

**Metropolitan Transportation Commission  
Policy Advisory Council Equity and Access Subcommittee**

August 26, 2022

Agenda Item 6

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**Regional Transit Connection Card**

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**Subject:**

Regional Transit Connection card and Americans with Disabilities Act (ADA) paratransit fare payment updates.

**Background:**

As administrator of the Clipper® program, MTC is currently supporting two regional fare payment initiatives that support mobility for disabled people within the nine-county region. The first, the Regional Transit Connection (RTC) Clipper Access program, has existed for over 20 years to provide discount fares for people with qualifying disabilities. MTC assumed administration of the program in July 2022. The second initiative, through the Next Generation Clipper project, will expand payment options for ADA-paratransit eligible customers by adding Clipper as a payment option.

The RTC Clipper Access program has been a stand-alone program since the 1990s. It has been administered by BART and, most recently, AC Transit. The transit agencies asked MTC to administer the program in 2020, and MTC assumed that role in July 2022. At that time, the program was moved formally into the Clipper program. This action established the Clipper Executive Board (CEB) as the policy making board and the program within the Clipper memorandum of understanding. The program is being rebranded as the Clipper Access program. As the administrator, MTC updated the RTC Clipper Access database platform to Salesforce in July 2022. Salesforce provides enhanced customer service, including secure emails within the platform. In the future, RTC Clipper customers will have a self-service option available in Salesforce. This is like Clipper START, the low-income fare program. For the RTC Clipper Access program, self-service means that customers will not be required to go to a transit agency to apply. This enhancement allows for the secure transmission of their photo and supporting documentation and should be available in early 2024.

Next Generation Clipper (C2) is currently being designed and implemented. A C2 program goal is to support payment for ADA-paratransit services in Clipper by leveraging technology for fare payment. This allows Clipper to connect with paratransit booking software using advanced programming interfaces (APIs) that would enable the two software systems to communicate directly. This fare payment solution reduces the need for vehicles and related equipment, removing the need for a customer to carry a card (virtual or physical) when they travel. Furthermore, this solution will provide the same customer experience for ADA-paratransit riders across the region. The C2 program will make ADA-paratransit fare payment available in late 2023. The payment option will be phased across the Clipper agencies through 2024 and 2025.

**Attachments:**

- Attachment A: Presentation