

GO CARD PROGRAM

OVERVIEW

The Go Card Program helps cover transportation costs for qualifying San Mateo County residents. Eligible participants receive a \$200 prepaid 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.



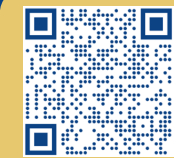
HOW DO I QUALIFY?

You must meet the following three qualifications:

**San Mateo
County
Resident**

18+
Age 18 or
older

Earn \$88,260 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)



Scan for Program
Website

Español

繁體中文

Filipino

Tiếng Việt



HOW TO ENROLL? IT'S EASY!

Visit or call our community partners to sign up for the program. If you qualify, they will guide you through the steps to get your new prepaid card for use on qualifying transportation purchases.

You can find a complete list of Go Card Program partner organizations, including their locations and contact information, on our website: <https://101expresslanes.org/enroll>

If you have any questions, please reach out to the partner organization nearest you or email us at 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 prepaid card?

You can use your prepaid card for public transit, express lanes, toll bridges, paratransit, and bike or scooter rentals. Use it as a payment method with Bay Area transportation providers like Clipper or FasTrak®, or use it to pay for services like BayWheels and Lime scooters. Keep track of your prepaid card balance using your online account. Please note that this prepaid card cannot be reloaded with outside funds.



What do I need to apply?

An email address and documentation to verify your age, address, and income are required at the time of applying. Accepted forms of identification include driver's licenses, passports, green cards, military IDs, foreign IDs, and other any other government-issued IDs that include your date of birth.

For your proof of address, acceptable documents include utility bills, bank or credit card statements, leases, employment letters, USPS documentation, and insurance or tax documents.

Income eligibility may be verified using pay stubs, tax forms, a letter from your employer, or a benefits letter. If none of the income verification document options are available to you, you may sign a self-declaration statement confirming your income directly on the application.

If you have any questions about acceptable documentation, please contact info@101expresslanes.org with questions. To keep your personal information safe, please do not send documentation by email.

What if I do not have an email address?

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





Can more than one person in a household receive a prepaid card?

Yes. Multiple people who live in the same household may receive a prepaid card if each person meets the Go Card Program's eligibility requirements. Please be sure to apply separately.

Will I receive a prepaid card in the mail?

Once you are approved for the Go Card Program, you will receive a notification email with a link to access your prepaid card account. Upon logging in, you may choose either a virtual or physical prepaid card. We recommend a virtual prepaid card, because you can activate it and use it on the same day. The physical prepaid card may take a few weeks to arrive in the mail.

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

If you need help activating on your prepaid card or something happens to it—like it gets lost, stolen, or damaged—check the cardholder agreement for customer service support information. You can find it in the welcome kit that came with your card, either in the virtual or physical package.

What happens after the \$200 runs out?

If you still meet the program eligibility requirements, you may reapply the following year and have additional funds loaded directly onto your existing prepaid card.

Does my prepaid card expire?

Yes. The prepaid card will expire after three (3) years, so make sure you spend all available funds before the expiration date.

If you do not use an activated prepaid card for 12 consecutive months, a monthly inactivity fee will be deducted from the balance. Additionally, if a prepaid card is not activated within one (1) year of receipt, the funds may be canceled.

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 recently received a benefit through the previous Community Transportation Benefits Program, you may still qualify for a prepaid card under the new Go Card Program, provided you meet the program eligibility requirements. Please contact one of our partner organizations to learn how to enroll.





As this is a new program, eligibility documentation will be required from all applicants. Be sure to have all documents ready when applying to the program.

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 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/.

You can use your prepaid 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.

How is this program funded?

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

CONTACT US:

-  info@101expresslanes.org
-  <https://101expresslanes.org/>

