

To: County Connection Advisory Committee Date: September 1, 2011

From: Mary Burdick, Sr. Manager of Marketing *MB* Reviewed By:

SUBJECT: RTC Discount Card Program Changes

SUMMARY OF ISSUES: The Bay Area Partnership Accessibility Committee was informed in March that MTC plans to implement a pilot program effective October 1, 2011 whereby persons traveling as attendants will be required to have an RTC Discount Card-Supplemental Attendant card. Eligible patrons will file two applications and receive two photo ID cards. The card issued as the Attendant Card will have a slightly different look (the photo will be of the eligible RTC cardholder). The RTC cardholder will be solely responsible for proper use of the card.

Currently those traveling with attendants have an attendant sticker on their photo ID card, and are simply allowed to ride systems at the discounted fare. With the larger transit agencies now accepting the Clipper Card, MTC wants attendants to have a Clipper enabled RTC Attendant Card for use for fare payment when traveling with companions.

Because County Connection is not yet Clipper equipped, those traveling as attendants may still pay their discounted fare in cash or with a 20-Ride punch card.

Among the agencies that are Clipper equipped, there are concerns about fraudulent use of the Attendant card, and

how MTC will monitor the program. The Chair of the Bay Area Partnership Accessibility Committee is determined, that the pilot programs should not be implemented until a monitoring and enforcement policy is reviewed and approved.

ATTACHMENTS:

Approved applicant procedures

Application Cover Letter

Logo Regional Transit Connection Discount Card Program
Attendant Supplemental RTC/Clipper Card

Attendants qualify for a discount fare when traveling with RTC cardholders who have been certified as eligible for attendant assistance. A RTC cardholder may apply for an "Attendant Supplemental" RTC/Clipper card that can be used to pay the attendant's fare when accompanying the RTC cardholder. The "Attendant Supplemental" card is issued to the RTC cardholder who is responsible for its care and proper use. The card may not be used by anyone other than the attendant and may be used only when traveling with the RTC cardholder. Any misuse of this card may result in the permanent loss of the attendant card privilege. Misuse of the attendant card may constitute fare evasion and result in a citation and fine.

Rules for Use of Supplemental Attendant Card

1. RTC cardholder is solely responsible for care and appropriate use of attendant card.
2. Card may only be used to pay for trips at the same time as an eligible customer is using the RTC/Clipper card to pay the fare.
3. Travel history of both cards may be monitored to ensure appropriate use, that is, each trip taken using the attendant card corresponds to a trip taken by the RTC cardholder.
4. The attendant card privilege may be permanently revoked if the card is misused.

If you would like an "Attendant Supplemental" card, please complete this application. You may then mail it to:
RTC Attendant Card
P.O. Box 70040
Oakland, CA 94612-0040

You must include a check or money order for \$3, payable to RTC Discount Card. If you qualify, you will be issued an "Attendant Supplemental" RTC/Clipper card with the same expiration date as your RTC Discount ID Card. Please do not mail cash. Applications that contain cash will be returned to you. If you must pay cash, please apply at your local transit agency. Please allow 21 days for your card to be mailed to you.

**RTC Discount Card Program
Attendant Supplemental Card Procedures**

8/26/11

1. Application process

- Special applications are available from transit agencies, in person or by mail.
- The application form must be completed and submitted with a \$3 non-refundable processing fee.
- Current RTC cardholders with the attendant icon on their card may apply at a transit agency or by mail directly to the Central Processor. The Central Processor verifies eligibility and issues attendant travel card as appropriate.
- First time applicants for a RTC/Clipper card may submit both applications at the same time. The Central Processor will determine eligibility for both the RTC program and attendant travel and issue card(s) as appropriate. (The fee is \$6 if the applications are submitted together.)
- The RTC cardholder's picture will be printed on the attendant card.
- The attendant card will be given the same expiration date as the RTC card.
- The application process will be completed within 21 days.
- Procedures, rules, and fees governing renewal and replacement of lost or damaged RTC cards will also apply to attendant cards.

2. Rules for Use of Supplemental Attendant Card

- RTC cardholder is solely responsible for care and appropriate use of attendant card.
- Card may only be used to pay for trips at the same time as an eligible customer is using the RTC/Clipper card to pay the fare.
- Travel history of both cards may be monitored to ensure appropriate use, that is, each trip taken using the attendant card corresponds to a trip by the RTC cardholder.
- The attendant card privilege may be permanently revoked if the card is misused.
- Any disputes will be handled according to the established RTC Discount Card Program appeals process.