

Regional Transit Connection

RTC
Discount ID
Card Program



San Francisco



Bay Area Region

The Regional Transit Connection (RTC) Discount ID Card is available to persons with qualifying disabilities. You may use the card as proof of eligibility to receive discount fares on fixed-route, rail and ferry systems throughout the San Francisco Bay Area. The RTC Program does not apply to paratransit services.

For specific fare information in your area, contact your local transit system.

Applications for the RTC Discount ID Card are accepted at San Francisco Bay Area transit agency locations and forwarded to a centralized processing office, where application information is verified. Qualified applicants are then mailed the new RTC Discount ID card.

This brochure will guide you through the application process. Please note that the information in this brochure is subject to change. For updated information, please contact your transit agency.

If you are eligible for the RTC Discount ID Card, you will receive a card that is Clipper-ready and provides access to Clipper features. For more information on how to use these features, please contact your transit agency or Clipper Customer Service at (877) 878-8883.

IMPORTANT NOTE: The RTC Program no longer issues cards to seniors (age 65 and over) unless they are traveling with an attendant. The Senior Clipper card offers the same features and discounts, with no application fee, and does not expire. You can obtain a Senior Clipper card by mail, email, and fax, or at your local transit agency. Call your local transit agency or visit www.clippercard.com for information on how to obtain a Senior Clipper card.



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APPLICATION STEPS

1. Apply at your local transit agency (refer to pages 16 through 19 for locations and hours of operation).
 - Complete an application form for either "Basic" or "Medical" eligibility (described below). Incomplete applications will not be accepted.
 - Bring the original application with you. Do not mail it in.
 - Present original valid government issued photo identification - such as a current driver's license, California Identification Card, passport, Alien Registration Card, Military Identification Card or Military Dependent Card. (Photo copies are not accepted)
 - Pay the appropriate fee:
\$3.00 new, renewal, or visitor
\$5.00 replacement
These fees are non-refundable.
 - For "Basic" eligibility, you must also bring the applicable documentation listed on page 7-8.
2. Call your local transit agency if you need a form sent to you.
3. Your photograph will be taken at the transit agency when you submit your application. Your eligibility will be verified later, and if you are eligible, your RTC Discount ID card will be

mailed to you. If you haven't received your card or a request for more information within 21 days, contact the transit agency where you submitted your application.

When you receive your RTC Discount ID card, you will be immediately eligible for reduced fares on all participating transit systems. No additional proof of eligibility is required, but you must show the RTC Discount ID card at the time you pay the fare.

ELIGIBILITY

There are two types of eligibility for the RTC card: 1) Basic Eligibility, or 2) Medical eligibility. If you have a Medicare card, we suggest that you submit a "Basic Eligibility" application.

BASIC ELIGIBILITY

If you are eligible under one of the "Basic" categories noted below, you may apply under that category. "Basic" eligibility does not require medical certification. To qualify for Basic Eligibility, bring original documents of one of the following with your application:

- Medicare card, the federally-issued red, white, and blue card – only for those under 65 years of age. (NOTE: Medi-Cal is not accepted for eligibility.)

- California Department of Motor Vehicles (DMV) Placard Registration Disabled Person Parking receipt. If you bring the blue or red placard, you must also bring the registration receipt. If you have disabled license plates (DP) instead of a placard, you must submit a "Medical Eligibility" form.
- Other California transit agency card that is equivalent to the RTC Discount ID card.
- Proof of Veterans Disability-- A copy of your Service Connected Disability ID card and your VA Certification letter demonstrating a disability rating for aid and attendance, or for a service-connected disability with a rating level of 50% or higher. Please note that it may take more than several months to verify your application with the VA due to their current work volume. For a quicker turnaround, it is recommended that you submit a "Medical Certification" application instead.

MEDICAL ELIGIBILITY

To qualify under "Medical Eligibility," you must be certified by one of the licensed professionals described below. To qualify for Medical Eligibility:

Complete the appropriate sections of the Medical Certification form. Forms are available from your transit agency. Sign the application in two places:

1) to authorize your doctor to release information, and 2) to indicate your acceptance of RTC Program terms. If your application is not signed in both places, it cannot be processed and will be returned to you.

Bring the Medical Certification form to your "Certifying Professional." The Certifying Professional must complete the form and mail the green copy to the RTC Medical Verifier at the address shown on the form. Your application will be considered incomplete unless the certifying professional has returned the form.

Keep the other copies and bring them with you when you have your photo taken at your transit agency. It is recommended that you have the form completed before going to the transit agency. If your doctor has not completed his/her portion of the form, the process could take more than 21 days.

Photocopies of the medical application are not accepted under any circumstances.



OTHER WAYS TO GET DISCOUNT FARES

If you are disabled, you may also pay cash discount fares without the RTC/Clipper card, but you must show your California State ID AND one of the following upon boarding:

- Medicare card (not Medi-Cal)
- A current Disabled Person Parking Placard Receipt from the California DMV
- Valid transit discount ID card issued by another transit agency—if it is equivalent to the RTC Discount ID Card.

TRAVELING WITH AN ATTENDANT OR SERVICE ANIMAL

ATTENDANTS

Your medical professional can check the box on the Medical Certification application, indicating your need for an attendant. The medical verifier will contact your doctor for confirmation.

1. You may use your card with the attendant symbol in order to pay discounted cash fares for the attendant.
2. Or, apply for an “Attendant-Limited” Clipper card at your transit agency. A \$3 processing fee applies. The card can be loaded with cash or passes to

be used by an attendant when traveling with you. The attendant must pay regular fare at all other times. Use of an attendant card may be monitored.

SERVICE ANIMAL

A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. Certification or documentation is not required for your service animal. However, the service animal must be under your control at all times. The RTC Discount ID Card does not contain any special marking for a service animal, and a photograph of your animal is not required for your RTC Discount ID card.

REPLACING LOST OR STOLEN CARDS

First, check with your local transit agency to see if the card has been returned. If so, you may reclaim your old card at no cost.

Important: Call Clipper Customer Service at 877-878-8883 to block your card to ensure that no one can use the money that you may have stored on your card.

TO OBTAIN A REPLACEMENT CARD:

- Go to your nearest transit office and pay a \$5 replacement fee, or download the application at www.transit.511.org/rtc, or

- Call your local transit agency to have them mail you the form. Mail the application or a written request for a replacement directly to the RTC Medical Verifier (P.O. Box 70040, Oakland CA 94612-0040). Be sure to include your name (as it appears on your card), your RTC identification number (if you have it), date of birth and current address with a written request. You must include payment (\$5) in the form of a 1) personal printed check or 2) cashier's check. Do not send cash.

You will receive a replacement card by mail within 7-10 days. Temporary cards are not available.

Be sure to take good care of your RTC Discount ID Card! Your card will only be replaced a maximum of three times within a 12-month period at a cost of \$5.00 each time. You will not be issued another card within that period. However, if you feel that your disability is such that you are prone to losing personal items, you may submit a "Disability Justification" form for additional replacements. This form can be requested at the time of your 4th replacement application. Your doctor must complete this form and mail it directly to the RTC Medical Verifier.

You will also be charged the \$5 replacement fee if the card is damaged due to poor care on your part.

CARD RENEWALS

RTC Discount cards are valid for a maximum of five years. Your card may be valid for less if 1) your medical professional determines that your disability is of a shorter duration, or 2) your eligibility is tied to a qualifying document that is valid for a shorter period such as a DMV placard (2 years), or 3) you used a card from another transit agency as proof of eligibility. You must renew your card at expiration even if your disability is permanent.

If you have an RTC Discount ID card based on a permanent disability, you will receive a renewal notice two months prior to the expiration date on your card at the address on file with RTC. It is your responsibility to ensure that the transit agency has your current address. If you do not receive a mail reminder, call your transit agency and request a renewal application.

Bring your completed application to your transit agency or mail it directly to the RTC Medical Verifier (P.O. Box 70040, Oakland CA 94612-0040). The fee is \$3. Payment by mail must be in the form of a 1) personal or 2) cashier's check. Do not send cash.

Special Instructions for those using DMV Disabled Person Parking Placards:

Your renewal application cannot be processed until your new DMV Placard number is submitted and verified. If applying in person, bring the Disabled Placard registration issued by the DMV with you. If applying by mail, send a photocopy of the receipt with your application.

CARDS FOR VISITORS

If you have a discount card from a transit system in another city, you may be able to use it in the Bay Area. If you plan to take transit frequently during your stay you might consider applying for the RTC Discount ID card. The RTC Discount ID card is more familiar to operators and offers the convenience of a smart card to pay fares.

California Transit Systems: You are eligible for discount fares when you show a valid transit discount ID card from a California transit system outside of the nine-county San Francisco Bay Area. Alternatively, you may apply for a one-time courtesy RTC Discount ID card for the same period that your California transit agency ID card is valid, or up to three years, whichever is less. A \$3 processing fee applies, and you will need to submit a complete medical or basic application when your courtesy card expires.

Out-of-State Transit Systems: Transit

operators may not accept out-of-state ID cards. If your stay is less than 3 months, you may want to apply for a courtesy card, using your other Transit ID as proof of eligibility. You would submit a "Basic Eligibility" application, show your out of state ID card, pay the \$3 processing fee, and receive a three-month temporary RTC Discount card. This option is available one time only. If you are visiting for more than three months, you would then be required to follow the regular application to get another RTC Discount ID card.

PROGRAM FEEDBACK/QUESTIONS

Program Information:
www.transit.511.org/RTC

Program Questions or Feedback:
Call your local transit agency
(refer to pages 16-19)
Status of application submitted:
Call the RTC Medical Verifier
510-208-0200

Questions about Clipper:
Clipper Customer Service
877-878-8883 or
your local transit agency



PARTICIPATING TRANSIT AGENCIES

Note: Before visiting a transit agency office, call to verify hours of operation and payment options.

TTY USERS: You can contact any telephone number through the California Relay Service at 711.

AC Transit (Alameda-Contra Costa Transit District) Customer Services

1600 Franklin Street, Oakland, CA 94612
510-891-4706, TTY 711 through the California Relay Service

Monday through Friday 8 am – 5 pm

BART (San Francisco Bay Area Rapid Transit District)

800 Madison Street, Oakland, CA 94607
(Lake Merritt BART Station)
510-464-7136; TTY 510-839-2218

Monday through Friday 9 am – 4 pm

Caltrain (Peninsula Corridor Joint Powers Board) Apply at SamTrans, VTA or Muni.

County Connection (Central Contra Costa Transit Authority)

2477 Arnold Industrial Way, LINK
Paratransit Building Concord, CA 94520
925-676-1976, TTY 800-735-2929
VOICE 800-735-2922

Monday through Friday from 8 am – 12 and 1 pm - 5 pm

Golden Gate Transit (Golden Gate Bridge, Highway and Transportation District)

850 Tamalpais Avenue, San Rafael, CA 94901 (San Rafael Transit Center, Platform D)
415-455-2000 or 511/711

Monday through Friday 7 am – 6 pm

Livermore/Amador Valley Transit Authority

1362 Rutan Ct., Suite 100
Livermore, CA 94551
925-455-7555

Monday through Friday 8:30 am – 4:30 pm

San Francisco Municipal Transportation Agency (SFMTA)

SFMTA RTC Discount ID Office

27A Van Ness Avenue @ Market St.
San Francisco, CA 94102
415-252-3291, TTY 415-701-4730

**Monday, Tuesday, and Wednesday,
10:30 am – 4 pm**

Petaluma Transit

555 N. McDowell Blvd.
Petaluma, CA 94954
707-778-4460

Call for appointment

SamTrans (San Mateo County Transit District)

1250 San Carlos Avenue
San Carlos, CA 94070-1306
800-660-4287, TTY 650-508-6448

Tuesday and Thursday 9 am – 4 pm

Santa Rosa City Bus

100 Santa Rosa Avenue, Room 6
Santa Rosa, CA 95404
707-543-3333

Monday through Friday 8 am – 5 pm

Solano Mobility Call Center

Transportation Depot at Suisun City
177 Main Street, Suisun City, CA 94585
800-535-6883

Monday through Friday 7 am – 5 pm

SolTrans

311 Sacramento Street, Vallejo, CA 94591
707-648-4666

Monday through Thursday 9 am – 2 pm

Sonoma County Transit

355 West Robles Avenue
Santa Rosa, CA 95407
707-576-7433 TTY 707-585-9817

Call for Appointment**Tri Delta Transit (Eastern Contra Costa Transit Authority)**

801 Wilbur Avenue, Antioch, CA 94509
925-754-6622; TTY 925-754-3695

**Monday through Thursday 7 am – 6 pm,
and Friday 8 am – 5 pm**

VTA (Santa Clara Valley Transportation Authority)

1. Downtown Customer Service Center
55-A West Santa Clara Street
San Jose, CA 95113
408-321-2300, TDD only
408-321-2330

Monday through Friday 10 am – 5 pm

2. VTA Offices
3331 N. 1st St., Bldg. B Lobby
San Jose, CA 95134
408-321-2300; TTY 408-321-2330

Monday through Friday, 8 am – 4:30 pm

Cardholders can also use the RTC Discount ID card to travel at a discount fare on other regional transit agencies including:

FAST (Fairfield and Suisun Transit)
Marin Transit
Rio Vista Delta Breeze
SMART (Sonoma Marin Area Rapid Transit)
Union City Transit
Vacaville City Coach
Vine (Napa County)
WETA (San Francisco Bay Ferry)
Whistlestop Wheels

Comprehensive regional transit information is available online at
www.511.org



INFORMATION FOR MEDICAL CERTIFIERS

The purpose of the RTC Discount ID Card Program is to ensure that only eligible individuals receive fare discounts as mandated by state and federal law. An individual's eligibility is based on their inability to use fixed-route transit (i.e., regular accessible buses, light rail, commuter rail or BART) without special facilities, planning or design. [49 US § 1608 (c)(4), Section 99206.5, CA PUC]

We are requesting your help to ensure that recipients meet the eligibility criteria. If you have questions, please contact the RTC Medical Verifier Office at 510-208-0200. You may certify eligibility only in the categories related to the field of practice in which you are licensed in the State of California to diagnose:

- Licensed physicians with an M.D. or D.O. degree, licensed physician's assistants and nurse practitioners may certify in all categories in which they are licensed to diagnose
- Licensed chiropractors, categories 1, 2, 3 and 4
- Licensed podiatrists, disabilities involving the feet under categories 1, 2, 3 and 4
- Licensed optometrists (OPT), category 9

- Licensed audiologists (AU), category 10
- Licensed clinical psychologists (PSY) and licensed educational psychologists (LEP), categories 15, 16 and 17
- Licensed Marriage and Family Counselors (MFT), and Licensed Clinical Social Workers (LCSW), category 17
- Licensed Professional Clinical Counselors (LPPC), category 17

Your certifier's address and medical license information (required on each application form) will be verified with the California Medical License Board, and will be entered into our database.

Only individuals meeting the definitions are eligible. When completing the application form, please indicate a Section Code corresponding to the descriptions provided.



ELIGIBILITY CRITERIA SECTION CODES

Section 1 – Non-ambulatory Disabilities
Impairments that, regardless of cause, require individuals to use a wheelchair for mobility.

Section 2 – Mobility Aids

Impairments that cause individuals to walk with significant difficulty including requiring use of a leg brace, cane, walker or crutches.

Section 3 – Musculo-Skeletal Impairment (Including Arthritis)

Musculo-skeletal impairment such as muscular dystrophy, osteogenesis imperfecta or arthritis of Functional Class III or anatomical Stage III. Individual has significant mobility impairment.

Section 4 – Amputation

Persons who suffer amputation of, or anatomical deformity of (i.e., loss of major function due to degenerative changes associated with vascular or neurological deficits, traumatic loss of muscle mass or tendons and x-ray evidence of bony or fibrous ankylosis at an unfavorable angle, joint subluxation or instability): (a) Both hands; or (b) one hand and one foot; or (c) amputation of lower extremity at or above the tarsal region (one or both legs).

Section 5 - Cerebrovascular Accident

(Stroke)

With one of the following: (a) pseudobulbar palsy; or (b) functional motor deficit; or (c) ataxia affecting two extremities substantiated by appropriate cerebellar signs or proprioceptive loss post 4 months

Section 6 - Pulmonary Ills

Respiratory impairments of Class 3 (FVC between 51 and 59% of predicted, or FEV between 41 and 59% of predicted); or Class 4 (FVC less than or equal to 50% of predicted, or FEV less than or equal to 40% of predicted).

Section 7 - Cardiac Ills

Cardiovascular impairments of functional Class III: Individuals with cardiac disease resulting in marked limitation of physical activity. They are comfortable at rest; less than ordinary physical activity causes fatigue, palpitation, dyspnea or anginal pain. (e.g., inability to walk one or more level blocks or climbing a flight of ordinary stairs.) Cardiovascular impairments of functional Class IV: Individuals with cardiac disease resulting in inability to carry out any physical activity without discomfort. Symptoms of cardiac insufficiency or of the anginal syndrome may be present even at rest. If physical activity is undertaken, discomfort is increased.

Section 8 - Dialysis

Individuals whose disability requires the use of a kidney dialysis machine.

Section 9 – Sight Disabilities

Those individuals whose vision in the better eye (after correction) is 20/200 or less; or those individuals whose visual field is contracted (tunnel vision) to 10° or less from point of fixation or widest diameter subtends an angle no greater than 20° and individuals who are unable to read information signs or symbols for other than language reasons.

Section 10 – Hearing Disabilities

Deafness or hearing incapacity that makes person unable to communicate or hear warning signals including those persons whose hearing loss is 70 dba or greater in the 500, 1000, 2000 Hz ranges.

Section 11 – Disabilities of Incoordination

Individuals suffering faulty coordination or palsy from brain spinal or peripheral nerve injury, functional motor deficit in any two limbs or manifestations which significantly reduce mobility, coordination or perceptiveness

Section 12 - Intellectual Disability

Intellectual Disability is a disorder that features concomitant deficits in intellectual functions and adaptive functioning that adversely impacts one or more aspects of daily living, such as communication, socialization, academic achievement and independent living. Significant delays in intellectual functions, which include reasoning, comprehension, judgment, problem solving, working memory and

others, must be confirmed by standardized tests and clinical judgment. The significance of the disability, however, is determined by the extent of the limitations in adaptive functioning in the conceptual, social and practical domains. A deficit in adaptive functioning must be present in one or more of these domains and evidenced across multiple environments. The onset of these deficits must be seen during the developmental period and may be a result of a genetic syndrome, head trauma or acquired illness.

Section 13 – Cerebral Palsy

A neurological condition that appears in infancy or early childhood and permanently affects body movement, muscle coordination, and balance, and which primarily causes physical impairment involving limitation or loss of function and mobility. They experience difficulty with muscle coordination, muscle control, muscle tone, reflexes, balance or posture. They may have difficulty with fine or gross motor skills. Individuals with Cerebral Palsy may have associative and co-mitigating conditions that also impose additional challenges, such as a learning impairment, seizures, and vision or hearing loss.

Section 14 – Epilepsy (Convulsive Disorder)

A clinical disorder involving impairment of consciousness, characterized by seizures (e.g., generalized, complex partial, major motor, grand mal, petit mal or

psychomotor), occurring more frequently than once a month in spite of prescribed treatment, with (a) diurnal episodes (loss of consciousness and convulsive seizure); (b) nocturnal episodes which show residual interfering with activity during the day; or (c) a disorder involving absence (petit mal) or mild partial (psychomotor) seizures occurring more frequently than once per week in spite of prescribed treatment with: 1) Alteration of awareness or loss of consciousness; and 2) Transient post-ictal manifestations of conventional or antisocial behavior. Persons exhibiting seizure-free control for a continuous period of more than six months duration are not included in the statement of Epilepsy defined in this section.

Section 15 – Autism Spectrum Disorder

Autism Spectrum Disorder is characterized by deficits in verbal and nonverbal communication abilities and social interaction skills, coupled with the presence of restricted, repetitive patterns of behavior, interest or activities, which significantly impact the quality of social, educational, occupational, and/or adaptive functioning. Symptoms typically manifest early in the developmental period, but may only become fully apparent with increased social expectations. The range and severity of symptoms can vary greatly, producing unique, individual profiles of strengths and needs. To qualify for discount fare eligibility, an individual must minimally

demonstrate the need for a substantial level of support to address either social communication deficits or restricted, repetitive behaviors.

Section 16 – Neurological Impairment

A syndrome characterized by learning, perception and/or behavioral disorders of an individual whose IQ is not less than two standard deviations below the norm. These characteristics exist as a result of brain dysfunctions, neurologic disorder or any damage to the central nervous system, whether due to genetic, hereditary, accident or illness factors. This section includes persons with severe gait problems who are restricted in mobility.

Section 17 – Mental Disorders

Mental Disorders include a broad range of mental conditions that affect mood, thought, and behavior, and significantly impact one or more life activities. A DSM-5 diagnosis in one of the following categories is required for eligibility: Schizophrenia Spectrum and Other Psychotic Disorders, Bipolar and Related Disorders, Depressive Disorders, Trauma- and Stressor-Related Disorders, Dissociative Disorders, Somatic Symptoms and Related Disorders, and Neurocognitive Disorders. The diagnosis must be at a Class 3 to 5 level and a moderate impairment is the minimum level of severity necessary to qualify under this section. Please note that not all diagnoses within these categories will qualify for eligibility. For example,

disorders in remission and “Unspecified” diagnoses are specifically excluded from discount fare eligibility. Additionally, applicants who have a Substance-Related or Addictive Disorder as a primary disability will not qualify for this program.

Section 18 – Chronic Progressive Debilitating Disorders

Individuals who experience chronic and progressive debilitating diseases that are characterized by constitutional symptoms such as fatigue, weakness, weight loss, pain and changes in mental status that, taken together, interfere in the activities of daily living and significantly impair mobility. Examples include: (a) Progressive, uncontrollable malignancies (i.e.. terminal malignancies or malignancies being treated with aggressive radiation or chemotherapy); (b) Advanced connective tissue diseases (i.e., advance states of disseminated lupus erythematosus, scleroderma or polyarteritis nodosa); (c) Symptomatic HIV infection (i.e., AIDS or ARC) in CDC-defined clinical categories B and C.

Section 19 – Multiple Impairments

This category may include, but not be limited to, persons disabled by the combined effects of more than one impairment. The individual impairments themselves may not be severe enough to qualify as a Transit Dysfunction; however, the combined effects of the disabilities may qualify the individual for the program.

www.transit.511.org/RTC



English

Printed versions of this brochure are available in English, Spanish, Chinese, Vietnamese and Russian. Upon request, the information in this brochure is available in other languages and in accessible formats, such as large print, Braille, computer disc, or audio. Please contact your local transit agency to request the brochure in another language or an alternate format.

Simplified Chinese

本手册的印刷版有以下几种语言：西班牙语、汉语、越南语和俄语。如有需要，本手册也提供其他语言版本，并且按需提供其他格式，例如：大字印刷、盲文、计算机光盘或者语音。请联系您当地的办公人员，以获取其他语言或格式的手册。

Vietnamese

Các ấn bản của tập sách này được cung cấp bằng tiếng Anh, Tây Ban Nha, Trung Hoa, Việt Nam và Nga. Khi có yêu cầu, những thông tin trong tập sách này được cung cấp bằng những ngôn ngữ và những hình thức khác có thể sử dụng được, như chữ in lớn, chữ nổi cho người mù (Braille), đĩa máy tính, hoặc âm thanh. Xin quý vị vui lòng liên lạc với cơ quan chuyên chở địa phương của mình để xin tập sách này bằng một ngôn ngữ hoặc một hình thức khác.

Spanish

Versiones impresas de este folleto están disponibles en inglés, español, chino, vietnamita y ruso. Si se solicita, la información en este folleto está disponible en otros lenguajes y en formatos accesibles, como por ejemplo letras grandes, Braille, disco de computadora, o audio. Comuníquese con su agencia de tránsito local para pedir este folleto en otro lenguaje o en otro formato alternativo.

Russian

Печатные экземпляры этой брошюры доступны на английском, испанском, китайском, вьетнамском и русском языках. По запросу, информация из этой брошюры доступна на других языках и в различных форматах, таких как копия с крупным шрифтом, Брайль, компьютерный диск или аудио. Свяжитесь с вашим местным агентством по транзиту и запросите брошюру на другом языке или в альтернативном формате.

