

# GO CARD PROGRAM

## OVERVIEW

The Go Card helps cover transportation costs for qualifying San Mateo County residents. Participants can receive a \$200 mobility debit card to be spent on qualifying transportation purchases.

Additional Clipper Card and FasTrak® discount programs are available. Refer to the Frequently Asked Questions (FAQ) section on the next page for more information.



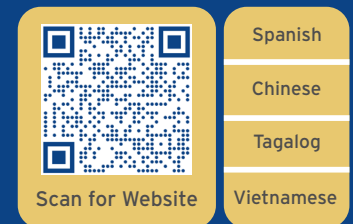
## HOW DO I QUALIFY?

You must meet the following three qualifications:

**San Mateo  
County  
Resident**

**18+**  
Age 18 or  
older

**Earn \$82,260 or Less**  
Earning an income at or below 60% of San  
Mateo County Area Median Income (AMI)  
(i.e., \$82,260 for an individual for 2025)



## HOW TO ENROLL? IT'S EASY!

Contact one of our local partners to apply (see a full list here: <https://101expresslanes.org/program/equity-program>). Qualified individuals can enroll in the Go Card program in one of two ways:

1. **In person at any of our partner locations.** With in-person enrollment, a case manager or other staff member will assist with the enrollment process and verify each individual's eligibility. Bring age, income, and address verification documents (refer to FAQ section on the next page for acceptable documentation).
2. **Use the online Go Card enrollment portal.** Contact one of our partners for information on how to access the online portal.

For questions, please call one of our partner agencies nearest to you or email [info@101expresslanes.org](mailto:info@101expresslanes.org).



Program brought to you by the San Mateo 101 Express Lanes



## FREQUENTLY ASKED QUESTIONS (FAQs)

A full list of FAQs can be found on our website, <https://101expresslanes.org/faqs>.

### Where can I use my Go Card?

Your Go Card can be used to fund trips on all public transit, express lanes, toll bridges, paratransit, and bike or scooter rentals. Simply use your card as a new payment method when adding funds directly to your existing Bay Area transportation accounts, such as Clipper or FasTrak®, or to pay for services like BayWheels and Lime scooters. Be sure to keep track of your Go Card balance using your online account. Please note that the Go Card can't be reloaded with outside funds.



### Will I receive a card in the mail?

Once you are approved for the program, you will receive a notification email with a link to your Go Card account. After logging in, you will have the option to receive a virtual or physical card. We recommend a virtual card, because you will be able to activate it and use your funds on the same day. If you select a physical card, it may take a few weeks to receive the card in the mail.

### Can I only receive one Go Card per household?

No, multiple people who live within one household may receive a Go Card if they meet the eligibility requirements.

### What do I need to apply?

You'll need to have an email address and documentation to support eligibility criteria for proof of age, address, and income. We accept multiple ID types, including driver's licenses, passports, green cards, military IDs, and any other government-issued IDs that have your date of birth. For your proof of address, we can accept utility bills, bank or credit card statements, leases,





employment letters, USPS documentation, and insurance or tax documents. Income eligibility is verified through pay stubs, tax forms, a letter from your employer, or a benefits letter. If none of these options are available to you, you may sign a self-declaration statement confirming your income.

If you have any questions about what types of documentation we accept, please contact [info@101expresslanes.org](mailto:info@101expresslanes.org) with questions! To keep your personal information safe, however, please don't send any documentation by email.

### What if I do not have an email?

The Go Card program requires an email address for eligibility verification, account management, and program notifications. If you need help setting up an email address, please reach out to our local partner organizations who can assist you.

### Are there other transportation discount programs available?

Yes, there are several regional programs that are available, including discount programs through Clipper and Bay Area FasTrak®.

Clipper offers several regional programs that provide discounts on transit fare for qualified individuals. For more information and to apply online, visit <https://www.clippercard.com/ClipperWeb/discounts.html>. For help, call Clipper Customer Service Center at (877) 878-8883.

Express Lanes START is a program offering a 50% discount for qualified households on tolls in the I-880 Express Lanes between Oakland and Milpitas. More information and how to apply can be found at [expresslanesstart.org/s/](http://expresslanesstart.org/s/).

You can use your Go Card to fund your Clipper START, Youth, Senior, or RTC/Access card and your Express Lanes START FasTrak® account to make your mobility funds go even further.

### What happens after the \$200 runs out?

If your eligibility remains the same, you are eligible to reapply to receive \$200 the following year. If you are still eligible, you can have additional funds reloaded directly onto your existing card.

### Does my mobility debit card expire?

Yes. Go Cards expire after three years, so make sure you spend all of your funds before the card expires.



## What do I do if I need help with activating my card or if it is lost, stolen, or damaged?



Please contact Usio Customer Support via email, phone, or live chat.

Email: [cs@akimbocard.com](mailto:cs@akimbocard.com)

Phone: (855) 449-2273

Live Chat: Live chat is available on the bottom right-hand side of the Akimbo account page, via the blue “HELP” button.

## What if I just received a Clipper card or FasTrak® toll tag through the previous Community Transportation Benefits Program?

This is a new program funded by the San Mateo US 101 Express Lanes. Even if you received a benefit from the previous program, you are still eligible to receive a Go Card if you meet the requirements. You can enroll in person or apply online, but be sure to contact one of our partner agencies first. Since this is a new program, we will ask for eligibility documentation, so be sure to have all documentation ready when you apply.

## How is this program funded?

The Go Card is sponsored and funded by the San Mateo US 101 Express Lanes.

### CONTACT US:

 [info@101expresslanes.org](mailto:info@101expresslanes.org)

 <https://101expresslanes.org/>

