RTC eligibility is determined with either a Basic or Medical application for customers under the age of 65.  
- A Basic application is for applicants that demonstrate their disability status using documents from another social service agency or eligibility from another transit agency.  
- A Medical application is for applicants that have their disability confirmed by a certifier (a licensed doctor in the state of California).

If you have non-permanent status, your card is issued with an expiration date. You will need to renew or reapply at the expiration date.

RTC program eligibility categories and the required documentation:

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Status: Permanent or Non-Permanent</th>
<th>Supporting Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basic</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DMV Disabled Placard</td>
<td>Non-permanent ONLY</td>
<td>DMV Registration receipt for placard that includes applicant name and future expiration date.</td>
</tr>
<tr>
<td>Other Transit Agency</td>
<td>Non-permanent ONLY</td>
<td>Other Transit Agency card equivalent to RTC or ADA Paratransit certification outside of a Bay Area transit agency.</td>
</tr>
<tr>
<td>Medicare</td>
<td>Either</td>
<td>Medicare card.</td>
</tr>
<tr>
<td>Disabled Veteran</td>
<td>Either</td>
<td>VA disability award letter and VA Card demonstrating a rating level of 50% or higher.</td>
</tr>
<tr>
<td>ADA Paratransit*</td>
<td>Either</td>
<td>Bay Area transit agency ADA-Paratransit eligibility was established.</td>
</tr>
<tr>
<td><strong>Medical</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical*</td>
<td>Either</td>
<td>Medical application with Section 4 completed by a certifier.</td>
</tr>
</tbody>
</table>

*Attendant eligibility is available, either through the ADA-paratransit certification or as indicated by the certifier in the Medical application.
Please note:
• You need to apply in person to have your photo taken unless the RTC program already has a current photo on file.**
• This photo will need to be updated every 10 years and RTC staff will reach out to you requesting a new photo as needed.
• There is no fee for the Basic or Medical application.
• You need to present a valid photo I.D. in addition to the documents above.
• The transit agency will scan the supporting documentation and submit it with your application.

Special considerations:
Attendant eligibility – if you need an attendant to travel with you on public transit, you can demonstrate this with your ADA-paratransit eligibility or be certified for an Attendant with a Medical Application. Attendant fares can be paid:
• Cash and showing the Attendant symbol on the card.
• Attendant Clipper card with either cash or passes. You can apply for an attendant card with this application.

**If you already have an RTC ID and photo on file, you can mail your application to:

RTC
PO Box 7006
Stockton, CA 95267

Supporting Documentation

Other Transit Agency card outside CA Sample
Other Transit Agency card in CA Sample
DMV Receipt Sample
Medicare Card Sample
VA letter Sample
List of RTC Processing Locations:

**AC Transit**
1600 Franklin Street, Oakland, CA 94612
Phone: (510) 891-4777
Application accepted Mon-Fri, 8am-12:30pm, 1-5pm; excluding holidays

**BART**
800 Madison Street, Oakland, CA 94607
Phone: (510) 464-7133
Application accepted Mon-Fri, 8:30am-4:45pm; excluding all observed holidays

**Caltrain**
Apply at SamTrans, VTA or Muni.

**County Connection**
2477 Arnold Industrial Way, Concord, CA 94520
Phone: (925) 676-7500
Email: help@countyconnection.com
Applications accepted Mon–Fri, 8am–3pm

**FAST**
2000 Cadenasso Dr, Fairfield, CA 94533
Phone: (707) 422-2877; Call for hours

**Golden Gate Transit**
850 Tamalpais Avenue, San Rafael, CA 94901
Phone: (415) 455-2000 or 511/711
Applications accepted Mon–Fri, 7am–6pm

**LAVTA (Wheels)**
1362 Rutan Ct., Suite 100, Livermore, CA 94551
Phone: (925) 455-7555
Applications accepted Mon–Fri, 8:30am-5pm

**Petaluma Transit**
555 N. McDowell Blvd, Petaluma, CA 94954
Phone: (707) 778-4460
Call for appointment.

**SamTrans**
1250 San Carlos Avenue, San Carlos, CA 94070-1306
Phone: (800) 660-4287
Applications accepted Tuesday and Thursday, 1-4pm

**Santa Rosa CityBus**
Downtown Transit Mall kiosk, on south side of Second Street between Santa Rosa Avenue and B Street
Phone: (707) 543-3333
Applications accepted Mon-Fri, 8:30am-12:30pm and 1pm-4:30pm

**SFMTA**
11 South Van Ness, San Francisco, CA 94102
Phone: (415) 646-2224
Applications accepted Mon–Fri, 8am-5pm

**SMART**
5401 Old Redwood Highway, Suite 200, Petaluma, CA 94954
Phone: (707) 794-3330
Applications accepted Mon–Fri, 8am-5pm

**SolTrans**
311 Sacramento Street, Vallejo, CA 94590
Phone: (707) 648-4666
Applications accepted Mon–Fri, 8am-6pm

**Tri Delta Transit**
801 Wilbur Avenue, Antioch, CA 94509
Phone: (925) 754-6622
Applications accepted Mon–Thu, 7am–6pm, and Friday 8am–5pm

**Vine**
625 Burnell Street, Napa, CA 94559
Phone: (707) 251-2800
Applications accepted Mon–Fri, 8:30am-5pm

**VTA**
Downtown Customer Service Center:
2 North Market Street, San Jose, CA 95113
Applications accepted Mon–Fri, 9am-6pm

VTA Offices:
3331 N. 1st St., Bldg. B Lobby, San Jose, CA 95134
Phone: (408) 321-2300
Applications accepted Mon–Fri, 8:30am-4pm

**Solano Mobility Call Center**
423 Main St. Suisun City, CA 94585
Phone: (800) 535-6883
Applications accepted Mon–Fri, 7am-5pm
To Medical Applicants:

• You complete Section 1 of the Medical Certification application and your Certifier completes Section 4.
• Your signature indicates: 1) your authorization for your doctor to release your information, and 2) your acceptance of RTC Program terms. If your application is not signed in both places, it cannot be processed.
• Bring this form to your Certifier to complete Section 4. The Certifying Professional must complete Section 4 of the application and sign it.
• A certifier for Section 4 may be limited to the categories in which they are licensed to diagnose:
  • Licensed physicians with an M.D. or D.O. degree
  • Licensed physician’s assistants and nurse practitioners
  • Licensed chiropractors may certify for categories 1, 2, 3 and 4
  • Licensed podiatrists may certify for disabilities involving the feet, under categories 1, 2, 3 and 4
  • Licensed optometrists (OPT) may certify for category 9
  • Licensed audiologists (AU) may certify for category 10
  • Licensed clinical psychologists (PSY) and licensed educational psychologists (LEP) may certify for categories 12, 15, 16 and 17
  • Licensed marriage and family counselors (MFCC), Licensed professional clinical counselors (LPCC), Licensed social workers (LCSW) may all certify for category 17.

• The RTC Verifier will contact your certifier to verify the information provided.
• Applications with missing information that cannot be obtained from the certifier will be denied.

To Certifiers

Your certification ensures that only eligible individuals receive fare discounts as mandated by state and federal law. The RTC program eligibility requirements are based on the individual’s 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 applicants meet the eligibility criteria.

The program categorizes disability by Category number (1 through 19) and a description of the RTC eligibility categories can be found below. For more information, please visit 511 or contact rtcinfo@bayareametro.gov.

Your address and medical license information will be verified with the state Medical License Board. Only California licenses are accepted. Please provide a telephone and fax number. The RTC program may contact your office about your certification or license number.

Thank you for helping maintain the integrity of the RTC Program.
Medical Eligibility Categories

Individuals must meet the category definition below. Enter the category code corresponding to the descriptions. If individual falls under Category 17, you must provide the DSM code on their application. If the individual has multiple disabilities, use Category 19. Please refer to the program brochure for additional details or contact rtcinfo@bayareametro.gov.

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

**Category 2** - Mobility Aids: Impairments that cause individuals to walk with significant difficulty including requiring use of a leg brace, cane, walker or crutches.

**Category 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.

**Category 4** - Amputation: Persons who suffer amputation of, or anatomical deformity of (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).

**Category 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.

**Category 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.

**Category 7** - Cardiac Ills: Cardiovascular impairments of functional Class III, Cardiovascular impairments of functional Class IV.

**Category 8** - Dialysis: Individuals whose disability requires the use of a kidney dialysis machine.

**Category 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.

**Category 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.

**Category 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.

**Category 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.
Category 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.

Category 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.

Category 15 – Autism Spectrum Disorder: 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.

Category 16 – Neurological Impairment: Disorders of an individual whose IQ is not less than two standard deviations below the norm. This category includes persons with severe gait problems who are restricted in mobility.

Category 17 – Mental Disorders: A DSM-5 diagnosis in one of the following 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. Ex. Disorders in remission and “Unspecified” diagnoses are specifically excluded from eligibility. Additionally, applicants who have a Substance Related or Addictive Disorder as a primary disability will not qualify for this program.

Category 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.

Category 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.

*Category is also occasionally called Section, they have the same meaning.