



January 10, 2024

To SmartPass Coordinators and Cardholders,

VTA is currently working with Clipper to remedy SmartPass patrons who may have been affected starting this new year. SmartPasses are being reactivated on the affected Clipper Card Serial Numbers and should be completed by Wednesday, January 17, 2024.

Please continue to tag your SmartPasses on VTA Bus and Light Rail Clipper Card readers. If you have issues from now until January 17th, please provide a copy of this memo to any Bus Operator or Light Rail Fare Inspector. If you are still experiencing issues after January 17th, please contact your SmartPass Coordinator and provide your Clipper Card Serial Number with the date/time of failed tag.

VTA apologizes for any temporary inconvenience in accessing VTA's services. Thank you for your continued support of the SmartPass Program.

Sincerely,

VTA Fare Programs & System Department

Cc: VTA Bus Operators, Light Rail Fare Inspectors, and Customer Service Team.