

SJC SmartPass Clipper Card Program

SJC offers the VTA SmartPass Clipper card to Airport City employees and tenants, providing free, unlimited rides on VTA Local and Rapid bus and light rail lines.

What Can I Ride?

SmartPass is accepted as valid fare on all VTA bus and light rail lines. The SmartPass Clipper card is not valid for free travel or discounts on any other transit system, although you can load money onto the card to pay for services not covered by SmartPass, such as VTA Express (\$2.50/ride), BART, Caltrain and ACE.

Pro tip: Register your card at clippocard.com to ensure any value loaded will be replaced if the card is lost or stolen.

How Do I Get a SmartPass?

City Airport Employees

- New employees including transfers from City Hall should request a SmartPass when picking up their SIDA badge.
- Current employees who do not yet have a pass should schedule a badge pick-up appointment.



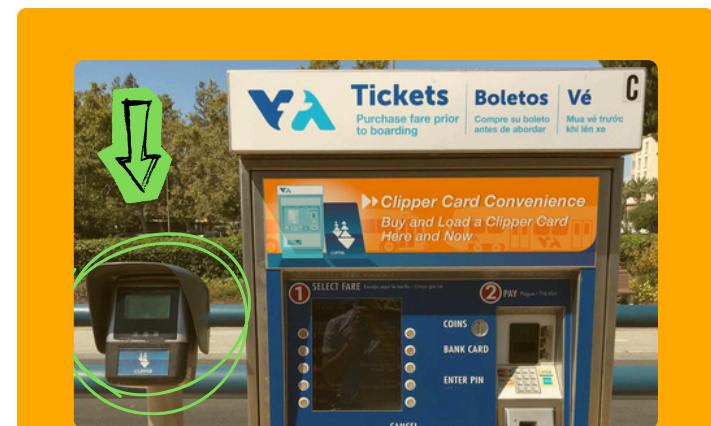
Airport Tenants

- Download and complete the SmartPass Application and schedule a Pick-up Appointment through the SJC Badging Office.

Schedule a Badge Pick-up

Appointment

- flysanjose.com/business/sjc-badging-office



How Do I Ride?

Tap your SmartPass every time you board a VTA bus or light rail.

1. Locate the Clipper card reader at the front of the bus or near the ticket vending machine on the light rail platform.
2. Hover your card over the Clipper logo on the reader, ensuring you hear a single beep and see a green light on the reader. Forgetting to tag your card before boarding the light rail could result in a fine.
3. Keep your card accessible to present to VTA fare inspectors, if requested.

You must use the physical card. Do not digitize or add this card to a mobile wallet.

Don't Lose Access!

- Activate: Tap your card within 15 days of being notified it is ready, or it will deactivate. Reactivation takes 5-7 business days.
- Ride VTA at least once every 180 days to keep your pass active.
- To reactivate, contact the Badging Office.

Using Your Card Beyond VTA

- The SJC SmartPass covers regular VTA bus and light rail lines only.
- To pay for other transit (BART, Caltrain, ACE, etc.), load personal funds onto your Clipper card. Register your card through clippercard.com.
- For faster access to added funds, load money at:
 - Participating retailers (e.g., Walgreens)
 - VTA ticket machines/offices
 - Clipper Add Value Machines
- *Note: Online loads may take 5-7 business days to appear.*



We're Here to Help!

Badging Office

- Contact to obtain a new SmartPass card or a replacement card.
- Schedule a badge pick-up appointment: flysanjose.com/business/sjc-badging-office.

Uyen Mai (SJC Coordinator)

- For assistance with general Airport SmartPass program questions, email umai@sjc.org.

Sarah Dreitlein (DOT Coordinator)

- For assistance with City employee commuting benefits, email sarah.dreitlein@sanjoseca.gov.
- Search “Employee Commute Programs” through OneCity.

Clipper Customer Service

- Call 866.878.8883 or email custserv@clippercard.com for information on loading value for other transit agencies.

How Do I Get Ready to Ride?

- Plan or schedule your trip using the Trip Planner: vta.org/trip-planner.
- Download the Transit App to plan your trip with up-to-the minute accuracy and view arrival and departure times on the route.
- Receive alerts and report safety concerns or suspicious activity via the VTAlert app.



Commute Smart, Win Big!

Airport City and tenant employees can log any commute that is not solo driving through the free SmartCommute Platform for a chance to earn rewards (e.g., gift cards).



How to Join:

- Visit: smartcommute.vta.org/s/san-jose-airport.
- Sign up using your work email address (e.g., name@sjc.org, name@wnco.com).
- Download the “Commute Tracker by RideAmigos” app on your phone.
- Follow the provided instructions to automatically log your commute travel.

Employee Commute Programs - OneCity Workplace

Did you know City employees may be eligible for pre-tax commuter benefits? Learn about this program and other options like BikeLink lockers and Commute with Enterprise vanpools on the “Employee Commute Programs” page on the OneCity Workplace intranet.

Tenant employees: Please check with your employer for available commute programs.