



# Tempo Fare Communications Overview

NOVEMBER 2020 – AUGUST 2021

Fare Payment Options

### Ways to Pay

Clipper® is the best way to pay your Tempo fare. Tag your Clipper card on one of the readers at the station.

Use the ticket vending machine (TVM) at your station to buy a paper ticket for a single ride or a Day Pass.

Pay your fare with your mobile device. Download the AC Transit Official App to buy single ride fare, Day Passes, and more.

### Using the Ticket Vending Machine

**STEP 1:** Follow the instructions on the TVM and use the touchscreen to make your selection.

**STEP 2:** Pay the amount displayed on the screen with cash, credit or debit card.

**STEP 3:** Collect your ticket from the slot at the bottom of the TVM.

Get a new Clipper card or reload your card at the AC Transit Customer Service Center, BART stations, or at participating Clipper retailers. View the icons on the map for the nearest locations along the Tempo route.

### TVM Tips

- TVM paper single ride tickets are valid for 90 minutes.
- TVMs do not dispense any change or provide refunds.
- Money or value cannot be added to Clipper cards at Tempo stations.

If you encounter a broken TVM and can't pay your fare, board the bus and alert Customer Service at (510) 891-4777.

**PROOF OF PAYMENT:** Make sure to hold onto your ticket or pass, as periodic inspections take place to ensure all riders have valid proof of payment. Platform Agents can assist with how to pay, but do not accept cash in the vehicle or issue refunds.

### TEMPO Line 1T

Uptown Oakland  
19th St. BART  
14th St  
12th St. BART  
11th St  
City Center  
Harrison  
Madison  
2nd Ave  
5th Ave  
10th Ave  
14th Ave  
20th Ave  
24th Ave  
28th Ave  
31st Ave  
Fruitvale  
39th Ave  
High St  
48th Ave  
54th Ave  
Seminary  
63rd Ave  
67th Ave  
73rd Ave  
77th Ave  
82nd Ave  
86th Ave  
90th Ave  
95th Ave  
E. 12th St  
International Blvd  
Fruitvale BART  
Lake Merritt BART

Median Station: Exit on Left  
Curbside Station: Exit on Right  
Clipper Purchase/Reload Locations

## Paying Your Fare

Fare payment is required to ride Tempo. On Line 1T, riders pay at the station before boarding the bus.

The cost to ride Tempo is the same as AC Transit local fares. Riders can use any valid AC Transit ticket or pass to pay fare on Tempo. Transfers to other buses require additional fare, except on the All Nighter.

Proof of payment is required on board and failure to show proof of payment may result in a citation.

## How to Pay on Tempo

Clipper is the Bay Area's all-in-one transit card and the preferred way to pay AC Transit fares.

With Clipper, you can load cash or passes onto your card and enjoy discounts on single ride fares and Day passes, as well as get exclusive access to 31-day passes.

To get a Clipper card or learn more about how to reload your card, visit [actransit.org/Clipper](https://actransit.org/Clipper) or visit the AC Transit Customer Service Center.

1600 Franklin Street  
Oakland, CA 94612

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Fare Payment Reminder



The illustration shows a fare payment station with the TEMPO AC TRANSIT logo. Callouts indicate various payment methods: a credit card (XXXX XXXX XXXX XXXX), a cash bill, and a ticket (TICKETS BOLETOS VÉ XE 车票). A separate callout shows a CLIPPER card being used at a reader.

### Fare Payment Required to Ride Tempo

- Pay before boarding
- Proof-of-payment required; subject to fine

### Se requiere el pago de la tarifa para viajar en Tempo

- Pague antes de subir a bordo
- Se requiere un comprobante de pago; sujeto a una multa

### 请先支付车费以乘坐 Tempo

- 先购票，后上车
- 需提供付款证明；可处罚款

### Phải Trả Tiền Vé để Đi Xe Tempo

- Trả tiền trước khi lên xe
- Phải có bằng chứng trả tiền; có thể bị phạt

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**actransit.org/Tempo (510) 891-4777**



Fare Payment Begins

# Tempo fares start November 9

- Must pay on platform before boarding
- Proof-of-payment required to ride
- Failure to show proof-of-payment will result in a citation

## Las tarifas de Tempo comienzan el 9 de noviembre

- Debe pagar en la plataforma antes de subir a bordo
- Se requiere un comprobante de pago para viajar
- Si no se muestra el comprobante de pago, se emitirá una citación

[actransit.org/Tempo](https://actransit.org/Tempo) (510) 891-4777

**TEMPO**  
AC TRANSIT

# Tempo 于11月9日 开始售票

- 上车前必须在站台购票
- 乘车时需提供付款凭证
- 如无法出示缴费证明，将被开具罚单。

## Tempo bắt đầu tính tiền vé ngày 9 Tháng Mười Một

- Phải trả tiền tại sân ga trước khi lên xe
- Phải có bằng chứng đã trả tiền mới được đi xe
- Không xuất trình được bằng chứng đã trả tiền sẽ đưa đến bị phạt

[actransit.org/Tempo](https://actransit.org/Tempo) (510) 891-4777

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04/19/20

How to Ride

AC Transit Tempo is the East Bay's new bus rapid transit service. Tempo Line 1T introduces new features, infrastructure improvements, and safety upgrades.

Read along and learn how to Tempo—like riding safely, paying your fare and physical distancing on board.

For more information visit [actransit.org/Tempo](https://actransit.org/Tempo) or call (510) 891-4777.



BEFORE YOU BOARD TEMPO

**Safety First**

- Use the crosswalks, walkways, and sloped sidewalks to access Tempo stations.
- Stand behind the yellow warning strip on the platform to stay clear of the bus.
- Do not walk, bike, skateboard, scooter, or drive in bus-only lanes. Bus lanes are for buses and emergency vehicles only.
- Remain alert and use extra caution as you get used to new traffic patterns.
- Tempo Platform Agents travel the line to assist riders at the station. Platform agents can assist with directions, using the TVM and reporting issues.

**Pay Your Fare**

With Tempo, get to your destination faster by paying at the station before you board the bus.

The cost to ride Tempo is the same as AC Transit local fares. Riders can use any valid AC Transit ticket or pass to pay fare on Tempo. Transfers to other buses require additional fare, except on the All Nighter.

Proof of payment is required on board and failure to show proof of payment may result in a citation.

**WAYS TO PAY:**

Clipper is the best way to pay your Tempo fare. Tag your Clipper card on one of the readers at the station.

Use the ticket vending machine (TVM) at your station to buy a paper ticket for a single ride or a Day Pass.

Pay your fare with your mobile device. Download AC Transit's new app for

**Using the Ticket Vending Machine**

**STEP 1:** Follow the instructions on the TVM and use the touchscreen to make your selection.

**STEP 2:** Pay the amount displayed on the screen with cash, credit or debit card, Apple Pay, or Google Pay.

**STEP 3:** Collect your ticket

**TVM Tips**

- TVM paper single ride tickets are valid for 90 minutes.
- TVMs do not dispense any change or provide refunds.
- TVMs will not accept cash payments of more than \$2.00 over the amount owed.
- Money or value cannot be added to Clipper cards at Tempo stations.

If you encounter a broken TVM and can't pay your fare, board the bus and alert Customer Service at (510) 891-4777.

**PROOF OF PAYMENT:**

**Tempo Line 1T fares start November 9**

BOARDING AND EXITING THE BUS

**Rider Capacity on Tempo Buses**

- To ensure COVID-19 physical distancing of six feet is maintained, each Tempo bus can accommodate a maximum of 16 riders.
- Tempo buses at or over capacity cannot safely add more riders. Please do not board, and wait for the next available bus.
- Tempo buses at capacity will display a "DROP OFF ONLY" sign and stop at every station, but doors will not open unless a rider requests a stop.
- When a rider exits the bus, you may be asked not to board due to overcrowding. Help us keep our fellow riders and bus operators safe by waiting for the next bus.
- Use the new Rider Capacity feature on ACT RealTime or check the digital message sign to see when the next bus is available.

**Real-Time Rider Capacity Now on Line 1T**

Try out the new beta version of our real-time rider capacity feature for Tempo Line 1T. Now you can find out how many seats are available before you board. Plan your trip based on real-time capacity and departure info before you get to the station. This feature is offered as part of the AC Transit reNew action plan, which outlines our multi-prong commitment to a healthy East Bay.

Is the bus too crowded? Line 1T riders can check crowding on the next bus using their mobile device. Use the icons to find out if your bus has reached max capacity.

Not Crowded  
Some Crowding  
Crowded

Find real time rider capacity info at [actransit.org/ACTRealTime](https://actransit.org/ACTRealTime)

**Multi-Door Boarding**

Multi-door boarding minimizes crowding and allows riders to safely board through multiple doors; some doors are designed for certain riders to further ease the boarding process.

Tempo buses stop at every station, but riders should pull the cord to alert the driver they would like to exit the bus.

**How to Tempo**

What to know before you go (and when you get there)

This brochure is available in English, Spanish, Chinese, and Vietnamese. To receive a copy in your preferred language, call (510) 891-4777 or pick one up at the Customer Service Center at 1600 Franklin Street.

Este folleto está disponible en inglés, español, chino y vietnamita. Para recibir una copia en su idioma preferido, llame al (510) 891-4777 o recoja una copia en el Centro de Servicio al Cliente en 1600 Franklin Street.

本手冊有英語、西班牙語、中文和越南語版本。如果您想獲取一份您需要的語言版本，請致電 (510) 891-4777 或前往位於 1600 Franklin Street 的客戶服務中心領取。

Tài liệu này có sẵn bằng tiếng Anh, Tây Ban Nha, Trung Quốc, và Việt Nam. Để nhận một bản sao bằng ngôn ngữ ưa thích của quý vị, hãy gọi số (510) 891-4777 hoặc đến lấy một bản tại Trung Tâm Dịch Vụ Khách Hàng ở số 1600 Franklin Street.

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Oakland, CA 94612  
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In the Community

