account.

Don't worry about updating the mailing address: **the new card will be mailed to your school.**

Once you click "**Submit**" **the card will be deactivated immediately.**

STEP 5

Congratulations, *you're finished!!*

Just a few tips:

- Write down your **reference number** for safekeeping.
- In about a week, go to the school administrator's office to see if your card has arrived.
- If you have not received your card within three weeks, please contact Clipper Customer Service or see your school's student transit pass administrator.



ALAMEDA County Transportation Commission

The Student Transit Pass Program is funded by Measure BB, Alameda County's transportation sales tax approved by voters in 2014.

Still have questions or need help?

Call Clipper Customer Service at **1-877-878-8883** weekdays from 6 a.m.-8 p.m., and weekends from 8 a.m.-5 p.m. You can always ask your school's student transit pass administrator for assistance, or send an email to **studentpasspilot@alamedactc.org**.