

Clipper® Executive Board

February 26, 2024

Agenda Item 3b

Regional Transit Connection (RTC) Clipper Access Replacement Policy Revision

Subject:

Recommendation to approve a policy revision to the RTC Clipper Access program's Replacement application process by removing the limit on the number of replacements and discontinuing the related Disability Justification Form (DJF) for customers.

Background:

The RTC Clipper Access program provides reduced fares for customers who have qualifying disabilities. Currently, if an eligible rider's RTC card is lost, stolen or damaged, they must submit a Replacement application and pay the \$3 replacement fee to receive a replacement RTC card. The RTC Clipper Access program's current policy limits the number of replacements a rider can receive to three replacements per 12-month rolling period. If an eligible rider exceeds three replacements during this period, they cannot receive another replacement card until they submit a Disability Justification Form (DJF) which requires their medical professional or certifier to agree that, due to the rider's disability, they are prone to losing things. The program will remove the limit on the number of replacements and discontinue the related DJF form. This will align RTC Clipper Access with institutional discount Clipper programs such as Senior and Youth Clipper discount cards that do not impose a limit on the number of replacements. It will also reduce hurdles for existing RTC riders to receive a replacement card and thus promote the use of fixed-route services when possible.

The Blue Ribbon Transformation Action Plan aims to create a more connected and user-focused network. Notably, a transformational outcome that transit services for older adults, people with disabilities and those with lower incomes are coordinated efficiently. The limit on the number of replacements and the subsequent DJF form is only imposed in the RTC Clipper Access program. No other Clipper card or program implements a limit on the number of replacements.

Institutional Clipper discount programs such as the Senior and Youth Clipper discount cards require a \$3 replacement fee similar to RTC, but these programs have no limit on the number of replacements allowed. Removing the replacement limit for RTC Clipper Access will align these

discount Clipper programs, which has been a continuous aim for MTC since taking over the coordination and management of the RTC Clipper Access program, in order to improve riders' experience wherever feasible.

MTC staff presented this proposed policy and operational change to the Bay Area Partnership Accessibility Committee (BAPAC) at its January 8, 2024 meeting. BAPAC members supported the update and provided feedback on the implementation timeframe. Staff revised the policy document accordingly and resent it to BAPAC (see attached). MTC staff also discussed this with transit operator staff in February 2024 who supported bringing this item to the Clipper Executive Board for approval.

MTC proposes this revision go into effect by April 2024. Transit operators that provide RTC Clipper Access customer service will be instructed to operate in accordance with the updated policy and will receive the updated card replacement application; the Disability Justification Form (DJF) will be discontinued; the Salesforce database where RTC applications are processed will remove both the DJF requirement and the limit on number of card replacements. The RTC Clipper Access card replacement application is being revised and will be published by April 2024.

Issues:

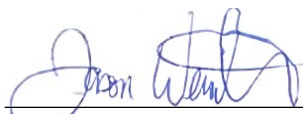
None identified.

Recommendation:

Staff recommends that the Board approve a policy revision to the RTC Clipper Access program to remove the card replacement limit and discontinue the Disability Justification Form (DJF), as described above.

Attachments:

- Attachment A: Proposed Update to the RTC Clipper Access Replacement Policy



Jason Weinstein