

What if I need help from another person or from a service animal?

If your doctor has certified that you are disabled and need an attendant, your attendant may ride with you at the same reduced fare that you pay. When you apply for your RTC Clipper Card, indicate that an attendant is needed. You will receive 2 RTC Clipper Cards, one for you, one for an attendant.

You do not need a specially marked RTC Clipper Card issued to be able to ride with a service animal, and your animal does not have to pay a fare. However, the animal must perform a service function and must be under your control at all times.

May I ask the driver to help me?

Yes. Drivers will be happy to help you. They can:

- Answer your travel questions
- Deploy the passenger ramp to help you get onto or off of the bus
- Secure your wheelchair
- Call out stops to tell you where you are

I’ve never ridden on the bus before, can someone show me how?

- Free Travel training can be arranged for seniors and people with disabilities, individuals and for groups upon request. Contact AC Transit Accessible Services at (510) 891-7261 to be referred to a Certified Travel Training Agency in the Bay Area.
- Individual trip planning is available from AC Transit Customer Relations. Call (510) 891-4777 and choose option 2, or visit actransit.org



Flash Card Kits

Free Flash Card Kits are available to AC Transit riders. The kits contain three cards that help you relay your needs to the driver:

- The green LIFT/RAMP card indicates that you need to use the passenger lift or ramp.
- The orange KNEELER card indicates your desire to have the bus kneel toward the curb to reduce the step height into the bus.
- The pink WAIT card indicates that you need additional time to be seated before the bus moves.

Call (510) 891-7175 to request a kit.

Braille Bus Identifier Kits

Braille Bus Identifier Kits are available to riders who have a visual impairment or difficulty in communicating. Kits include numbers and letters to easily identify the bus line you would like to take. Call (510) 891-7175 to request a kit.

Wheelchair Marking and Tether Strap Program

AC Transit offers free wheelchair marking and/or installation of tether straps for your mobility device, **by appointment**. This provides guidance to AC Transit drivers for attaching our securement systems to your mobility device. To schedule an appointment, call (510) 891-7113.

Reasonable Modifications

AC Transit is fully compliant with the requirements of the ADA. The District is committed to making reasonable modifications to policies, practices and procedures to ensure services are accessible to everyone. To make a request for a reasonable accommodation or modification, please contact AC Transit’s Customer Relations Department at (510) 891-4777 or dial 711 for the California Relay Service.

Accessibility Advisory Committee (AAC)

AC Transit’s Board of Directors seeks advice on matters relating to bus service from an Accessibility Advisory Committee (AAC). The AAC is made up of volunteer seniors and persons with disabilities.

The AAC meetings are the second Tuesday of each month, and are open to the public.

For more information, or to obtain an agenda packet, contact the Secretary to the Committee at (510) 891-7175.

Where can I find out more, if I have any questions?

We are happy to tell you more about AC Transit. Just call us, write a letter, or send an e-mail and say, “Tell me more about...” and tell us what you want to know. We will do the rest.

Tel: 511 or (510) 891-4777

TDD/TTY: 711 or (800) 735-2929

Website: actransit.org/feedback

Mail: AC Transit
1600 Franklin Street
Oakland, CA 94612
Attn: Customer Relations



Alameda-Contra Costa Transit District
1600 Franklin Street
Oakland, CA 94612
(510) 891-4777 • actransit.org



Subscribe to AC Transit e-News for important, timely email updates on the specific bus lines you ride. Visit actransit.org and click “e-News.”

Upon request, the information in this brochure is available in accessible format: large print, Braille, or audio tape. Call (510) 891-4777.

(510) 891-5470 / Free language assistance / Asistencia gratuita en el idioma / 免費語言協助 / Libreng tulong para sa wika / Hỗ trợ giúp thông dịch miễn phí / 무료 언어 지원 / मुफ्त भाषा सहायता / مساعدة لغوية مجانية / 無料の言語支援 / زبان سے متعلق مفت اعانت / Assistència linguagem livre / ប្រតិបត្តិការសេរីសេរី / Бесплатная помощь переводчиков / ການຊ່ວຍເຫຼືອພາສາບໍ່ເສຍຄ່າ / மதம் மொழி கிறி உதவதல் / Assistance linguistique gratuite / مفت لسانی معاونت



Riding the Bus is Easy, and Accessible, too!



AC Transit Accessible Services For Seniors and Persons with Disabilities



Welcome to AC Transit

AC Transit is committed to providing safe, reliable and convenient bus service for everyone. This brochure highlights services AC Transit provides for seniors and persons with disabilities. It describes accessibility features that make it easier for you to ride AC Transit, and it explains how to use the service, how to plan a trip, fares and fare discounts, and how to get more information.

What is AC Transit?

AC Transit is a public transit service that helps people ride in Alameda and Western Contra Costa counties, and connect with other public transit systems in six Bay Area counties.

What does “Accessible” mean?

“Accessible” means that our buses have been specially built so that they are easier for seniors and persons with disabilities to ride. Passenger lifts, ramps, kneelers, and handrails make it easier to get on the bus for people who find it hard to climb stairs. Priority seating is available and clearly identified on every bus.

Accessibility also means that AC Transit has other programs and services, such as the Regional Transit Connection (RTC) Clipper Card program, and information available in many accessible formats to make it easier for you to use the bus.

When does AC Transit run?

AC Transit bus services vary in each area, and change according to the hour of the day and the day of the week, depending upon local service needs. Some bus lines operate 24 hours a day, seven days a week. Others only run on weekdays or during commute hours, and others provide limited weekend, school, or shopping service. For more information about specific bus lines and/or schedules, call (510) 891-4777 or visit actransit.org.

How can I find out if AC Transit goes where I need to go?

You can find out where buses go, where bus stops are, how often buses run, and how much your trip will cost by using these travel aids:

- Free “System Maps” show all the bus lines, where they go, and where a bus connects with other lines. System maps give fare information and telephone numbers to call for help in planning your trip.
- Free pocket timetables give you more detailed information about each line.
- Call (510) 891-4777 and follow the prompts to reach AC Transit’s Information Center between 6:00 a.m. and 7:00 p.m. on weekdays, and 9:00 a.m. and 5:00 p.m. on weekends.
- Visit actransit.org for route and schedule information, and for help in planning your trip to almost anywhere in the Bay Area.
- When boarding a bus, the driver will be happy to give you information on where the bus is going, when to get off or where you need to transfer.

How much does it cost?

Seniors, certified persons with disabilities (and their certified personal care attendants when traveling with them), and individuals who have been issued a Medicare card, are eligible for reduced fares on AC Transit buses. You don’t have to pay an extra charge if you bring mobility aids and/or service animals. Your fare will depend upon where you are going and how many buses you are taking.

Reduced fare for Seniors (65+), Persons with Disabilities, and Medicare Cardholders

LOCAL FARES (WITHIN THE EAST BAY)

Cash	\$ 1.25
Clipper	\$ 1.12
Cash Day Pass (pay at farebox)	\$ 2.75
Local Monthly Pass*	\$34.00

* Calendar-month “flash-pass” sticker for the RTC Clipper Card or upload an Electronic Monthly Pass onto an RTC or Senior Clipper Card

TRANSBAY (TO SAN FRANCISCO AND THE PENINSULA) VALID THROUGH 12/31/2019

Cash	\$2.75
With RTC Discount ID Card and monthly sticker or RTC/Senior Clipper with uploaded monthly pass	\$2.75

TRANSFERS

Local BART-to-Bus Transfer: \$0.25 cash discount to and from BART with paper transfer issued at BART. Applied as \$0.50 Clipper discount on bus trip away from BART only.

PROOF OF ELIGIBILITY Seniors (65 & Older):

- Valid Regional Transit Connection Discount ID card
- Medicare card + photo ID
- Driver’s license
- DMV ID card
- Senior ID card issued by another California transit system

Persons with Disabilities:

- Valid Regional Transit Connection Discount ID Card
- Medicare Card + Photo ID
- DMV parking placard ID card + photo ID
- Disabled license plate registration + photo ID
- Senior ID card issued by another California transit system

PROOF OF ELIGIBILITY (CONT.)

Medicare Cardholders

- Medicare card + photo ID

Payment Choices

You may pay with cash, a Clipper card, which is honored by more than 25 Bay Area transit agencies, electronic passes, or a monthly sticker affixed to an RTC Clipper card. If you choose to pay with cash, be sure to have exact fare, as drivers cannot make change.

- **RTC CLIPPER:** Many disabled persons prefer to show the RTC Clipper Card as proof of eligibility. The monthly sticker must be affixed to the RTC Clipper to be valid. If you use the card with the monthly sticker, you can ride unlimited local AC Transit buses during the calendar month, without having to pay any additional fares or needing a transfer.

Call (510) 891-4777 to find out how to get an RTC Clipper Card.

- **SENIOR CLIPPER:** The Senior Clipper card is available for individuals age 65+. An electronic monthly pass can be uploaded to this card for unlimited local rides on AC Transit during the calendar month. Monthly stickers are invalid on this card. Call (510) 891-4777 to find out how to get a Senior Clipper Card.

If you show a Medicare Card or a DMV Disabled Placard ID Card as proof of eligibility for the reduced fare, you must also show another photo ID.