MISSION COLLEGE
ECO PASS PROCEDURE

Mission College is pleased to offer this opportunity to all students!

FEBRUARY 22, 2017
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I. Steps to Obtain Eco Pass

FIRST. Go to the Eco Pass Desk (Next to Information Desk) at Mission College Campus Center with the following items:

1. **A government photo ID** (acceptable forms):
   - a. State Issued
   - b. Driver’s license
   - c. Passport

2. Mission College Student ID

   **Or**

3. My Current Class Statement and Pay Information *(No electronic devices accepted.)*
   1) Log into your Mission College Portal (your registration website)
   2) Click on registration
   3) Click on my current class schedule and pay information
   4) Select the current ‘Term’
   5) Then hold down the buttons “Ctrl” and “P”

   - The name appears on school documents **must** match with the name on the government issued ID.

   - **This opportunity is not available to Community Education Program, Non Credit and Concurrent Enrolment High School Students**

   - Students that register for the **Winter session ONLY** will NOT have the option to receive the VTA Eco Pass Clipper Card and will not be charged this fee

   - If your title is Faculty, Staff or Administration at Mission College and you are currently taking a course at Mission College, you may receive the VTA Eco Pass

SECOND. Hand your ID and your Student ID Current Classes Statement and Pay Information document or Mission College Student ID to the Eco Pass Assistant

THIRD. The Eco Pass Assistant will check your information to ensure all requirements were met

FOURTH. If you are wearing a hat or glasses (except prescription glasses) please remove them prior to taking your photo.

FIFTH. The Eco Pass Assistant will take your picture and print it out. This process should take about 5 minutes. You will receive your Clipper Card after printed
SIXTH. It may take up to three (3) business days for your card to become activated. If your card has not been activated after three (3) business days, please contact VTA Customer Service Call Center at: (408) 321-2300

❖ Middle College Students

FIRST. Go to the Eco Pass Desk (Next to Information Desk) at Mission College Campus Center with the following items:

1. An ID (acceptable forms):
   a. State Issued
   b. Driver’s license
   c. Passport
   ❖ Name appears on school documents must match with the name on government ID.

   If you do not have a valid government issued photo ID, please visit the Office of Student Activities – room 231 at Mission Campus Center. We will look up your photo ID by your concurrent enrolled high school data provided by Middle College department. If the high school data provided by Middle College do not contain your photo ID, your Eco Pass request will be on hold until a valid government issued photo ID is shown.

2. Mission College Student ID
   Or
3. My Current Class Statement and Pay Information (No electronic devices accepted.)
   1) Log into your Mission College Portal (your registration website)
   2) Click on registration
   3) Click on my current class schedule and pay information
   4) Select the current ‘Term’
   5) Then hold down the buttons “Ctrl” and “P”

SECOND. Hand your ID and your Student ID Current Classes Statement and Pay Information document or Mission College Student ID to the Eco Pass Assistant

THIRD. The Eco Pass Assistant will check your information to ensure all requirements were met

FOURTH. If you are wearing a hat or glasses (except prescription glasses) please remove them prior to taking your photo.

FIFTH. The Eco Pass Assistant will take your picture and print it out. This process should take about 5 minutes. You will receive your Clipper Card after printed
SIXTH. It may take up to three (3) business days for your card to become activated. If your card has not been activated after three (3) business days, please contact VTA Customer Service Call Center at: (408) 321-2300

❖ Mission College Institute for International Studies Students

1ST. Go to the Eco Pass Desk (Next to Information Desk) at Mission College Campus Center with the following items:
   1. An ID (acceptable forms):
      a. State Issued
      b. Driver’s license
      c. Passport
   ❖ The name appears on school documents must match with the name on the government issued ID.
   2. Mission College Student ID
      Or
   3. Proof of payment provided by International Student Center

2ND. Hand your ID and proof of payment or Mission College Student ID to the Eco Pass Assistant

3RD. The Eco Pass Assistant will check your information to ensure all requirements were met

4TH. If you are wearing a hat or glasses (except prescription glasses) please remove them prior to taking your photo.

5TH. The Eco Pass Assistant will take your picture and print it out. This process should take about 5 minutes. You will receive your Clipper Card after printed

6TH. It may take up to three (3) business days for your card to become activated. If your card has not been activated after three (3) business days, please contact VTA Customer Service Call Center at: (408) 321-2300

Note

*Each Semester you do not need to replace your Clipper Card (Please do not throw it away). Your Eco Pass Clipper Card will automatically reload each semester while you are enrolled in Mission College and complete your tuition in full.
• **DO NOT punch holes, bend, cut or mishandle your card,** it may cause damage to the Clipper card and may render the card void.

• We **HIGHLY RECOMMEND** you to register your Clipper Card online by going to [www.clippercard.com](http://www.clippercard.com). Click on the “Register a card” link on the top left side of the page and enter your 10-digit Clipper card serial number printed on the back of your card.

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**II. The Eco Pass Important Dates:**

<table>
<thead>
<tr>
<th>Semester</th>
<th>Eco Pass In-person Distribution Begin</th>
<th>Eco Pass In-person Distribution End</th>
<th>Eco Pass Valid From</th>
<th>Eco Pass Valid to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall/Winter 2016</td>
<td>22\textsuperscript{nd} Aug 2016</td>
<td>15\textsuperscript{th} Dec 2016</td>
<td>27\textsuperscript{th} Aug, 2016</td>
<td>27\textsuperscript{th} Jan, 2017</td>
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<tr>
<td>Spring 2017</td>
<td>16\textsuperscript{th} Jan 2017</td>
<td>25\textsuperscript{th} May 2017</td>
<td>28\textsuperscript{th} Jan, 2017</td>
<td>29\textsuperscript{th} May, 2017</td>
</tr>
<tr>
<td>Summer 2017</td>
<td>15\textsuperscript{th} May 2017</td>
<td>24\textsuperscript{th} Aug 2017</td>
<td>30\textsuperscript{th} May, 2017</td>
<td>25\textsuperscript{th} Aug, 2017</td>
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</table>

*Please note the above dates when planning your transportation schedule*

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**III. How to use your Clipper Card?**

Check out the link below to get a tutorial on how to use your new Clipper Card:

[www.clippercard.com/ClipperWeb/useTranslinkTutorial.do](http://www.clippercard.com/ClipperWeb/useTranslinkTutorial.do)

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**IV. Refund Policy**

- **Drop/ Withdrawal from Classes**
  - **Before Census Date:** If you dropped all of your classes before the Census Date, please come to Admission & Records to receive your refund. Your card will be deactivated.
  - **After Census Date:** If you dropped all of your classes after the census date, you will not receive any refund and your card will be deactivated.
  - **Short-Term classes** that have less than 5 meetings, the last day to drop with a refund is the day before the first class meeting per semester.

- **Change of Status**
• **Full time to Part time**: If your status changes from Full-time student to Part-time student, your account will be refunded for the difference between Full-time and Part-time, only if you dropped class(es) before Census Date.

• **Part Time to Full time**: If your status changes from Part-time student to Full-time student, your account will be charged for the difference between Part-time and Full-time status.

  Part-time (0.5unit- 11units)  Full-time (12units or more)

  Please check the Mission College website under “Important Dates” regarding the census date.

V. **Eco Pass Routes**

The Mission College Eco Pass applies to all Santa Clara Valley Transportation Authority buses and light rail within Santa Clara County for the duration of a semester. The Eco Pass is valid only for VTA services within Santa Clara County.

There are two current bus lines stop at Mission College – VTA Routes 57, 60.

We encourage you to check [www.vta.org](http://www.vta.org) for bus routes and plan your trip accordingly. You may also pick up bus schedules at the Campus Center Info Desk or Welcome Center.

If there are no routes suitable for you to commute by bus to school, you may still enjoy your Eco Pass on weekends or any other convenient time.

VI. **Lost/ Stolen/ Defective Card**

• **Lost Card**

  If you lose your card, please refer to the following process:

  1. Visit A& R
  2. Pay the replacement fee (Please refer the replacement fee below)
  3. Visit Eco Pass Desk at Campus Center
  4. Must have these three (3) items:
     o Government ID
     o Student ID or Current Class Statement and Pay Information (MC Portal)
     o Replacement fee receipt

• **Stolen**

  If your card was stolen, please refer to the following process:

  1. Visit A& R must bring in a Police Report
  2. Pay the replacement fee (Please refer the replacement fee below)
  3. Visit Eco Pass Desk at Campus Center
  4. Must have these three (3) items:
Mission College Eco Pass Procedures – Revised February 22, 2017

- Government ID
- Student ID or Current Class Statement and Pay Information (MC Portal)
- Replacement fee receipt

**Defective Card**

If the Eco Pass Clipper card that you received is defective, you can obtain a replacement card at minimum fee, please refer to the following process:

1. Please call Clipper Card Customer Service at 877.878.8883 to report your defective Clipper card and discuss our options, or bring your card to an in-person Customer Service Center.
2. Pick up and complete the Lost/Stolen/Defective Card form at the Eco Pass Desk.
3. Visit the Office of Student Activities and bring in your defective Eco Pass Clipper card.
4. Visit A& R
5. Pay the replacement fee
6. Visit Eco Pass Desk at Campus Center
7. Must have these three (3) items:
   - Government ID
   - Student ID or Current Class Statement and Pay Information (MC Portal)
   - Replacement fee receipt

⚠️ **Not applied for damage caused by negligence or mishandling.**

*Please pay replacement fee at Admissions and Records*

<table>
<thead>
<tr>
<th>Eco Pass Replacement Fee</th>
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<tbody>
<tr>
<td><strong>First Time</strong></td>
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<tr>
<td><strong>Second Time</strong></td>
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<td><strong>Third Time</strong></td>
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💡 *This chart applies for every academic year*

**Note**

- This policy applies for all Mission College Students including Middle College Student and Mission College Institute for International Studies students who obtained Eco Pass Clipper Card.
- The replacement fee is for the Eco Pass only and not any other stored valued. Mission College does not take any responsibility for other stored value in your Clipper Card. Your original card will be deactivated and your new card will be activated. Please note that it may take up to three (3) business days for the new card becomes activated.
VII. Keep Your Card

Your Eco Pass will automatically reload each semester, as long as you are a currently enrolled student at Mission College. If you drop or withdraw from all of your classes, the Clipper Card will be updated to reflect a “non-student” status and the Eco Pass will no longer be valid.

If you come back to Mission College after an absence of more than one semester, your Eco Pass clipper card will automatically be reloaded to reflect your current status.

In addition to the Mission College Eco Pass Program, you may still use your Clipper Card with other transportation agencies if you wish. You may choose to load more funds to your current card by creating an account online at www.clippercard.com to ride outside of Santa Clara County.

VIII. Illegal use of Eco Pass Clipper Card

The Mission College Eco Pass Clipper Card serial number is linked to your student name and Mission College student ID number. Transfer of the Mission College Eco Pass Clipper card to another person is strictly prohibited.

VTA drivers and inspectors will not accept an expired or deactivated Eco Pass. Attempts to transfer, sell or misuse the Mission College Eco Pass Clipper Card will result in immediate deactivation of the Eco Pass.

Anyone who files a false claim, alters, sells, transfers, or duplicates the Mission College Eco Pass Clipper card with the intent to make money or evade the payment of any fare is in violation of California Penal Code 640. Violation of Penal Code 640 is punishable by a fine of up to $250 and/or community service.

The College will report any solicitation of sale or transfer of the Eco Pass to law enforcement authorities. Students in violation may be liable for the amount equal to the cost of a VTA Adult Express Annual Pass (approximately $1500) and other violations and disciplinary actions as provided in the West Valley- Mission Community College District’s Standards of Conduct AP (5500) and Student Discipline Procedures (AP 5520) including possible suspension or expulsion from the college. All Eco Pass holders shall be subject to VTA’s fare inspection regulations. Misuse will result in confiscation by VTA authorized personnel.