

PROGRAM INFORMATION FOR NEW APPLICANTS

Clipper Access Card

This document explains:

- The differences between the Basic and Medical applications and eligibility
- What is required to apply



Clipper Access 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 by or before the expiration date to avoid losing access to the Clipper Access discounted fares. You may renew up to 60 days prior to the expiration date.

Clipper Access program eligibility categories and the required documentation:

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

*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 Clipper Access program already has a current photo on file.****
- This photo will need to be updated every 10 years and Clipper Access 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 Clipper Access ID and photo on file, you can mail your application to:

Clipper Access
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 Clipper Access 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/Marin Transit

San Rafael Transit Center

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 Mon-Fri, 8:30am-12:30pm, 1-5pm

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 Clipper Access 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 Clipper Access 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 Clipper Access 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 Clipper Access eligibility categories can be found below. For more information, please visit 511 or contact clipperaccess@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 Clipper Access program may contact your office about your certification or license number.

Thank you for helping maintain the integrity of the Clipper Access 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 clipperaccess@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.