

# Clipper® Executive Board

June 24, 2024

Agenda Item 2b

## Regional Transit Connection (RTC) Clipper® Access Submittal Policy Expansion

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### **Subject:**

Recommendation to approve the RTC Clipper Access program's submittal process to allow customers to submit applications online through the new RTC Clipper Access self-service portal.

### **Background:**

To encourage the use of fixed-route services, the Regional Transit Connection (RTC) Clipper Access program was established and provides a discount to riders with qualifying disabilities. Currently, first-time applicants must apply in-person at one of the Bay Area transit agencies' customer service centers that process RTC Clipper Access applications. Existing RTC cardholders may either apply in-person or mail in their application. Under MTC's coordination and management of the RTC Clipper Access program, the agency aims to align the discount Clipper programs wherever feasible to improve riders' experiences. RTC does not currently have a formal online submittal process. However, Clipper START as well as Senior and Youth Clipper discount cards all allow for online submittal of applications.

Under the Blue-Ribbon Transformation Action Plan, MTC and transit operators developed a plan to transform and more efficiently coordinate transit services for older adults, people with disabilities, and those with lower incomes.

To reduce the hurdles for people with qualifying disabilities to apply for the RTC Clipper Access card, the RTC Clipper Access program proposes allowing all applicants to apply online through the new RTC Clipper Access self-service portal. This online portal will allow applicants to submit their application materials and photo through a secure website. First-time RTC applicants will be required to upload a copy of their government-issued ID, along with the required application materials, per existing policy. MTC is working with a contractor, Slalom, to develop a Unified Benefits Portal which is expected to serve as a self-service portal for RTC Clipper Access, Clipper START, and other means-based programs. MTC staff presented this proposed policy and operational change to the Bay Area Partnership Accessibility Committee (BAPAC) at

its May 13, 2024 meeting. MTC staff also discussed this with transit operator staff in June 2024 who supported bringing this item to the Clipper Executive Board for approval.

MTC proposes the RTC Clipper Access self-service portal become operational in the following two phases:

- Phase 1 will allow applicants to submit applications that do not require a fee. This includes the Basic, Medical, Renewal and Attendant application. Phase 1 will go into effect operationally in 2025.
  - The Defective Card application will continue to only be submitted in-person, due to the requirement for transit agency staff to physically tap and test the card to deem it defective.
- Phase 2 will allow applicants to submit the Replacement Card Application, which has an application fee. This phase will become operational after the completion of integration that allows for payment acceptance.

**Issues:**

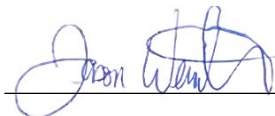
None identified.

**Recommendation:**

Staff recommends that the Board approve an expanded operational policy to the RTC Clipper Access program to allow customers to submit applications online, as described above.

**Attachments:**

None.



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Jason Weinstein