



Transferring

Currently TransLink is accepted on Muni, AC Transit and Golden Gate Transit & Ferry. TransLink is not yet available on BART, Caltrain or cable cars.

When transferring between Muni vehicles or from Golden Gate Transit & Ferry, just "tag" your card on the card reader. TransLink will automatically calculate the free 90-minute transfer period on Muni and the 120-minute transfer period for Golden Gate Transit & Ferry customers. No paper transfers are required.

SFMTA | Municipal Transportation Agency  



TRANS LINK®
Customer Service

translink.org



877-878-8883

TTY/TDD: 800-735-2929

or dial 711



TRANS LINK®

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Using your TransLink® card on Muni

Simply "tag" your card by placing it flat against the TransLink logo on any Muni vehicle or station card reader and holding it there until you hear a beep.

- One beep and a green light indicates fare has been deducted.
- Two beeps and a yellow light indicates you're good for one more ride, but need to add value.
- Three beeps and a red light indicates there is a problem or that you have no value on your card. If this is the case, please use an alternate payment method.

If your card does not beep, confirm with the operator that you can board, and contact the TransLink Customer Service Center to report the issue.

Where to board?

SFMTA's front boarding policy is still in effect. Please continue to board at the front of all Muni vehicles.

Ways to Add Value

- Automatically add value by setting up Autoload at translink.org.
- Use any TransLink Add Value Machine located at select transit stations.
- Visit any participating retail outlet or transit agency ticket office.
- Call the Customer Service Center at 877-878-8883.
- Use your employee transit benefits program (such as Commuter Check® and Wage Works®).

Register your card and protect your balance

Protect your card balance in the event of loss, theft or damage by registering it online at translink.org or by calling Customer Service at 877-878-8883.

Please note: Altering the card in any shape or form may cause damage and render the card inactive.

Having card problems or need more info?

Visit translink.org or call Customer Service at 877-878-8883; TTY/TDD: 711 or 800-735-2929 (type TransLink)