

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?

- Travel training demonstrations using an AC Transit bus can be arranged for individuals and for groups, upon request. Contact AC Transit Accessible Services at (510) 891-7261 for a travel training referral to a Certified Travel Trainer in the Bay Area.



- Individual trip planning is available from AC Transit Customer Relations. Call 511 and follow the prompts. Or, contact AC Transit on the internet at www.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 510-891-4700 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 more 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 510-891-4700

TDD/TTY: 711 or 800-735-2929

Email: customerrelations@actransit.org

Mail: AC Transit
1600 Franklin Street,
Oakland, CA 94541
Attn: Customer Relations

Upon request, the information in this brochure is available in accessible format: large print, Braille, computer diskette, or audio tape. Call (510) 891-4700.



Subscribe to AC Transit e-News for important, timely email updates on the specific bus lines you ride. It's free, and every month new subscribers are eligible to win a 31-day bus pass! Visit www.actransit.org and click "e-News."



Alameda-Contra Costa Transit District
1600 Franklin Street
Oakland, CA 94612
Call 511

Visit actransit.org

Accessible Services • August 2015



Riding the Bus is Easy, and Accessible, too!



AC Transit Accessible Services *For Seniors and Persons with Disabilities*



Welcome to AC Transit

AC Transit provides safe, reliable and convenient bus service for everyone. This brochure highlights AC Transit's services 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 511 or visit 511.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 511 from anywhere in the Bay Area and follow the prompts to reach AC Transit's Information Center between 7:00 a.m. and 7:00 p.m. on weekdays, and 9:00 a.m. and 5:00 p.m. on weekends.
- Visit www.actransit.org or 511.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	\$ 1.05
Clipper	\$ 1.00
Day Pass	\$ 2.50
Monthly Pass*	\$20.00

* 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)

Cash	\$2.10
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With RTC Discount ID Card

and monthly sticker	add \$1.05
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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, 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) 891-4700 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) 891-4700 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.