

RTC Clipper Access Replacement Policy Revision

Proposed Update to the RTC Clipper Access Replacement Policy

January 26, 2024

Policy:

To encourage the use of fixed-route services, the Regional Transit Connection Clipper Access (RTC) program was established to provide a discount to riders with qualifying disabilities. If a rider's RTC card was 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 amount of replacements a rider can receive to 3 replacements per 12-month rolling period. If an eligible rider exceeds 3 replacements during this period, they cannot receive another replacement card and until they complete the Disability Justification Form (DJF) which requires their medical professional/certifier to agree that, due to the rider's disability, they are prone to losing things.

Once this DJF is approved by the RTC verifier, the RTC member's account becomes "DJF-certified" which means they are exempt from the 3-replacement limit policy moving forward and can receive another replacement card.

Issue:

MTC and the transit agencies developed the Blue Ribbon Transformation Action Plan to create a more connected and user-focused network. Specifically, a transformational outcome that transit services for older adults, people with disabilities, and those with lower incomes are coordinated efficiently. Additionally, since MTC took over the coordination and management of the RTC Clipper Access program, the agency aims to align the discount Clipper programs wherever feasible to improve riders' experiences.

The limit of 3 replacement cards per 12-month rolling period and the subsequent DJF form is only imposed in the RTC Clipper Access program. No other Clipper card/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.

Proposed Update to Existing RTC Policy and Practice:

To reduce hurdles for existing RTC members to receive a replacement card, the RTC Clipper Access program will remove the limit on the number of replacements allowed and discontinue

the related Disability Justification Form (DJF). The \$3 replacement fee will remain as-is. This will align RTC Clipper Access with the other institutional Clipper discount programs such as Senior and Youth.

This update is proposed to go into effect by April 2024. The operational updates that will occur for this change include:

- Update the RTC Replacement Card application to remove language regarding the 3-card replacement limit and the DJF.
- Discontinue the Disability Justification Form.
- Update the RTC Salesforce system to remove the DJF-certified requirement and back-end changes related to the replacement limit.