

Frequently Asked Questions

City Employee September SMART Train Promotion

Q. How do I get the Free Monthly Pass?

A. Pick it up from Human Resources during normal business hours after you get your confirmation.

Q. How long can I use the Free Monthly Pass?

A. For the month of September 2017 only.

Q. How do I use the Monthly Pass?

A. It will be pre-loaded on a Clipper Card we'll give you. Just swipe on, and swipe off every time you use the Train.

Q. Can I use the Pass to get on other public transit?

A. Yes! You just need to add Cash Value to the card. Insert it into any card purchasing station and follow the directions to add Cash Value. Then swipe on and swipe off buses and even the ferry, as well as any participating Clipper transit service in the Bay Area.

Q. Should I register my Clipper Card?

A. Not at first. Make sure you try SMART 5 times for your commute to work, then confirm with Human Resources that you've met your commitment. At that time you can register your card if you like.

Q. What are the benefits of registering my Clipper Card?

A. You can add a debit or credit card to it so it automatically refills your Cash Value so you never are without a way to take transit! You can also do lots of other things online like renew for another monthly pass, etc. once you have a credit or debit card hooked up.

Q. What are my first and last mile options to get to work or home from the SMART stations?

A. Check out our nifty one-page primer [here!](#)

Q. Can I work on the train?

A. No. The train is your time to enjoy your commute, as opposed to sitting in traffic. Use the Wi-Fi for other things, but we can't pay you to work on the train.

Q. What do I do if an emergency arises and I have to get home or to a loved-one quick?

A. Use the County's [Emergency Ride Home program](#), and take Lyft to get home fast! It's free twice a year.

Q. What if I can't use the Free Monthly Pass 5 times like I committed to?

A. Give it back to Human Resources as soon as possible so we can let someone else use it!

Q. Can I take my bike on the SMART Train?

A. Yes, technically they have space for 24 bikes. But if the train is crowded there might be less space for bikes. Check out this cool info page on [bikes and bike parking](#) for SMART.

More questions? Contact Human Resources at (415) 485-3063