

# AC TRANSIT EASYPASS PROGRAM UPDATE



Submitted By:  
Dr. Jacob Ng,  
Vice Chancellor, Student Services

# Program Overview

- ▶ The EasyPass Proposition was passed in the May 2009 student elections requiring all full time Peralta students carrying 9 or more units to pay an AC Transit EasyPass bus pass fee
- ▶ Students who voted approved the referendum by 88%
- ▶ With EasyPass, students can ride all AC Transit bus lines, including local and Transbay service, at all times. Plus, students save over 94% off the local rate and 96% off Transbay service
- ▶ Fee is collected at the time of enrollment and is non-refundable unless students drop below 9 units before the last day to receive a refund

# Contract

- ▶ According to the terms of the contract, Peralta Colleges will pay AC Transit an annual fee over a seven-year term comprised of a participant pool of all students who enroll in and maintain nine or more units, and based on the following schedule:
  - Fall 2009–Spring 2012: \$62 per student annually (\$31 per semester)
  - Fall 2012–Spring 2015: \$72 per student annually (\$36 per semester)
  - Fall 2015–Spring 2016: \$82 per student annually (\$41 per semester)
- ▶ The following payments have been made to AC Transit since Fall 2010:

Semester	Amount
<u>Fall 2010</u>	\$299,429
<u>Spring 2011</u>	\$297,538
<u>Fall 2011</u>	\$288,362
<u>Spring 2012</u>	\$275,001

Year	Total
2011–12	\$596,967
2012–13	\$563,363

# Ridership Data

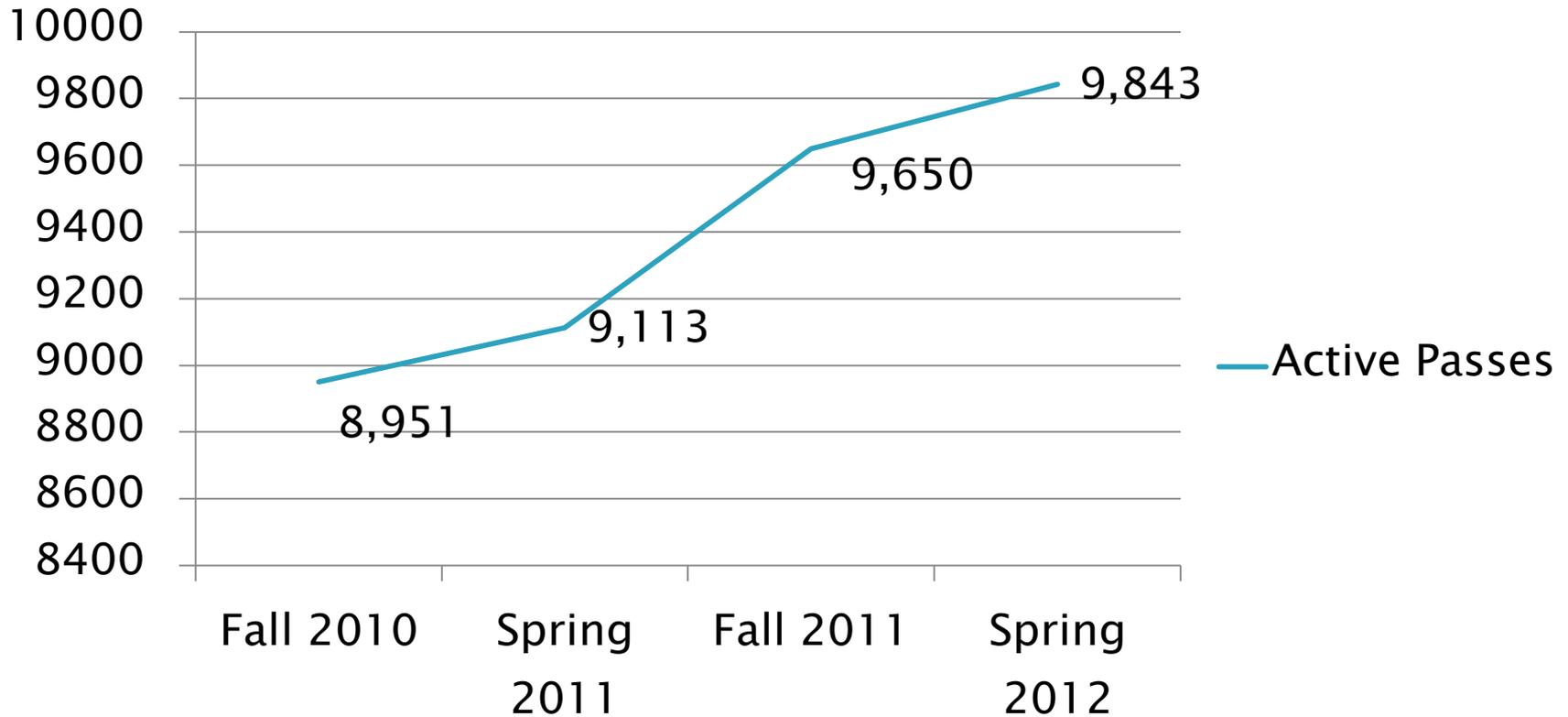
- ▶ Since the referendum-based program began in August 2009, Peralta students using the EasyPass have boarded AC Transit busses more than **4.4 million times** through July 2012
  - ▶ Peralta students are boarding AC Transit busses in greater numbers each semester
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# Ridership Data

Semester	Active Passes	Total Boardings for all students
<u>Fall 2010</u>	8,951	630,825
<u>Spring 2011</u>	9,113	703,522
<u>Fall 2011</u>	9,650	747,002
<u>Spring 2012</u>	9,843	748,101
<u>Total Since Fall 2010</u>	37,567	2,829,450

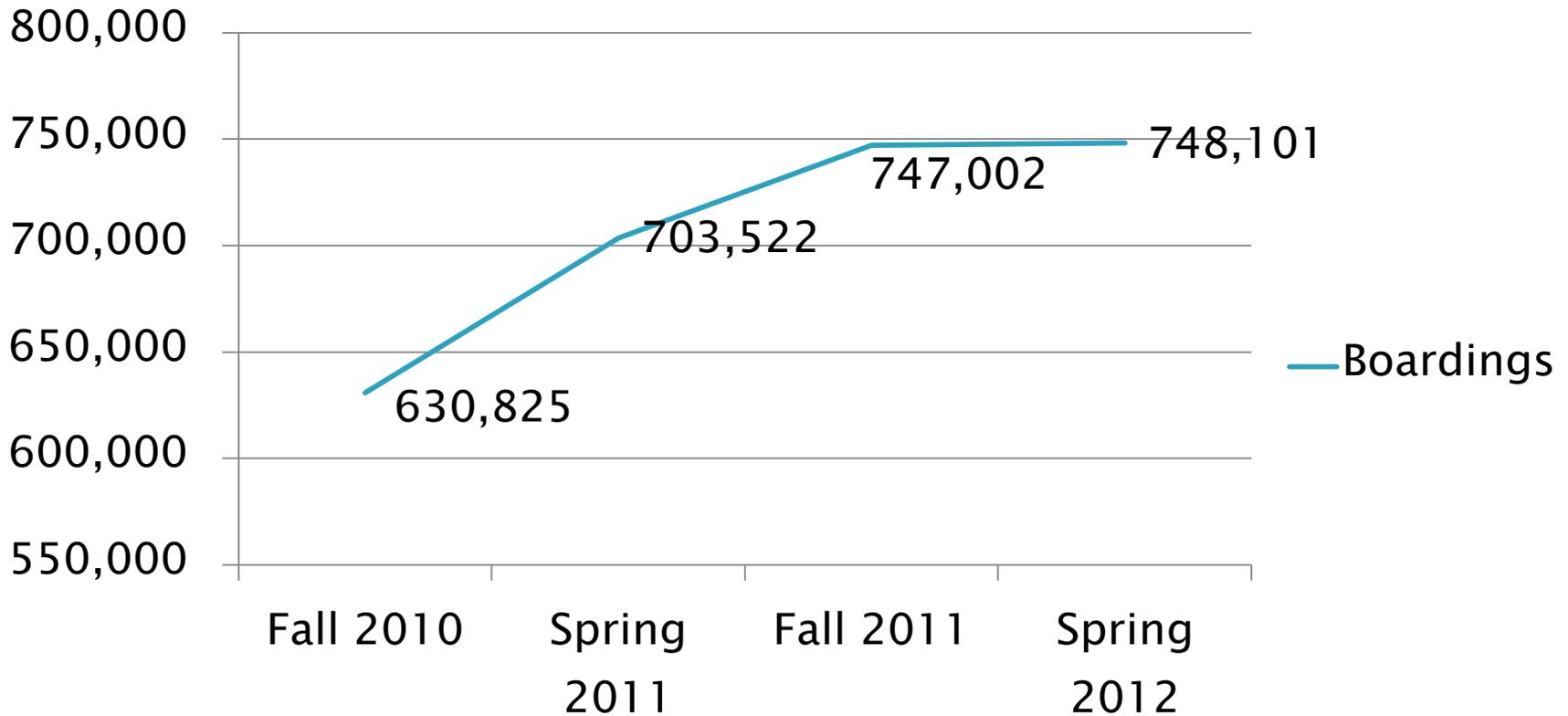
# Active Passes since Fall 2010

## Active Passes



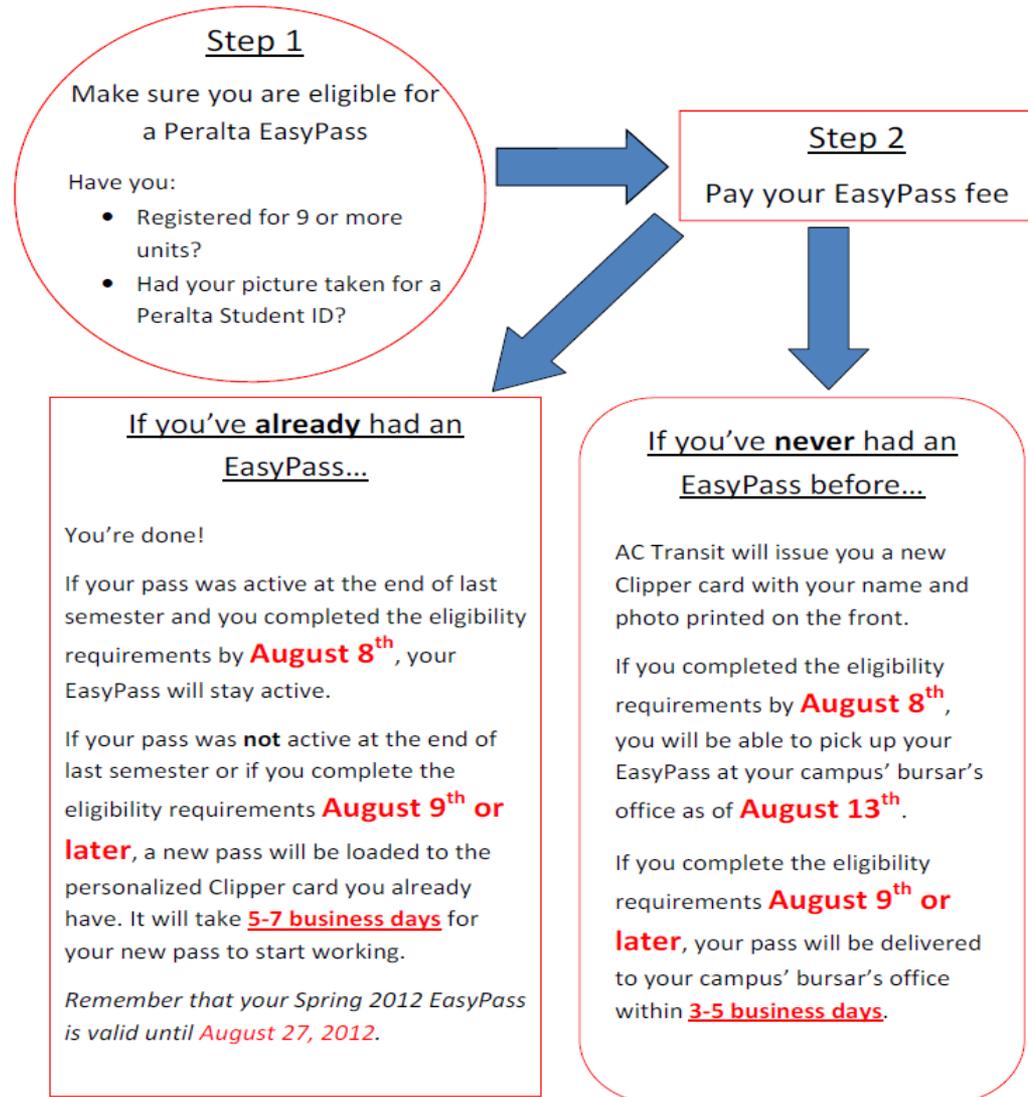
# Total Boardings since Fall 2010

## Boardings

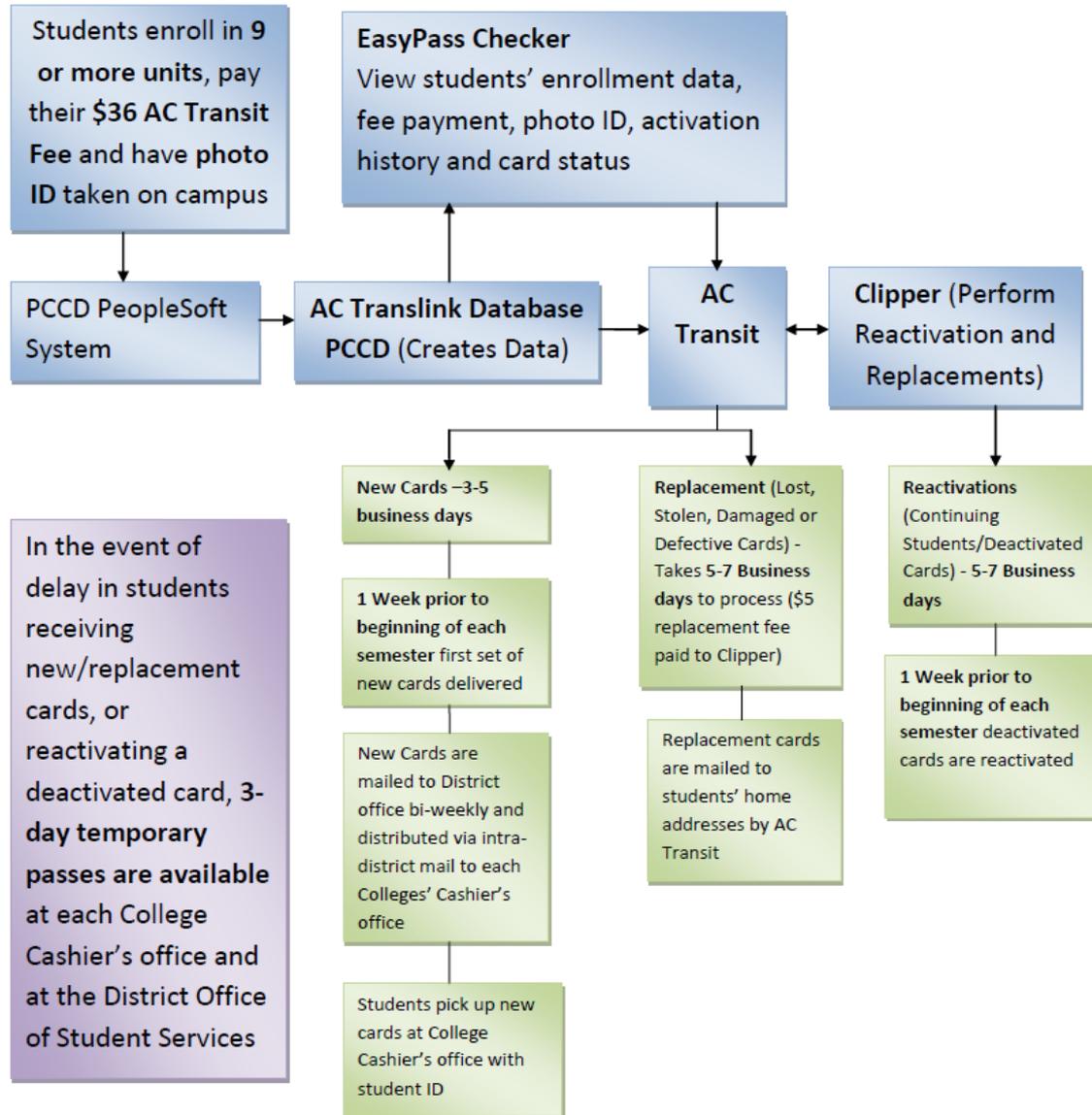


## Peralta EasyPass Fall 2012 When Will Your EasyPass Be Ready?

- ▶ Students can view this step by step process
- ▶ Dates and timelines for receiving EasyPass
- ▶ This information is posted on PCCD website and at the Colleges.



# PCCD EasyPass/AC Transit Process



# Easypass Distribution and Activations Timeline

- ▶ New Student EasyPass Cards
- ▶ 3–5 business days
  
- ▶ Replacement Cards
- ▶ 5–7 business days
  - Replacement = Lost, Stolen, Damaged or Defective
  
- ▶ Reactivating a Deactivated Card
- ▶ 5–7 business days
  - Deactivated = Student drops below 9 units

# Improved Process

- ▶ Working collaboratively with AC Transit, PCCD has made improvements in:
  - Joint effort and process needed to produce Easypasses among PCCD, AC Transit and Clipper
  - Data transmission process
  - Easypass distribution timelines
  - Three-day temporary pass policy
  - Data collection for Ridership
  - Communication internally with IT and campus bursars' offices to enhance student services

# Sustainability

- ▶ Here in the Bay Area, more air pollution comes from motor vehicles than from any other source
  - ▶ Using EasyPass to take public transportation reduces carbon monoxide and improves/saves the environment
  - ▶ By promoting/using EasyPass, we are keeping thousands of cars off the roads – and keeping their pollution out of the air
  - ▶ Using EasyPass helps to achieve a sustainable Peralta and Bay Area.
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Get Going • Start Saving

## Fall 2012 Peralta Colleges EasyPass FAQ

Fall 2012 Peralta EasyPass validity dates are **August 13, 2012-January 29, 2013**. You can use your Fall 2012 EasyPass until one week after the 2013 Spring semester begins.

### How do you qualify for a Peralta Colleges EasyPass?

Get current with your student fees including your \$36 EasyPass fee. Once you have paid your fees, and maintain 9+ units, you qualify for an EasyPass.

### For Continuing Students Who Have Paid Their EasyPass Fee and Are Maintaining 9+ Units:

You already have an active pass. You will not have to do anything. Your old Clipper®/TransLink® card will continue to work as your pass will be activated for the Fall 2012 semester. Since the Spring and Fall semester EasyPasses overlap, you should not see a break in service. You will not get a new card. If you paid your EasyPass fees prior to August 8, 2012 and your Fall 2012 pass does not work, please immediately contact the Peralta EasyPass coordinator at [easypass@peralta.edu](mailto:easypass@peralta.edu) or call (510) 466-7363 to speak with EasyPass coordinator Matt Jones or visit your Cashier's Office.

### For Returning Students Who Have Paid Their EasyPass Fee, Are Maintaining Nine+ Units, and Are Coming Back to Peralta After an Absence:

Your old card will be activated with the Fall 2012 EasyPass once you qualify by getting current with your EasyPass fees and maintaining 9+ units. You will not get a new card. Your Spring pass might not work the first week of school, due to data processing issues. If you paid your EasyPass fees prior to August 8, 2012 and your Fall 2012 pass does not work, please immediately contact the Peralta EasyPass coordinator at [easypass@peralta.edu](mailto:easypass@peralta.edu) or call (510) 466-7363 to speak with EasyPass coordinator Matt Jones.

If you need a card replaced (because your old card has been lost, stolen, or damaged), you must call Clipper at **877-878-8883** and pay by credit card (or money order which will take longer) the \$5 Balance Restoration Fee. A replacement card will be sent to your main campus' Cashier's Office within seven to fourteen business days from the date you pay the \$5 fee.

## For New Students Who Have Paid Their \$36 EasyPass Fee with Registration and Are Maintaining 9+ Units:

### Get Your Peralta Student ID Now!

Before you can get an EasyPass, you must have a Peralta Student ID with your photo on it.

1. Go to the appropriate college location below to have your photo taken for your Peralta Student ID. The Clipper® EasyPass will use the same photo.

Peralta College	Cashier's Office	Photo ID Location
<b>Berkeley City College</b>	First Floor	Student Government Office, 5th FL, Rm 511
<b>College of Alameda</b>	Building F	Student Activities Office, Building F, Rm 116
<b>Laney College</b>	Tower Building Second FL	Building A, Rm 102
<b>Merritt College</b>	Building Q, 215	Student Activities Office, Bldg. R, Rm 124

\* Check <http://web.peralta.edu/quicklinks/students/> (and click on AC Transit EasyPass Info) for the PAF and any Photo ID location changes.

2. Complete the pass acceptance form (PAF) provided to you at the photo ID location for your Peralta EasyPass. You may also find a copy of the PAF on the Peralta EasyPass web page. Print and fill in the form ahead of time to speed up processing when you go to get your photo taken.
3. Peralta requests for new student EasyPass cards take about seven business days to fulfill after Peralta's request is received and processed by Clipper Customer Service. Until Clipper receives the data from Peralta, your EasyPass cannot be produced, so there may be additional delays. Your Peralta EasyPass will be available for pick-up at your main campus' Cashier's Office.
4. Watch your Peralta student email for status updates on your Peralta EasyPass.

### **For All Students:**

**You will not receive an EasyPass until your EasyPass fee balance is brought up to date.** If you pay your fee late, your EasyPass will be withheld until your fee is paid. If you neglect to pay your fee, you will be charged for the delinquent fee before any future college registration at Peralta is allowed. To get the most value from your EasyPass, pay your fee when registering for Fall 2012 classes. There are no refunds on the EasyPass which is a group transit benefit approved by Peralta student referendum. Students can save over \$1,750 annually from regular fares by using the Peralta EasyPass.

### **Timeline for EasyPass Card Delivery and Activations**

Peralta requests for **new** student EasyPass cards take about seven business days to fulfill after Peralta's request is received and processed by Clipper Customer Service. Until Clipper receives the data from Peralta, your EasyPass cannot be produced, so there may be additional delays. Student requests for **replacement** cards (lost, stolen, damaged, or defective cards) must be made to Clipper Customer Service (877-878-8883), take seven business days to fulfill, and require payment of the \$5 Balance Restoration Fee to Cubic Transportation Systems<sup>ii</sup> before the card will be produced. If your EasyPass has been **deactivated** from your existing Clipper card, it will take Clipper Customer Service about ten to fourteen business days to reactivate the EasyPass on your card. Until you receive your **replacement or have a reactivated** EasyPass, you will have to pay regular cash fare on the bus. Please contact the Peralta EasyPass Site Coordinator, Matt Jones, at the District Admissions and Records Office, to receive temporary bus passes to use until your new card arrives if you have concerns about paying the cash fare. There are no refunds on the EasyPass or the cash fare you paid on the bus while waiting for your replacement or reactivated card.

#### **Your Peralta EasyPass is only for You**

You may face penalties if your EasyPass is used by any other person. Do not sell, reproduce, share, or give away your EasyPass. Any attempt to do so will result in criminal charges and/or disciplinary action by Peralta Colleges District. A fine of up to \$228 or community service can be imposed for misuse of your EasyPass with the intent to evade the payment of fares (CPC 640). Peralta Colleges may impose additional penalties.

**For more information read the "Peralta Colleges EasyPass User Guide," or visit:**

#### **Peralta EasyPass**

**Online:** <http://web.peralta.edu/quicklinks/students/> (and click on AC Transit EasyPass Info)

**Email:** [easypass@peralta.edu](mailto:easypass@peralta.edu)

**Phone:** (510) 466-7363 and speak with Matt Jones, Peralta Student Support Services and EasyPass Site Coordinator

#### **Clipper Customer Service Center**

**Online:** [www.clippercard.com](http://www.clippercard.com)

**Email:** [custserv@clippercard.com](mailto:custserv@clippercard.com)

**Phone:** (877) 878-8883 and state that you are a Peralta EasyPass participant

#### **AC Transit**

[www.actransit.org](http://www.actransit.org)

[www.actransit.org/easypass](http://www.actransit.org/easypass)

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<sup>i</sup> The TransLink card has a new brand and name: Clipper. The Clipper card works just the same way as the TransLink card. If you already have a TransLink card, it will continue to work as it always has. No replacement is necessary.

<sup>ii</sup> Clipper Customer Service Center is managed by Cubic Transportation Systems, Inc.

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Quick Links

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AC Transit Easy Pass Information

**[The Fall 2012 Peralta EasyPass validity dates are August 13, 2012-January 29, 2013.](#)**

**AC Transit EasyPass Fee Information:**

Proposition A, which was passed in the May 2009 student elections, requires all full time Peralta students carrying nine or more units to pay an AC Transit EasyPass bus pass fee of \$36, thereby making them eligible to receive an AC Transit EasyPass bus pass. With EasyPass you can ride all AC Transit bus lines, including local and Transbay service, at all times.

**Please note:** *This fee is non refundable unless you drop below nine (9) units on or before the last day to drop full-term credit classes and receive a refund. See deadline dates in the [Academic Calendar](#).*

For more information see the links below:

[Timeline for receiving your bus pass](#) 

[Frequently Asked Questions](#) 

[User Guide](#) 

[BCC Map](#) 

[COA Map](#) 

[Laney Map](#) 

[Merritt Map](#) 



**Contact Information**

**Peralta EasyPass Site Coordinator**

Matthew Jones

Phone: (510) 466-7363

Email: [easypass@peralta.edu](mailto:easypass@peralta.edu)

Website: <http://web.peralta.edu/admissions/ac-transit-easy-pass-information-2/>

**Clipper Customer Service Center**

Phone: (877) 878-8883

FAX: (925) 686-8221

Email: [custserv@clippercard.com](mailto:custserv@clippercard.com)

Website: [www.clippercard.com](http://www.clippercard.com)

**AC Transit**

Online: [www.actransit.org](http://www.actransit.org)

**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.



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