



# Supporting Access to Transit

Policy Advisory Council Equity and Access Subcommittee  
August 26, 2022

Mo Devlin

# MTC and Clipper – Administration and Fare Payment

- MTC Administers Clipper
- Clipper provides uniform fare payment across agencies and supports
  - Discount programs, including the Regional Transit Connection (RTC) Clipper Access
  - Next Generation Clipper (C2)



# Existing Accessibility Programs in region

- **Regional Transit Connection (RTC) Clipper Access program = Lower fares on fixed route**

Eligibility approval, allows 3<sup>rd</sup> party verification

(examples: DMV receipt, Medicare card, etc.)

- Administered by MTC
- Payment with RTC Clipper card, 2 ways to use
  1. Clipper smart card – card carries cash value or passes
  2. Cash payment – card demonstrates proof of eligibility



# Existing Accessibility Programs in region

- **ADA-paratransit = Door to door service**

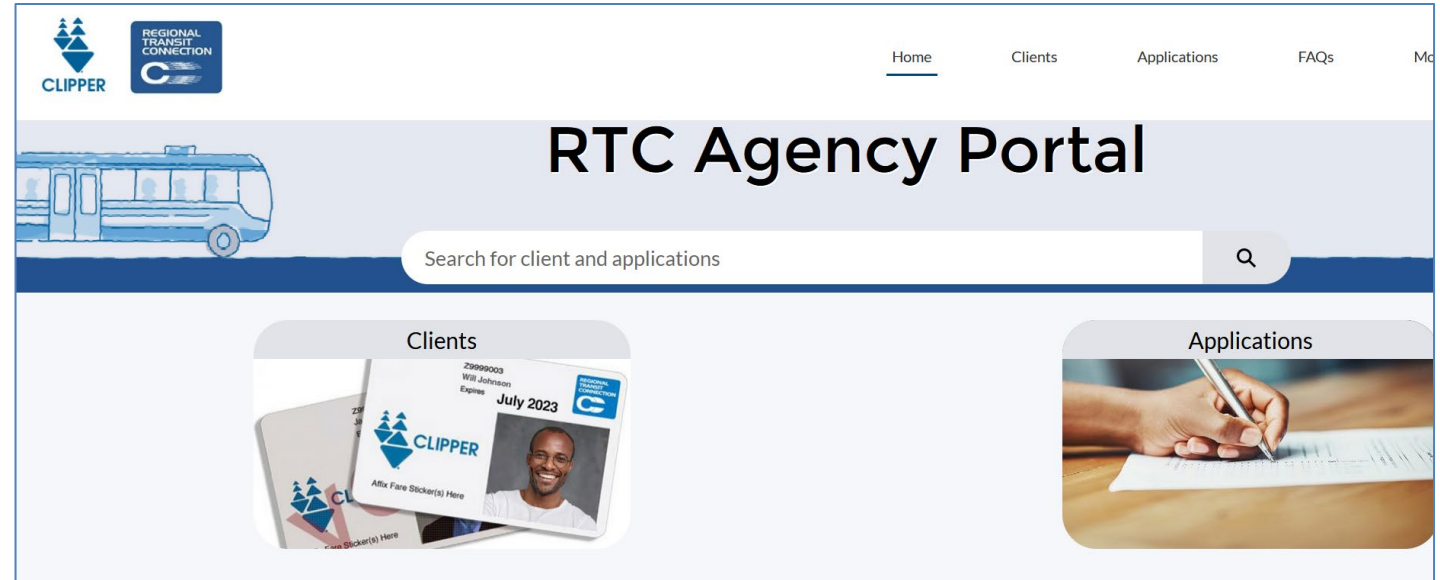
Eligibility approval, including interview

- Administered by transit agencies
- Booking and transit service by agency
- Payment for ADA-paratransit is managed by agency



# RTC Clipper Access program - Updates

## Salesforce Application Portal



- Improved functionality and visibility into application status
- Supports faster application processing
- Improved service features for transit agency staff and customers
- Self-service portal being developed

# RTC Clipper Access program - Updates

New Customer Service support from MTC

Supports questions about

- RTC Clipper access eligibility
- Clipper card problems

### Contact Customer Support

Tell us how we can help.

\*Topic  
--None--

Account Name  
Search Accounts...

Enrollment  
Search Enrollments...

\*Subject

\*Description  
customer service

Upload File

Submit

**REGIONAL TRANSIT CONNECTION (RTC) DISCOUNT ID CARD  
CUSTOMER SERVICE**

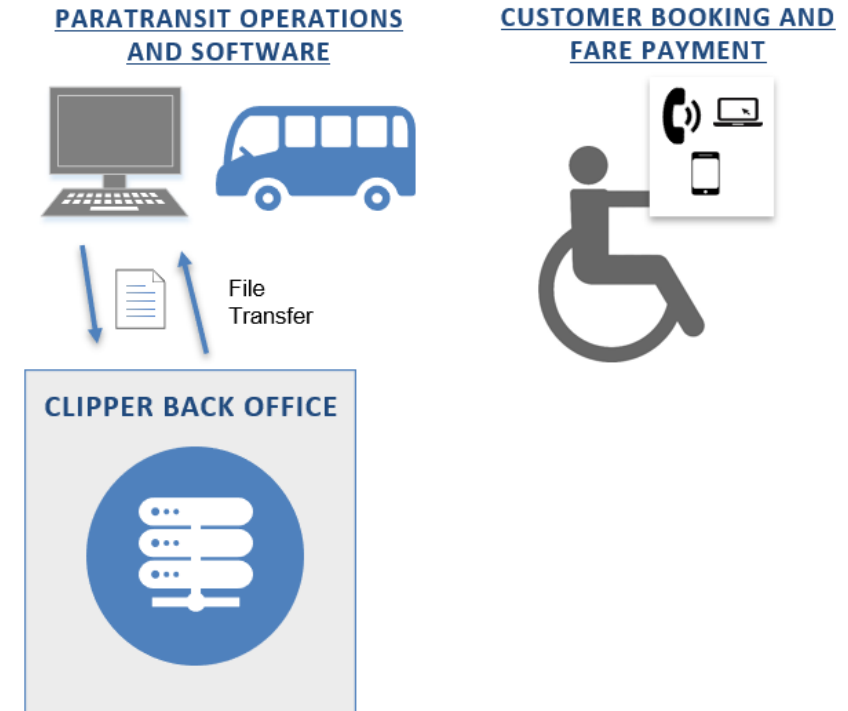
[Contact Us](#) | [Frequently Asked Questions](#)

Phone: [415-778-6622](tel:415-778-6622)  
Email: [rtcinfo@bayareametro.gov](mailto:rtcinfo@bayareametro.gov)

# ADA-paratransit - Updates

## Clipper will be a payment option

- Next Generation Clipper will support paratransit fare payment
  - Customers provides their Clipper card to booking agent
  - Customers can choose to pay for trip with Clipper
  - Customer does not need to carry their card



# ADA-paratransit and RTC Clipper Access – Alignment

Currently, the programs are separate:

- Different eligibility requirements
- Separate database platforms and administrators

Future:

- ADA-paratransit eligibility will be a 3<sup>rd</sup> party eligibility category for RTC Clipper Access
- Databases will both be in Salesforce, administered by MTC





# Staff Contact

Mo Devlin

Associate Technical Program Manager – Clipper Program  
Electronic Payments

[mdevlin@bayareametro.gov](mailto:mdevlin@bayareametro.gov)

