

How Do I Report a Concern?

- If you no longer have your EasyPass Clipper Card (lost or stolen), or it is not working, call Clipper at (877) 878-8883.
- To report an incident or to make a commendation, visit actransit.org/feedback; or call 511 and say, "AC Transit," then, "0" to reach the AC Transit Information Center.
- To report a non-functioning card reader: from inside the bus, look above the front windshield for the bus number; from outside the bus, locate the bus number near the front door of the bus. Note the bus number, along with the date, then follow the instructions above for reporting an incident.
- To report a damaged bus stop, sign, or pole schedule, visit actransit.org/feedback; or contact the AC Transit Information Center at (510) 891-4777, option 2.
- AC Transit does not maintain any of the area around bus stops — to report a bus shelter that needs attention, contact Clear Channel Outdoor: (888) 237-4351.
- To report a lost item, visit actransit.org and select the "Customer Service" tab at the top of the home page, then click on Lost and Found in the drop-down menu; or call, (510) 891-4777, option 2, Mon-Fri, 6 am to 7 pm; Sat-Sun, 9 am to 5 pm.

For more info, visit actransit.org.