#### 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.

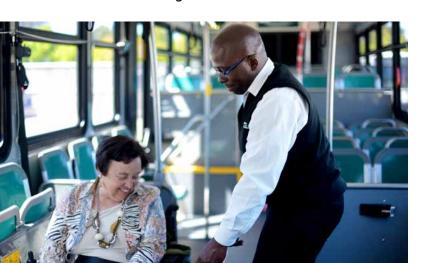
#### May I ask the driver to help me?

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 only. This provides guidance to AC Transit drivers for attaching the securement systems to your mobility device. AC Transit staff will mark or tether your mobility device at AC Transit's General Offices, 1600 Franklin Street, Oakland, CA. Additional locations are available. *Please call (510) 891-7113* or email TetherStraps@actransit.org to schedule an appointment and for more information.

#### **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 Customer Service at 510-891-4777, option 2, or dial 711 for the California Relay Service.

#### **General Manager's Access Committee (GMAC)**

The General Manager's Access Committee (GMAC) consists of volunteer seniors, persons with disabilities, and individuals who work with these communities. GMAC 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 submit an online form 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



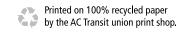






Upon request, the information in this brochure is available in accessible format: large print, Braille, or audio tape. Call (510) 891-4777.

(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 Assistência linguagem livre / បកប្រែភាសាមិនគិតថ្លៃ / Бесплатная помощь переводчиков / ການຊ່ວຍເຫຼືອພາສາບໍ່ເສຍຄ່າ / મફત ભાષા કીય સહાયતા / Assistance linguistique gratuite / مفت لساني 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 transports people in Alameda and West Contra Costa counties and connects 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:

- A free "System Overview Map" shows all the bus lines, where they go, and where a bus connects with other lines.
- Free pocket timetables give you more detailed information about each line.
- Call (510) 891-4777, option 2, to reach AC Transit's Customer Service 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.
- Download the AC Transit Official Mobile App for real-time arrival predictions, the location of approaching buses, a map of nearby bus stops, and direct access to customer service.
- 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

<sup>\*</sup> Upload a Monthly Pass onto an RTC or Senior Clipper Card

## TRANSBAY (TO SAN FRANCISCO AND THE PENINSULA)

THE PENINSULA)	
Cash	\$3.00
With an RTC or Senior Clipper Card with an uploaded Monthly Pass	\$3.00

#### **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

#### **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, or electronic passes. If you choose to pay with cash, be sure to have exact fare, as drivers cannot make change.

- RTC CLIPPER: The RTC Clipper Card is available for individuals with disabilities. An electronic monthly pass can be uploaded to this card for unlimited local rides on AC Transit during the calendar month. 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. **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.