

BayPass FAQs:

Why are some people getting the pass and not others?

This pilot program is designed to test the new pass and understand how SJSU students travel with the Smartpass and BayPass. Therefore, at this point, the Clipper BayPass is being distributed to a randomly selected group of students.

What if I am selected because I met the eligibility criteria below, but my student status has changed? Am I still eligible?

If you were selected, you met the eligibility criteria (see below) in Fall 2022. If your status changed, contact Transportation Solutions to verify your eligibility.

Eligibility criteria:

The AS fee is charged as part of your tuition, and you meet ONE of the following criteria.

- Enrolled in either in-person or hybrid classes for Fall 2022
- Had a mailing address within Santa Clara County
- Lived on-campus

If I am not selected in Fall 2022, will I have an opportunity to be selected in the future?

Only the students selected during the initial pilot launch who receive an email that they have been selected will be part of the study.

If I didn't receive an email, how can I confirm if I was selected or not?

If you were selected for the BayPass, when you submit your online request to obtain the pass, you will receive information regarding the BayPass. If you see information about the Smartpass, you were not selected for the BayPass.

Will I have to pay an additional cost for the Clipper BayPass?

If you are picking up the BayPass for the **first time as a student who pays the Associated Students fee** as part of your tuition, you will only need to pay a one-time \$3 clipper fee. However, replacement fees will apply for lost cards.

If I already have a Smartpass and am selected for the BayPass, do I need to submit another online request?

No, your Smartpass will automatically be converted. No further action is required.

If I do not receive the Clipper BayPass, will I still be able to obtain or use a SmartPass?

Yes. If you are not selected to receive the new pass, you can continue to use your existing Smartpass pass or pick up a Smartpass as a new user.

How long will I have the Clipper BayPass?

If you receive the Clipper BayPass, you will have it for two years unless you graduate or leave the university before the pilot ends.

What happens if I graduate or leave the university?

Your BayPass will be deactivated. If you return to the university, contact Transportation Solutions.

What if I lost my Smartpass?

If you lost your Smartpass you can obtain a replacement from the AS General Services Office for a fee. If you lost your Smartpass and are eligible for the BayPass, you can receive a BayPass from AS General Services and pay the \$3 clipper fee if it is your first time.

What happens if I lose my Clipper BayPass?

You can obtain a replacement from AS General Services. Replacement fees will apply.

Can I give my Smartpass or Clipper Baypass to a family member or friend to use?

No, your transit pass is linked to your SJSU ID number. Any attempts to transfer, sell or misuse of the transit pass will result in loss of eligibility and referral to the Student Conduct and Ethical Development.

Can I add my Smartpass or Clipper BayPass to my phone?

Your Smartpass cannot be virtualized. Any attempt to do so will make the Smartpass invalid.

Who do I contact if I have issues with my transit pass?

If you experience issues with your Smartpass or BayPass, contact Clipper's Customer Service Call **877.878. 8883**.

What about my data?

We will use information from this program to learn more about how SJSU students travel. We will not collect any individually identifying data; all information gathered through this program will be stored safely and anonymously. For more information about your data and this program, you can email transportation@sjsu.edu.

Who can I contact if I have questions about the Clipper BayPass?

Contact AS Transportation Solutions by phone at 408.924.7433 or email at transportation@sjsu.edu.