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September 12, 2012

Ms. Anita Heard
Program Analyst
FTA Office of Civil Rights
1200 New Jersey Ave, SE
Washington, DC 20590

Re: **MTC Quarterly Clipper® Title VI Status Report**

Dear Ms. Heard:

In September 2011, the Federal Transit Administration (FTA) conducted an on-site Title VI Compliance Review ("the Review") of the Metropolitan Transportation Commission (MTC). FTA's Final Report on the Review was issued on April 12, 2012 ("the Review"). Corrective actions were requested in two areas: 1) Language access to Limited English Proficiency ("LEP") Persons; and 2) Clipper® Program Fare Equity Analysis. With respect to the Clipper® Program, FTA asked MTC to provide updates on its activities to correct identified disparate impacts and implement the Program with the least discriminatory impacts on a quarterly basis,

MTC responded to the FTA on May 11 and June 11, 2012 with its proposed corrective actions as required per the Review, and continues to work to complete the corrective actions related to the language access to LEP and Clipper® program.

As required per the Review, MTC is submitting the attached Quarterly Clipper® Title VI Status Report.

Sincerely,

Ann Flemer

Ann Flemer
Deputy Executive Director, Policy

J:\PROJECT\Title VI Report\Audit - Compliance Review\Sept 2011 Title VI Audit\MTC Response to 9.11 Compliance Review\Clipper Qtrly Reports\09.12.12ClipperTitleVI-FTA_final.docx

CLIPPER® TITLE VI STATUS REPORT
September 12, 2012

Background

On June 12, 2012, MTC provided the Federal Transit Administration (FTA) with a response to the findings of the *Title VI Compliance Review of the Metropolitan Transportation Commission*. MTC's response to FTA included a commitment to provide updates on the Clipper® fare payment system every 90 days. This is the first such update covering the period from June 12 – September 12, 2012.

Key Actions Taken in the Past 90 Days

On June 27, 2012, MTC's Commission directed staff to submit the *Final Title VI Report: Clipper® Fare Media Transitions (Final Title VI Summary Report)* to FTA and to implement changes to the Clipper® Program in a manner consistent with the *Final Title VI Summary Report*. MTC's Commission also adopted changes to the Clipper® Operating Rules (MTC Resolution No. 3983, Revised) supporting the findings and recommendations of the Report. The *Final Title VI Summary Report* identified the following planned activities:

1. Establish a process that enables youths (or their parents/guardians) and seniors to apply for Clipper® cards by mail or email;

2. Accept school identification cards that include birthdates and explore the feasibility of accepting additional forms of identification that indicate a youth's age, or other methods by which youths can prove their eligibility for a youth Clipper® card;

   Regarding Items 1 and 2, MTC expects to launch the mail/email application process for youth and senior cards in the next month. MTC will also begin accepting additional forms of identification as proof of eligibility for the youth and senior cards. These initiatives will make it easier for youths and seniors to apply for Clipper® cards. MTC will provide details about the program launch in the next report. In support of the launch, MTC has produced youth and senior card applications in multiple languages (see Attachment 1).

3. Institute a $3 Clipper® card acquisition fee (adult cards only), effective September 1, 2012;

4. Eliminate the $5 minimum load requirement for customers acquiring new cards, effective September 1, 2012;

5. Engage in partnership arrangements with community based organizations (CBOs), through which the CBOs will provide Clipper® cards and information to constituents;

6. Set a consistent $5 Clipper® card and balance replacement fee that applies to all customers at all locations;

Regarding item nos. 3 – 6 from the above list, on September 1, 2012, the program implemented four program changes:

a) Reinstatement of $3 acquisition fee for new Clipper® cards (adult cards only);
b) Elimination of requirement that customers load at least $5 to all new cards

NOTE: On August 30, 2012, MTC learned that the requirement to add a minimum amount of value to new cards must remain in effect at Muni Metro and Golden Gate Ferry ticket vending machines because these devices cannot issue new cards without value; MTC is working with the impacted transit agencies to update customer education notices about the minimum load policy);

c) Launch of program offering free cards through community based organizations (CBOs); and
d) Reduction of fee for card and balance replacement from $10 for most customers to $5 for all customers at all customer service locations.

In support of reinstating the card acquisition fee, MTC published customer education notices in eight publications that target limited-English proficiency readers (3 Spanish-language newspapers, 2 Chinese newspapers, 2 Korean newspapers, and 1 Vietnamese newspaper). MTC also added multilingual decals to Clipper® card vending machines. See Attachment 2 for examples of the press release, advertising and informational decals and signs. MTC has collaborated with transit agencies to ensure coordination of customer education initiatives related to the card fee reinstatement.

7. Actively monitor the Clipper® retailer network to ensure adequate and comprehensive geographic coverage, particularly for minority and low-income individuals; and

8. Provide Clipper® materials at MTC-sponsored public meetings.

Regarding item nos. 7 and 8 from the above list, MTC is actively monitoring the Clipper® retailer network to ensure adequate and comprehensive geographic coverage, and MTC is providing Clipper® materials at MTC-sponsored meetings.

In addition to the activities identified in the *Final Title VI Summary Report*, on July 1, 2012, VTA completed the transition of its monthly passes to Clipper®-only availability. Customers can still get the same benefits of a monthly pass, i.e. unlimited rides for a month, but customers must load the electronic version of the monthly pass to their Clipper® cards. MTC sponsored a comprehensive customer education initiative to inform VTA's customers about the change; the customer education initiative included 104 outreach events staffed by multilingual personnel, multilingual advertising, multilingual information on clippercard.com (see Attachment 3 for screenshot of Chinese language information), and multilingual brochures. While retail and ticket office sales of the paper passes has ended, VTA is continuing to make paper passes available to customers who receive subsidized passes through social services organizations.

In early August, MTC announced the opening of a new Clipper® in-person customer service center at AC Transit's headquarters building in Oakland (see Attachment 4 for related press release). The customer service center provides a range of customer services in English, Spanish, and Mandarin and Cantonese.

Attachment 1

Youth and Senior Clipper® Card Applications (English, Chinese, Spanish, and Vietnamese)

CLIPPER SENIOR APPLICATION

APPLICATION INSTRUCTIONS

Complete and submit this application to obtain a Senior Clipper® card. Applicants must be 65 years of age or older to apply. All applications must be accompanied by verification of senior age eligibility. You can submit your application in-person at a Clipper® customer service center or participating transit partner location (visit clippercard.com for a list of current options), as well as by mail, fax or email unless you intend to purchase an AC Transit monthly pass.

ATTENTION: AC TRANSIT RIDERS

For seniors who want to purchase an AC Transit monthly pass, the AC Transit monthly pass for seniors can only be loaded on a Regional Transit Connection (RTC) Clipper® card. In this case, the RTC Clipper® card takes the place of the Senior Clipper® card. This form cannot be used to apply for an RTC Clipper® card. Please visit transit.511 or call 511 for more information about the RTC Clipper® card program

Step 1: CARDHOLDER CONTACT INFORMATION (All fields in Step 1 are required.)

First Name _____ Middle Initial _____ Last Name _____

Mailing Address _____ City _____ State _____ Zip Code _____

Day Phone _____ Email Address (if available) _____

Step 2: CARDHOLDER AGE VERIFICATION

Check the one document you are submitting to verify eligibility:

- ☐ Birth Certificate or Passport
- ☐ State-Issued Identification Card or Driver's License
- ☐ Alien Registration/Permanent Resident Card
- ☐ Matricula Consular/Consular Identification Card
- ☐ SF City ID Card
- ☐ Military Identification/Dependent Card with Date of Birth
- ☐ Medical Benefit Card with Date of Birth

Date of Birth (MM/DD/YYYY) _____

Verification Document # _____

Step 3: CLIPPER ACCOUNT INFORMATION

In which one of the following languages would you prefer to receive your Clipper® information:

☐ English ☐ Spanish ☐ Chinese

To provide an additional level of security when accessing your card information, we require you to provide an answer to one of the following:

☐ Mother's Maiden Name _____

☐ City of Birth _____

Please note: You will be asked this question each time you contact Customer Service to access your card information in person or via phone or email.

Step 4: SIGNATURE

By signing, I attest that the information on this application is true and correct. (If applicant is unable to sign, the signature of a conservator is required.)

Signature _____ Date _____

Step 5: SUBMIT APPLICATION

Be sure to include a copy* of your age verification with your application.

*** Copies only. Original documents will not be returned.**

MAIL to: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
Or FAX to: 1.877.565.3149 **Or EMAIL:** senioryouthapps@clippercard.com

Please allow 7 days for delivery.

If you have any questions, please call Clipper® Customer Service at 877.878.8883.

Please view the Clipper® Privacy Policy at clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

CLIPPER 年長者申請表

申請表說明

填寫和送交本申請表，獲取年長者Clipper®卡。申請人必須年滿65歲或以上。所有的申請表必須隨附年長者年齡資格證明。除非您打算購買東灣公車（AC Transit）月票，否則您可以親自在Clipper®客戶服務中心或參加計劃的公交合作夥伴地點（請在網站clippercard.com 查看當前地點表）送交申請表。

請注意：東灣公車乘車者

對於希望購買東灣公車月票的年長者，東灣公車年長者月票只能載入地區公車連接（RTC）Clipper®卡。在這種情況下，RTC Clipper®卡將取代年長者Clipper®卡。不能使用本表申請RTC Clipper®卡。請查閱網站transit.511，或撥打511號碼，瞭解有關RTC Clipper®卡計劃的進一步詳情。

第1步：持卡人聯絡資訊 （第1步中的所有欄目均需填寫。）

名 _____ 中間名首字母縮寫 _____ 姓 _____

郵寄地址 _____ 城市 _____ 州 _____ 郵遞區號 _____

日間電話 _____ 電子郵件地址（如有） _____

第2步：持卡人年齡證明

勾選您用於證明資格提交的一份文件：

- ☐ 出生證或護照
- ☐ 州政府頒發的身份證或駕照
- ☐ 外籍人士註冊卡/永久居民卡
- ☐ 墨西哥領館頒發的身份證/領館頒發的身份證
- ☐ 三藩市身份證
- ☐ 軍人身份證/家屬身份證（註明出生日期）
- ☐ 醫療福利卡（註明出生日期）

出生日期（月/日/年） _____

證明文件號碼 _____

第3步：CLIPPER帳戶資訊

您願意用以下哪一種語言收到您的Clipper®資訊：

☐ 英語 ☐ 西班牙語 ☐ 中文

爲了在存取您的卡上資訊時提供額外的安全保護，我們要求您提供對以下一個問題的回答：

☐ 母親的婚前姓氏 _____

☐ 出生城市 _____

請注意：您每次與客戶服務部聯絡時，都會向您提出這個問題，才能親自或打電話或發電子郵件存取您的卡上的資訊。

第4步：簽名

我在下方的簽名證明，本申請表中的資訊準確無誤。（如果申請人無法簽名，則要求監護人簽名。）

簽名 _____ 日期 _____

第5步：送交申請表 請確定在您的申請表中，附上您的年齡證明副本*。

***僅需副本。文件正本將不予退還。**

郵寄至: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
或傳真至: 1.877.565.3149 **或電郵至:** senioryouthapps@clippercard.com

請容許7天郵寄時間。 如您有任何問題？請致電Clipper®客戶服務中心，電話號碼：877.878.8883.

請上網瀏覽Clipper®的隱私權政策，網址：clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

Solicitud de CLIPPER para Adulto Mayor

INSTRUCCIONES DE LA SOLICITUD

Llene y envíe esta solicitud para obtener una tarjeta Clipper® para Adulto Mayor. Los solicitantes deben tener 65 años de edad o más para solicitar. Todas las solicitudes deben ir acompañadas de un comprobante de elegibilidad por edad de adulto mayor. Puede presentar su solicitud en persona en un centro de servicio al cliente de Clipper® o una localidad de alguna agencia de transporte asociada participante.

AVISO: USUARIOS DE AC TRANSIT

Para las personas mayores que desean comprar un pase mensual de AC Transit, el pase mensual de AC Transit para adultos mayores sólo se puede agregar a una tarjeta Clipper® de la Conexión Regional de Tránsito (RTC). En este caso, la tarjeta Clipper® RTC toma el lugar de la tarjeta Clipper® para Adulto Mayor. Esta solicitud no se puede utilizar para solicitar una tarjeta Clipper® de RTC. Por favor visite transit.511 o llame al 511 para obtener más información sobre el programa de la tarjeta Clipper® de RTC.

Paso 1: INFORMACIÓN DE CONTACTO DEL TITULAR DE LA TARJETA (Todos los campos en el Paso 1 son obligatorios.)

Nombre _____ Inicial del segundo nombre _____ Apellido _____

Dirección postal _____ Ciudad _____ Estado _____ Código postal _____

Teléfono de día _____ Correo electrónico (si está disponible) _____

Paso 2: VERIFICACIÓN DE EDAD DEL TITULAR DE LA TARJETA

Marque el documento único que usted está presentando para comprobar la elegibilidad:

- ☐ Certificado de nacimiento o pasaporte
- ☐ Licencia de conducir o tarjeta de identificación expedida por el Estado
- ☐ Tarjeta de registro de extranjero/residente permanente
- ☐ Matrícula Consular
- ☐ Tarjeta de identificación de la Ciudad de SF
- ☐ Tarjeta de identificación/dependiente militar con fecha de nacimiento
- ☐ Tarjeta de prestaciones médicas con fecha de nacimiento

Fecha de nacimiento (MM/DD/AAAA) _____

No. de documento de verificación _____

Paso 3: INFORMACIÓN DE LA CUENTA DE CLIPPER

¿En cuál de los siguientes idiomas prefiere recibir su información sobre Clipper®?:

☐ Inglés ☐ Español ☐ Chino

Para proveer un nivel adicional de seguridad al acceder a la información de su tarjeta, le pedimos que dé una respuesta a uno de los siguientes:

☐ Nombre de soltera de su madre _____

☐ Ciudad de nacimiento _____

Tenga en cuenta: Se le hará esta pregunta cada vez que se comunique con Servicio al Cliente para acceder a su información de la tarjeta en persona o por teléfono o correo electrónico.

Paso 4: FIRMA

Al firmar, certifico que la información en esta solicitud es verdadera y correcta. (Si el solicitante no puede firmar, se requiere la firma de un curador.)

Firma _____ Fecha _____

Paso 5: PRESENTAR LA SOLICITUD Asegúrese de incluir una copia* de su comprobante de edad con su solicitud.

*** Copias solamente. No se devolverán los documentos originales.**

Envíese por CORREO a: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
ó por FAX al: 1.877.565.3149 **ó por CORREO ELECTRÓNICO:** senioryouthapps@clippercard.com

Por favor calcule 7 días para la entrega. ¿Preguntas? Por favor llame a Servicio al Cliente de Clipper® al 877.878.8883.
Por favor vea las Políticas de Privacidad de Clipper® en clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

CLIPPER ĐƠN XIN THẺ CAO NIÊN

CHỈ DẪN NỘP ĐƠN

Điền và nộp đơn này để có được thẻ Clipper® Cao niên. Đương đơn phải 65 tuổi hoặc hơn. Đơn phải kèm theo chứng nhận về tuổi tác. Quý vị có thể đích thân nộp đơn tại trung tâm dịch vụ khách hàng Clipper® hoặc tại các địa điểm của những đối tác vận chuyển tham gia (truy cập clippercard.com để có danh sách những lựa chọn hiện có) trừ khi quý vị có ý định mua thẻ tháng của AC Transit.

CHÚ Ý: KHÁCH ĐI AC TRANSIT

Đối với người cao niên muốn mua thẻ tháng AC Transit thì thẻ này chỉ có thể nạp vào thẻ Clipper® RTC (Reginal Transit Connection). Trong trường hợp này thì thẻ Clipper® RTC sẽ thay thế thẻ Clipper® Cao niên. Quý vị không thể dùng mẫu này để xin thẻ Clipper® RTC. Xin vui lòng truy cập transit.511 hoặc điện thoại 511 để có thêm thông tin về chương trình của thẻ Clipper® RTC.

Bước 1: THÔNG TIN LIÊN LẠC CỦA NGƯỜI MANG THẺ (Phải điền tất cả các mục trong Bước 1.)

Tên _____ Tên đệm _____ Họ _____

Địa chỉ _____ Thành phố _____ Tiểu bang _____ Mã Zip _____

Điện thoại ban ngày _____ Địa chỉ Điện thư (nếu có) _____

Bước 2: CHỨNG NHẬN TUỔI CỦA NGƯỜI MANG THẺ

Đánh dấu tài liệu nộp theo để chứng nhận có đủ điều kiện:

- ☐ Khai sinh hoặc Hộ chiếu
- ☐ Thẻ Căn cước do Tiểu bang cấp hoặc Bằng lái xe
- ☐ Thẻ Đăng ký Ngoại kiều/Thẻ Thường trú
- ☐ Thẻ Căn cước Mễ/Thẻ Căn cước do Lãnh sự cấp
- ☐ Thẻ Căn cước do SF cấp
- ☐ Thẻ Quân nhân/Phụ thuộc có Ngày sinh
- ☐ Thẻ Phúc lợi Y tế có Ngày sinh

Ngày Sinh (TT/NN/NNNN) _____

Tài liệu Xác nhận # _____

Bước 3: THÔNG TIN VỀ TRƯƠNG MỤC CLIPPER

Bạn muốn nhận thông tin về thẻ Clipper® bằng ngôn ngữ nào:

☐ Anh ngữ ☐ Tây ban nha ☐ Tiếng Tầu

Để tăng thêm mức độ an ninh khi tiếp cận thông tin của thẻ, chúng tôi đòi hỏi quý vị phải cung cấp câu trả lời cho một trong những câu hỏi sau đây:

☐ Họ Mẹ _____

☐ Sinh ra ở Thành phố _____

Ghi chú: Quý vị sẽ được hỏi câu này mỗi lần quý vị tiếp xúc với Dịch vụ Khách hàng để có thể tiếp cận thông tin của thẻ trực tiếp hoặc qua điện thoại hoặc điện thư.

Bước 4: CHỮ KÝ

Bằng chữ ký, tôi xác nhận thông tin trong đơn này là thật và đúng. (Nếu đương đơn không thể ký tên thì phải có chữ ký của người bảo hộ).

Chữ ký _____ Ngày _____

Bước 5: NỘP ĐƠN Nhớ đính kèm bản sao* chứng nhận tuổi tác với đơn xin.

*** Chỉ nộp bản sao mà thôi. Bản chính sẽ không được gửi trả lại.**

GỬI BƯU ĐIỆN về: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
Hoặc FAX cho: 1.877.565.3149 **Hoặc ĐIỆN THƯ cho:** senioryouthapps@clippercard.com

Cho phép 7 ngày để giao thẻ. Nếu có thắc mắc, xin vui lòng điện thoại cho Dịch vụ Khách hàng củ Clipper® ở số 877.878.8883.
Xin vui lòng xem Chính sách về sự Riêng tư của Clipper® tại clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

CLIPPER YOUTH APPLICATION

APPLICATION INSTRUCTIONS

Complete and submit this application to obtain a Youth Clipper® card. All applications must be accompanied by verification of youth age eligibility. You can submit your application in-person at a Clipper® customer service center or participating transit partner location (visit clippercard.com for a list of current options), as well as by mail, fax or email unless you intend to purchase an AC Transit monthly pass.

AC TRANSIT RIDER APPLICATION INSTRUCTIONS

If you want to purchase an AC Transit 31-day youth pass, your Youth Clipper® card requires a photo and your card can only be issued by AC Transit. Please complete this application form and return it in-person to the Clipper® Customer Service Center at AC Transit, 1600 Franklin Street, Oakland. Office hours are Monday through Friday, 8am-5pm. Youth applicant must be present for photo.

IMPORTANT NOTE: DISCOUNTED YOUTH FARES

Youth Clipper® cards calculate discounted youth fares based on age and eligibility. The minimum age for a youth fare on all transit agencies is 5 since children under 5 years of age ride all public transit for free and the maximum age varies by transit agency. Please contact your transit agency at 511 for information on discounted youth fare age eligibility.

Step 1: CARDHOLDER CONTACT INFORMATION (All fields in Step 1 are required.)

First Name _____ Middle Initial _____ Last Name _____

Mailing Address _____ City _____ State _____ Zip Code _____

Day Phone _____ Email Address (if available) _____

Step 2: CARDHOLDER AGE VERIFICATION

Check the one document you are submitting to verify eligibility:

- ☐ Birth Certificate or Passport
- ☐ State-Issued Identification Card or Driver's License
- ☐ Alien Registration/Permanent Resident Card
- ☐ Matricula Consular/Consular Identification Card
- ☐ SF City ID Card
- ☐ Student Identification Card with Date of Birth
- ☐ Military Dependent Card with Date of Birth
- ☐ Medical Benefit Card with Date of Birth

Date of Birth (MM/DD/YYYY) _____

Verification Document # _____

Step 3: CLIPPER ACCOUNT INFORMATION

In which one of the following languages would you prefer to receive your Clipper® information:

☐ English ☐ Spanish ☐ Chinese

To provide an additional level of security when accessing your card information, we require you to provide an answer to one of the following:

☐ Mother's Maiden Name _____

☐ City of Birth _____

Please note: You will be asked this question each time you contact Customer Service to access your card information in person or via phone or email.

Step 4: SIGNATURE

Parent/Guardian signature is required. By signing, I attest that the information on this application is true and correct.

Parent/Guardian Signature _____ Date _____

Step 5: SUBMIT APPLICATION

Be sure to include a copy* of your age verification with your application.

*** Copies only. Original documents will not be returned.**

MAIL to: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
Or FAX to: 1.877.565.3149 **Or EMAIL:** senioryouthapps@clippercard.com

Please allow 7 days for delivery. Questions? Please call Clipper® Customer Service at 877.878.8883.
Please view the Clipper® Privacy Policy at clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

CLIPPER 青年申請表

申請表說明

填寫和送交本申請表，獲取青年Clipper®卡。所有的申請表必須隨附青年年齡資格證明。除非您打算購買東灣公車（AC Transit）月票，否則您可以親自在Clipper®客戶服務中心或參加計劃的公交合作夥伴地點（請在網站clippercard.com查看當前地點表）送交申請表。

東灣公車乘車者申請表說明

如果您希望購買東灣公車31天青年月票，您的青年Clipper®卡要求附帶相片，只能由東灣公車局發放該卡。請填寫本申請表，並將填妥的表格親自送至東灣公車局Clipper®客戶服務中心，地址：AC Transit, 1600 Franklin Street, Oakland。辦公時間為星期一至星期五上午八時至下午五時。必須出示青年申請表才能拍照。

重要注意事項：減價青年車費

青年Clipper®卡根據年齡和資格計算減價青年車費。所有公交機構要求的青年車費的最低年齡是五歲，因為五歲以下兒童可免費搭乘所有的公交車，最高年齡限制因公交機構不同而異。請撥打511號碼，與您的公交機構聯絡，瞭解有關減價青年車費年齡資格要求資訊。

第1步：持卡人聯絡資訊 （第1步中的所有欄目均需填寫。）

名 _____ 中間名首字母縮寫 _____ 姓 _____

郵寄地址 _____ 城市 _____ 州 _____ 郵遞區號 _____

日間電話 _____ 電子郵件地址（如有） _____

第2步：持卡人年齡證明

勾選您用於證明資格提交的一份文件：

- ☐ 出生證或護照
- ☐ 州政府頒發的身份證或駕照
- ☐ 外籍人士註冊卡/永久居民卡
- ☐ 墨西哥領館頒發的身份證/領館頒發的身份證
- ☐ 三藩市身份證
- ☐ 學生身份證（註明出生日期）
- ☐ 軍人家屬身份證（註明出生日期）
- ☐ 醫療福利卡（註明出生日期）

出生日期（月/日/年） _____

證明文件號碼 _____

第3步：CLIPPER帳戶資訊

您願意用以下哪一種語言收到您的Clipper®資訊：

☐ 英語 ☐ 西班牙語 ☐ 中文

爲了在存取您的卡上資訊時提供額外的安全保護，我們要求您提供對以下一個問題的回答：

☐ 母親的婚前姓氏 _____

☐ 出生城市 _____

請注意：您每次與客戶服務部聯絡時，都會向您提出這個問題，才能親自或打電話或發電子郵件存取您的卡上的資訊。

第4步：簽名

要求家長/監護人簽名。我在下方的簽名證明，本申請表中的資訊準確無誤。

家長/監護人簽名 _____ 日期 _____

第5步：送交申請表 請確定在您的申請表中，附上您的年齡證明副本*。

***僅需副本。文件正本將不予退還。**

郵寄至: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522

或傳真至: 1.877.565.3149 **或電郵至:** senioryouthapps@clippercard.com

請容許7天郵寄時間。 如您有任何問題？請致電Clipper®客戶服務中心，電話號碼：877.878.8883.

請上網瀏覽Clipper®的隱私權政策，網址：clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

Solicitud de CLIPPER para Jóvenes

INSTRUCCIONES DE LA SOLICITUD

Llene y envíe esta solicitud para obtener una tarjeta Clipper® para Jóvenes. Todas las solicitudes deben ir acompañadas de un comprobante de elegibilidad por edad de joven. Puede presentar su solicitud en persona en un centro de servicio al cliente de Clipper® o una localidad de alguna agencia de transporte asociada participante (visite clippercard.com para ver una lista de las opciones actuales) a menos que sea su intención comprar un pase mensual de AC Transit.

INSTRUCCIONES DE SOLICITUD PARA USUARIOS DE AC TRANSIT

Si usted desea comprar un pase de 31 días para jóvenes de AC Transit, su tarjeta Clipper® para Jóvenes requiere una foto y su tarjeta sólo puede ser expedida por AC Transit. Por favor llene esta solicitud y devuélvala en persona al Centro de Servicio al Cliente de Clipper® en AC Transit. 1600 Franklin Street, Oakland. Las horas de oficina son de lunes a viernes, de 8 a.m. a 5 p.m. El solicitante joven debe estar presente para la foto.

AVISO IMPORTANTE: TARIFAS CON DESCUENTO PARA JÓVENES

Las tarjetas Clipper® para Jóvenes calculan las tarifas con descuento para jóvenes con base en la edad y la elegibilidad. La edad mínima para la tarifa de joven con todas las agencias de transporte es de 5 ya que los niños menores de 5 años de edad viajan por transporte público de forma gratuita, y la edad máxima varía según la agencia de transporte. Comuníquese con su agencia de transporte al 511 para obtener información sobre la elegibilidad por edad para tarifas con descuento para jóvenes.

Paso 1: INFORMACIÓN DE CONTACTO DEL TITULAR DE LA TARJETA (Todos los campos en el Paso 1 son obligatorios.)

Nombre _____ Inicial del segundo nombre _____ Apellido _____

Dirección postal _____ Ciudad _____ Estado _____ Código postal _____

Teléfono de día _____ Correo electrónico (si está disponible) _____

Paso 2: VERIFICACIÓN DE EDAD DEL TITULAR DE LA TARJETA

Marque el documento único que usted está presentando para comprobar la elegibilidad:

- ☐ Certificado de nacimiento o pasaporte
- ☐ Licencia de conducir o tarjeta de identificación expedida por el Estado
- ☐ Tarjeta de registro de extranjero/residente permanente
- ☐ Matrícula Consular
- ☐ Tarjeta de identificación de la Ciudad de SF
- ☐ Credencial de estudiante con fecha de nacimiento
- ☐ Tarjeta de dependiente militar con fecha de nacimiento
- ☐ Tarjeta de prestaciones médicas con fecha de nacimiento

Fecha de nacimiento (MM/DD/AAAA) _____

No. de documento de verificación _____

Paso 3: INFORMACIÓN DE LA CUENTA DE CLIPPER

¿En cuál de los siguientes idiomas prefiere recibir su información sobre Clipper®?:

☐ Inglés ☐ Español ☐ Chino

Para proveer un nivel adicional de seguridad al acceder a la información de su tarjeta, le pedimos que dé una respuesta a uno de los siguientes:

☐ Nombre de soltera de su madre _____

☐ Ciudad de nacimiento _____

Tenga en cuenta: Se le hará esta pregunta cada vez que se comunique con Servicio al Cliente para acceder a su información de la tarjeta en persona o por teléfono o correo electrónico.

Paso 4: FIRMA

Se requiere la firma del Padre/Madre/Tutor. Al firmar, certifico que la información en esta solicitud es verdadera y correcta.

Firma del Padre/Madre/Tutor _____ Fecha _____

Paso 5: PRESENTAR LA SOLICITUD Asegúrese de incluir una copia* de su comprobante de edad con su solicitud.

*** Copias solamente. No se devolverán los documentos originales.**

Envíese por CORREO a: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
ó por FAX al: 1.877.565.3149 **ó por CORREO ELECTRÓNICO:** senioryouthapps@clippercard.com

Por favor calcule 7 días para la entrega. ¿Preguntas? Por favor llame a Servicio al Cliente de Clipper® al 877.878.8883.
Por favor vea las Políticas de Privacidad de Clipper® en clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

CLIPPER ĐƠN XIN THẺ THIẾU NIÊN

CHỈ DẪN NỘP ĐƠN

Điền và nộp đơn này để có được thẻ Clipper® Thiếu niên. Đơn phải kèm theo chứng nhận về tuổi tác. Bạn có thể đích thân nộp đơn tại trung tâm dịch vụ khách hàng Clipper® hoặc tại các địa điểm của những đối tác vận chuyển tham gia (truy cập clippercard.com để có danh sách những lựa chọn hiện có) trừ khi bạn có ý định mua thẻ tháng của AC Transit.

CHỈ DẪN NỘP ĐƠN CHO KHÁCH ĐI AC TRANSIT

Nếu bạn muốn mua thẻ tháng thiếu niên AC Transit, thẻ Clipper® Thiếu niên đòi hỏi phải có ảnh và chỉ được phát hành bởi AC Transit mà thôi. Xin điền đơn và đích thân nộp tại Trung tâm Dịch vụ Khách hàng Clipper® tại AC Transit, 1600 Franklin Street, Oakland. Giờ làm việc từ 8 giờ sáng đến 5 giờ chiều, từ thứ Hai đến thứ Sáu. Thiếu niên nộp đơn phải có mặt để chụp ảnh.

GHI CHÚ: GIẢM GIÁ CHO THIẾU NIÊN

Thẻ Clipper® Thiếu niên căn cứ vào điều kiện tuổi để giảm giá. Tuổi tối thiểu cho giá vé thiếu niên tại tất cả các cơ quan vận chuyển là 5 vì trẻ em dưới 5 tuổi được sử dụng tất cả các phương tiện vận chuyển công cộng miễn phí, và tuổi tối đa thay đổi tùy cơ quan. Xin liên lạc với cơ quan vận chuyển của bạn ở số 511 để có thông tin về điều kiện tuổi được giảm giá.

Bước 1: THÔNG TIN LIÊN LẠC CỦA NGƯỜI MANG THẺ (Phải điền tất cả các mục trong Bước 1.)

Tên _____ Tên đệm _____ Họ _____

Địa chỉ _____ Thành phố _____ Tiểu bang _____ Mã Zip _____

Điện thoại ban ngày _____ Địa chỉ Điện thư (nếu có) _____

Bước 2: CHỨNG NHẬN TUỔI CỦA NGƯỜI MANG THẺ

Đánh dấu tài liệu nộp theo để chứng nhận có đủ điều kiện:

- ☐ Khai sinh hoặc Hộ chiếu
- ☐ Thẻ Căn cước do Tiểu bang cấp hoặc Bằng lái xe
- ☐ Thẻ Đăng ký Ngoại kiều/Thẻ Thường trú
- ☐ Thẻ Căn cước Mễ/Thẻ Căn cước do Lãnh sự cấp
- ☐ Thẻ Căn cước do SF cấp
- ☐ Thẻ Học sinh có Ngày Sinh
- ☐ Thẻ Quân nhân/Phụ thuộc có Ngày Sinh
- ☐ Thẻ Phúc lợi Y tế có Ngày sinh

Ngày Sinh (TT/NN/NNNN) _____

Tài liệu Xác nhận # _____

Bước 3: THÔNG TIN VỀ TRƯƠNG MỤC CLIPPER

Bạn muốn nhận thông tin về thẻ Clipper® bằng ngôn ngữ nào:

☐ Anh ngữ ☐ Tây ban nha ☐ Tiếng Tầu

Để tăng thêm mức độ an ninh khi tiếp cận thông tin của thẻ, chúng tôi đòi hỏi quý vị phải cung cấp câu trả lời cho một trong những câu hỏi sau đây:

☐ Họ Mẹ _____

☐ Sinh ra ở Thành phố _____

Ghi chú: Quý vị sẽ được hỏi câu này mỗi lần quý vị tiếp xúc với Dịch vụ Khách hàng để có thể tiếp cận thông tin của thẻ trực tiếp hoặc qua điện thoại hoặc điện thư.

Bước 4: CHỮ KÝ

Đòi hỏi phải có chữ ký của Phụ huynh/Giám hộ. Bằng chữ ký, tôi xác nhận thông tin trong đơn này là thật và đúng.

Phụ huynh/Giám hộ Chữ ký _____ Date _____

Bước 5: NỘP ĐƠN Nhớ đính kèm bản sao* chứng nhận tuổi tác với đơn xin.

*** Chỉ nộp bản sao mà thôi. Bản chính sẽ không được gửi trả lại.**

GỬI BƯU ĐIỆN về: Clipper® Youth/Senior Applications, PO Box 318, Concord, CA 94522
Hoặc FAX cho: 1.877.565.3149 **Hoặc ĐIỆN THƯ cho:** senioryouthapps@clippercard.com

Cho phép 7 ngày để giao thẻ. Nếu có thắc mắc, xin vui lòng điện thoại cho Dịch vụ Khách hàng củ Clipper® ở số 877.878.8883.
Xin vui lòng xem Chính sách về sự Riêng tư của Clipper® tại clippercard.com/ClipperWeb/privacy.do

TRANSIT AGENCY USE ONLY: Intake Date _____ Transit Agency _____ Employee Name _____

Attachment 2

Press Release, Point of Sale Displays and Print Advertising for Clipper® Card Fee Reinstatement (English, Spanish, Chinese, Vietnamese, Korean, Russian, Tagalog)

Press Releases

For Immediate Release

$3 Acquisition Fee for New Adult Clipper® Cards Takes Effect Sept. 1

Fee Will Cover Costs, Encourage Long-Term Use

Contacts:
Randy Rentschler, 510-817-5780
John Goodwin, 510-817-5862

Questions and Answers About the New Adult Clipper Card Acquisition Fee

Translations:
- Spanish (PDF)
- Chinese (PDF)
- Vietnamese (PDF)

OAKLAND, CA, August 20, 2012… Beginning September 1, 2012, new Adult Clipper® cards will cost $3. As an incentive for customers to try automatically reloading their Clipper cards, Clipper will waive the $3 fee for customers who sign up for the Autoload feature when they order a card online at clippercard.com.

The new $3 fee is only for new Adult Clipper cards; Youth and Senior Clipper cards remain free, and the fee for a Regional Transit Connection Clipper card, for transit riders with qualifying disabilities, remains $3. At the same time as instituting the $3 fee, the Metropolitan Transportation Commission (MTC), which is spearheading the Clipper fare card, is in most cases waiving the requirement for a $5 minimum balance for newly issued Clipper cards. However, a minimum balance remains in effect when new Clipper cards are acquired through ticket vending machines. In the case of San Francisco Muni, ticket vending machines will require a minimum load of $5 on new cards (on top of the $3 card fee), while Golden Gate Ferry fare machines will impose a $10 minimum load (on top of the $3 card fee).

Clipper is the reloadable card that allows Bay Area transit riders to load cash value and monthly passes over the phone, online at clippercard.com and at a variety of retail locations, including most Bay Area Walgreens stores. Clipper is accepted on San Francisco Muni, BART, Golden Gate Transit and Ferry, Caltrain, SamTrans, AC Transit, Santa Clara Valley Transportation Authority (VTA), Dumbarton Express, and San Francisco Bay Ferry (currently only on the South San Francisco/East Bay route).

Clipper cards have been free since the transit card program launched in June 2010. Clipper provided the cards free of charge over the past two years as an incentive for the hundreds of thousands of Bay Area transit riders to try the card. The incentive appears to have been successful, with more than 15 million trips taken using Clipper cards in July 2012. On an average weekday, transit riders take more than 600,000 trips using the card.

“We want to encourage people to keep their cards, reload them automatically and use them for a long time, rather than throwing them out and getting new ones,” said Carol Kuester, director of MTC's Electronic Payment section. “Charging a fee for the card also helps us be better stewards of public funds.”

Clipper offers convenience by keeping track of passes, discount tickets, ride books and cash value that customers load onto it, while automatically applying all applicable fares, discounts and transfer rules. Since Clipper cards can be registered for added security, customers whose cards are lost or stolen can have their card replaced and balance restored for a fee. Clipper customers with questions about their Clipper account can log in to their accounts at clippercard.com or call Clipper Customer Service at 877-878-8883 or TDD/TYY: 711 or 800-735-2929.

MTC is the transportation planning, financing and coordinating agency for the nine-county San Francisco Bay Area. A question-and-answer page about the $3 Clipper card acquisition fee may be found on the MTC Web site at http://www.mtc.ca.gov/news/press_releases/rel575_q-a.htm.

# # #

Información en Español

中文信息

CONTACT US

info@mtc.ca.gov • Report Web site comments • Accessibility Information • Site Help

Metropolitan Transportation Commission • 101 Eighth Street, Oakland, California 94607
Phone: 510.817.5700, Fax: 510.817.5848

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METROPOLITAN
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NEWS RELEASE

辦理 Clipper® （路路通）卡將在不久之後開始收取 3 美元費用
此費用將用來支付造價並促進路路通卡的長期使用

聯系人:
Randy Rentschler, 510-817-5780
John Goodwin, 510-817-5862

OAKLAND, CA, August 20, 2012…從 2012 年九月 1 日起，辦理新的成人 Clipper （路路通）卡將會收取 3 美元費用。這是一項鼓勵乘客嘗試使用 Clipper（路路通）卡自動充值服務的措施。 如乘客登陸網站（clippercard.com）訂購 Clipper（路路通）卡並註冊自動充值功能，Clipper（路路通）卡將免除 3 美元的費用。

這項新增的 3 美元費用*僅限於*成人 Clipper（路路通）卡；青少年和長者 Clipper(路路通)卡仍可免費索取。對於符合殘障條件的乘客，其區域公交聯運 Clipper(路路通)卡仍為$3。

Clipper (路路通)卡可多次充值， 公交乘客可通過電話，上網（clippercard.com）和前往一系列相關零售店（包括灣區多數的 Walgreens）進行現金和月票充值。以下各公交系統接受 Clipper（路路通）卡：San Francisco Muni, BART, Golden Gate Transit and Ferry （金門公交與輪渡）, Caltrain, SamTrans, AC Transit, Santa Clara Valley Transportation Authority (VTA), the Dumbarton Express, 和舊金山灣輪渡（目前僅限於南舊金山與東灣航線）。

自 Clipper(路路通)卡 2010 年 6 月發行以來一直免費。 這樣做是為了促使大量的灣區公交用戶使用 Clipper(路路通)卡。 這項鼓勵措施很成功，在 2012 年 7 月，有超過 1500 萬次行程使用到 Clipper(路路通)卡。在通常的工作日內，每天有超過 60 萬次行程使用到了 Clipper(路路通) 卡。

“我們希望鼓勵人們長期使用 Clipper(路路通)卡並進行自動充值，而不是用完了就扔掉然後購買新卡，”作為 MTC (大都會交通委員會)電子支付部門主管的 Carol Kuester 表示， “收取辦卡費用也能幫助我們更好的管理公共資金。”

Clipper (路路通)卡可存儲客戶的月票，打折車票，票薄和現金金額的存儲記錄，同時還會按相應的車票，折扣票和轉車規則計算車費， 為乘客提供方便。為保證安全，您可以註冊您的 Clipper （路路通）卡，這可使您在 Clipper (路路通)卡丟失或被盜竊後交付一筆手續費從而獲得一張儲值被還原的卡。

乘客如需查詢有關 Clipper（路路通）卡的賬戶詳細，請在網站 clippercard.com 登入您的賬戶或致電 Clipper(路路通）的客戶服務中心，電話是 877.878.8883。聽障專綫 TDD/TTY,請致電 711 或 800.735.2929。

Clipper （路路通）卡項目由 MTC 管理。 MTC 是負責舊金山灣區九個縣交通項目規劃，融資及協調的政府部門。

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WEB www.mtc.ca.gov

NEWS RELEASE

Lệ phí 3 Đô la Sẽ Sớm được Áp dụng cho thẻ Clipper® Mới
Lệ phí này là để Trang trải các Chi phí Điều hành và Khuyến khích việc Sử dụng Lâu dài

Liên lạc:
Randy Rentschler, 510-817-5780
John Goodwin, 510-817-5862

OAKLAND, CA, Ngày 20 tháng 8, 2012… Kể từ ngày 1 tháng 9, 2012, thẻ Clipper mới dành cho Người Lớn sẽ có giá là 3 đô la. Để khuyến khích khách hàng sử dụng thử đặc tính nạp thẻ tự động, Clipper sẽ miễn khoản lệ phí này cho những ai đăng ký sử dụng chức năng Nạp Tự động khi đặt mua thẻ trực tuyến tại clippercard.com.

Lệ phí 3 đô la *chỉ* áp dụng cho thẻ Clipper mới dành cho Người Lớn; thẻ Clipper dành cho Thiếu niên và Cao niên vẫn miễn phí, và lệ phí cho thẻ Clipper Regional Transit Connection (Liên kết Vận chuyển trong Vùng) dành cho người mất năng lực vẫn là 3 đô la.

Clipper là một thẻ nạp lại, cho phép hành khách vận chuyển tại Vùng Vịnh nạp tiền mặt hoặc thẻ tháng qua điện thoại, bằng trực tuyến tại clippercard.com và tại nhiều cửa hàng bán lẻ, bao gồm phần lớn những cửa hàng Walgreens ở Vùng Vịnh. Clipper được chấp nhận bởi San Francisco Muni, BART, Golden Gate Transit and Ferry, Caltrain, SamTrans, AC Transit, Santa Clara Valley Transportation Authority (VTA), Dumbarton Express, và San Francisco Bay Ferry (hiện tại chỉ áp dụng trên lộ trình Nam San Francisco/Đông Vịnh).

Những thẻ này đã miễn phí từ khi phát động chương trình thẻ vận chuyển vào tháng 6 năm 2010. Clipper đã cung cấp thẻ miễn phí trong hai năm hầu khuyến khích hàng trăm ngàn hành khách vận chuyển tại Vùng Vịnh để sử dụng thử. Việc khuyến khích này có vẻ đã thành công với hơn 15 triệu lượt đi với thẻ Clipper trong tháng 7, 2012. Bình quân trong một ngày thường, hành khách đã sử dụng thẻ để đi hơn 600,000 chuyến.

"Chúng tôi muốn khuyến khích dân chúng giữ lại thẻ, sử dụng chức năng nạp tự động và dùng thẻ trong một thời gian dài thay vì vứt đi và lấy thẻ mới", lời của Carol Kuester, giám đốc bộ phận Thanh toán Điện tử của Ủy ban Giao thông Đô thị. "Áp dụng lệ phí thẻ cũng giúp cho chúng tôi quản lý được công quỹ tốt hơn".

Thẻ Clipper tiện lợi trong việc theo dõi các thẻ, các vé giảm giá, các sổ vé và tiền mặt mà khách hảng đã nạp vào, đồng thời tự động áp dụng tất cả những giá vé hiện hành, những giảm giá và những thể lệ khi chuyển xe. Vì thẻ Clipper có thể được đăng ký để tăng thêm phần an ninh nên khi thẻ bị thất lạc hoặc mất cắp, thẻ sẽ được thay thế và số tiền chưa sử dụng sẽ được hoàn trả lại với một lệ phí.

Khách hàng Clipper có thắc mắc về trương mục của mình có thể đăng nhập vào clippercard.com hoặc điện thoại về Dịch vụ Khách hàng Clipper ở số 877-878-8883, hoặc 711 (Khiếm thính), hoặc 800-735-2929.
Clipper là một dự án của Ủy ban Giao thông Đô thị, một cơ quan hoạch định, tài trợ và phối hợp giao thông cho chín quận hạt trong Vùng Vịnh San Francisco.

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METROPOLITAN
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COMMISSION

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NEWS RELEASE

Cargo de $3 por Tarjetas Nuevas de Clipper® Comienza Pronto

El Cargo Cubrirá los Costos y Alentará al Uso por Largo Tiempo

Contactos:
Randy Rentschler, 510-817-5780
John Goodwin, 510-817-5862

OAKLAND, CA, 28 de agosto de 2012 … Comenzando el 1º de septiembre de 2012 las tarjetas nuevas de Clipper para Adulto costarán $3. Como incentivo para automáticamente agregarle valor a su tarjeta, el cargo de $3 no se aplicará a los clientes que configuren la función Autoload (carga automática) cuando ordenen su tarjeta por Internet en clippercard.com.

El nuevo cargo de $3 aplica *solamente* a las tarjetas nuevas de Clipper para Adulto; las tarjetas Clipper para Jóvenes y personas de la tercera edad permanecerán gratuitas, y el cargo por las tarjetas Clipper Regional Transit Connection (Conexión de Transporte Público Regional), para aquellos usuarios con discapacidades elegibles, permanece a $3.

Clipper es la tarjeta recargable que permite a los usuarios de transporte público del área de la bahía a agregar valor en efectivo y pases mensuales por teléfono, por Internet en clippercard.com y en una variedad de tiendas, incluyendo la mayoría de tiendas Walgreens del área de la bahía. Clipper es aceptada en San Francisco Muni, BART, Golden Gate Transit y Ferry, Caltrain, SamTrans, AC Transit, Santa Clara Valley Transportation Authority (VTA), Dumbarton Express, y en San Francisco Bay Ferry (solamente en la ruta South San Francisco/East Bay por ahora).

Las tarjetas han sido gratuitas desde que se estrenó el programa en junio de 2010. Clipper proporciono las tarjetas sin costo por los últimos dos años como una forma de incentivar a los cientos de miles de usuarios del transporte público del área de la bahía a utilizar la tarjeta. El incentivo parece haber sido un éxito ya que en julio de 2012 más de 15 millones de viajes se hicieron usando las tarjetas Clipper. En un día entre semana promedio, los usuarios hacen más de 600,000 viajes usando la tarjeta.

"Queremos alentar a la gente a seguir usando su misma tarjeta, agregándole valor automáticamente y seguir usándola por largo tiempo, en lugar de desecharla y obtener una nueva cada vez," dijo Carol Kuester, directora del departamento de Pagos Electrónicos de la Comisión Metropolitana del Transporte. "Cobrar un cargo también nos ayuda a mejor usar los fondos públicos."

Clipper ofrece la comodidad de mantener un registro de los pases, boletos con descuento, talonarios y valor en efectivo que los clientes agreguen a la tarjeta, y al mismo tiempo aplica la tarifa correcta, descuentos disponibles y las reglas de transbordo. Como las tarjetas Clipper

pueden ser registradas para aumentar la seguridad, los clientes que extravíen, dañen o les roben su tarjeta pueden reemplazar su tarjeta y restaurar su valor por un módico cargo.

Los clientes de Clipper con preguntas sobre su cuenta pueden acceder a su cuenta por Internet en clippercard.com o pueden llamar al Centro de Servicio al Cliente al 877-878-8883 o para TDD/TYY al 711 o al 800-735-2929.

Clipper es un proyecto de la Comisión Metropolitana del Transporte, la agencia de planificación, financiamiento y coordinación del transporte de los nueve condados del Área de la Bahía de San Francisco.

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Buying a new Clipper® card?

On September 1, 2012, new Adult Clipper cards will cost $3. Clipper will waive this fee if you sign up for automatic reloading when you order a card online at clippercard.com.

This fee only applies to **new** Adult Clipper cards. Youth and Senior Clipper cards are always free. The fee for a Regional Transit Connection Clipper card, for passengers with qualifying disabilities, remains $3.

For more information, visit clippercard.com or call Clipper Customer Service at 877.878.8883. TDD/TTY 711 or 800.735.2929.

PICK UP YOUR CLIPPER® CARD HERE

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This fee only applies to **new** Adult Clipper cards. For more information, visit clippercard.com

A partir de septiembre las nuevas tarjetas Clipper® para Adulto costarán $3.

從9月起 購買新的成人Clipper®(路路通)卡將要收取$3。

Bắt đầu từ tháng 9 phí mua thẻ Clipper® Người Lớn sẽ là $3.

9월 초 새로운 성인용 Clipper® 카드는 $3입니다.

Simula sa buwan ng Septyembre ang bagong Adult Clipper® card ay magkakahalaga ng $3.

С сентября новые карточки Clipper® для взрослых $3.

Clipper Customer Service at 877.878.8883
TDD/TTY 711 or 800.735.2929

要買新的 Clipper®卡?

在 2012 年 9 月 1 日，新的成人 Clipper 卡將會收取 $3。如果您在網站 clippercard.com 訂購卡片時登記自動重新充值，Clipper 會免除這筆費用。

這筆費用只適用於**新的**成人 Clipper 卡。青少年和老人 Clipper 卡總是免費的。具有合格殘障的乘客的區域捷運連接 Clipper 卡還是 $3。

詳情請上網 clippercard.com 或致電 Clipper 客戶服務中心 877.878.8883，TDD/TTY 711 或 800.735.2929。

在這裡索取你的 CLIPPER®（路路通）卡

새 Clipper® 카드를 구매한다고요?

2012년 9월1일 새로운 어른용 Clipper 카드는 $3로 구매할 수 있습니다. 온라인 clippercard.com에서 카드 주문시 자동 재발급 신청을 하면 Clipper의 수수료가 면제됩니다.

이 수수료는 새로운 어른용 Clipper 카드에만 적용됩니다. 청소년 및 노령자 Clipper 카드는 항상 무료입니다. 장애인과 동승한 승객의 지역 교통 연결 서비스Clipper 카드 수수료는 $3 그대로 유지됩니다.

온라인 clippercard.com, 전화 877.878.8883 및 Clipper 고객 서비스 센터 또는 Walgreens과 같은 소매점에서 어른용 Clipper 카드를 구매하십시오.

Clipper, 자동 발급 판매점 위치에 대한 추가 정보는 clippercard.com을 방문하거나 고객 서비스 877.878.8883, TDD/TTY 711 또는 800.735.2929로 전화해서 문의하십시오.

CLIPPER® 카드 오늘 바로 신청해서 가져가세요.

Хотите купить новую карточку Clipper®?

С 1 сентября 2012 года новые карточки Clipper для взрослых будут стоить $3. Clipper освободит вас от этого сбора, если вы подпишетесь на автоматическое пополнение денег на карточку через интернет по адресу clippercard.com.

Этот сбор относится только к **новым** карточкам Clipper для взрослых. Карточки Clipper для подростков и пенсионеров всегда бесплатны. Плата за карточку Clipper Региональных Транзитных Соединений для инвалидов определенных категорий остается $3.

За дополнительной информацией посетите clippercard.com или позвоните в Центр обслуживания клиентов Clipper по номеру 877.878.8883. TTD/TTY (для людей с плохим слухом) - 711 или 800.735.2929.

КАРТОЧКИ CLIPPER® ПРОДАЮТСЯ ЗДЕСЬ

¿Va a comprar una nueva tarjeta Clipper®?

El 1 de septiembre de 2012, las nuevas tarjetas Clipper para Adulto costarán $3. Clipper suprimirá esta cuota si usted se inscribe para recargas automáticas (Autoload) al pedir una tarjeta en línea en clippercard.com.

Esta cuota sólo se aplica a **nuevas** tarjetas Clipper para Adulto. Las tarjetas Clipper para Jóvenes y Adultos Mayores siempre son gratuitas. La cuota para una tarjeta Clipper de la Conexión Regional de Tránsito, para personas con incapacidades que califican, permanece de $3.

Para más información, visite clippercard.com o llame a Servicio al Cliente de Clipper al 877.878.8883. TDD/TTY 711 o 800.735.2929.

OBTENGA SU TARJETA CLIPPER® AQUÍ

Bibili ba ng bagong Clipper® card?

Sa Setyembre 1, 2012, ang bagong mga Adult Clipper card ay magkakahalaga ng $3. Ipapaubaya ng Clipper ang bayad na ito kung magpapalista kayo para sa otomatikong reloading kapag umorder kayo ng card sa online sa clippercard.com.

Ang bayad na ito ay angkop lamang para sa **bagong** mga Adult Clipper card. Ang mga Youth at Senior Clipper card ay palaging libre. Ang bayad sa Regional Transit Connection Clipper card, para sa mga pasaherong kuwalipikadong may-kapansanan, ay mananatili sa halagang $3.

Para sa higit pang impormasyon, bumisita sa clippercard.com o tumawag sa Clipper Customer Service sa 877.878.8883. TDD/TTY 711 o 800.735.2929.

KUNIN ANG INYONG CLIPPER® CARD DITO

Mua thẻ Clipper® mới?

Vào ngày 1 tháng 9, 2012, phí mua thẻ Clipper Người Lớn sẽ là $3. Clipper sẽ miễn phí này nếu bạn đăng ký nạp tiền tự động khi đặt mua thẻ trực tuyến tại clippercard.com.

Phí này chỉ áp dụng với thẻ Clipper Người Lớn. Thẻ Clipper® Thiếu niên và Cao niên luôn luôn miễn phí. Phí cho thẻ Clipper Regional Transit Connection dành cho người mất năng lực vẫn là $3.

Bạn có thể mua thẻ Clipper Người Lớn trực tuyến tại clippercard.com, qua điện thoại số 877.878.8883, tại Trung tâm Dịch vụ Khách hàng Clipper, hoặc tại các cửa hàng bán lẻ tham gia như Walgreens.

Để có thêm thông tin về Clipper, cách Nạp tiền tự động và các địa điểm bán lẻ, xin truy cập vào clippercard.com hoặc điện thoại cho Dịch vụ Khách hàng Clipper ở số 877.878.8883, TDD/TTY 711 hoặc 800.735.2929.

HÃY MUA THẺ CLIPPER® NGÀY HÔM NAY

購買新的 Clipper® (路路通)卡?

從2012年9月1日起，購買新的成人Clipper®(路路通)卡將收取$3。當您透過網站clippercard.com在網上訂購此卡時，如果您註冊選擇自動充值，Clipper®(路路通)將會免去此費用。

此費用僅適用於購買**新的**成人Clipper®(路路通)卡。青少年和長者Clipper®(路路通)卡均可免費索取。符合殘障資格的乘客，其區域公交聯運Clipper®(路路通)卡仍要收取$3。

可透過所述途經購買到成人Clipper®(路路通)卡:上網，網站是clippercard.com；致電Clipper®(路路通)的客戶服務中心，電話是877.878.8883；或參與的零售店，例如Walgreens。

查詢有關Clipper®(路路通)卡的自動充值和零售店地點，請瀏覽網站clippercard.com或致電Clipper®(路路通)的客戶服務中心，電話是877.878.8883。聽障專線TDD/TTY，請致電711或800.735.2929。

今天就索取您的
CLIPPER®(路路通)卡

¿Va a comprar una nueva tarjeta Clipper®?

El 1 de septiembre de 2012, las nuevas tarjetas Clipper® para Adulto costarán $3. Clipper® suprimirá esta cuota si usted se inscribe para recargas automáticas (Autoload) al pedir una tarjeta en línea en clippercard.com.

Esta cuota sólo se aplica a **nuevas** tarjetas Clipper® para Adulto. Las tarjetas Clipper® para Jóvenes y Adultos Mayores siempre son gratuitas. La cuota para una tarjeta Clipper® de la Conexión Regional de Tránsito, para personas con incapacidades que califican, permanece de $3.

Compre tarjetas Clipper® para Adulto en línea en clippercard.com, por teléfono al 877.878.8883, en un Centro de Servicio al Cliente de Clipper®, o en tiendas participantes como Walgreens.

Para más información sobre Clipper®, Autoload y la ubicación de las tiendas, visite clippercard.com o llame a Servicio al Cliente de Clipper® al 877.878.8883. TDD/TTY 711 o 800.735.2929.

OBTENGA SU TARJETA CLIPPER® HOY MISMO

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새 Clipper® 카드를 구매한다고요?

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OBTENGA SU TARJETA CLIPPER® HOY MISMO

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查詢有關Clipper®(路路通)卡的自動充值和零售店地點，請瀏覽網站clippercard.com或致電Clipper®(路路通)的客戶服務中心，電話是877.878.8883。聽障專線TDD/TTY，請致電711或800.735.2929。

今天就索取您的
CLIPPER®(路路通)卡

Mua thẻ Clipper® mới?

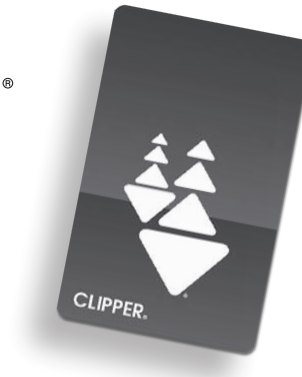
Vào ngày 1 tháng 9, 2012, phí mua thẻ Clipper® Người Lớn mới sẽ là $3. Clipper® sẽ miễn phí này nếu bạn đăng ký nạp tiền tự động khi đặt mua thẻ trực tuyến tại clippercard.com.

Phí này chỉ áp dụng với thẻ Clipper® Người Lớn **mới**. Thẻ Clipper® Thiếu niên và Cao niên luôn luôn miễn phí. Phí cho thẻ Clipper® Regional Transit Connection dành cho người mất năng lực vẫn là $3.

Bạn có thể mua thẻ Clipper® Người Lớn trực tuyến tại clippercard.com, qua điện thoại số 877.878.8883, tại Trung tâm Dịch vụ Khách hàng Clipper®, hoặc tại các cửa hàng bán lẻ tham gia như Walgreens.

Để có thêm thông tin về Clipper®, cách Nạp tiền tự động và các địa điểm bán lẻ, xin truy cập vào clippercard.com hoặc điện thoại cho Dịch vụ Khách hàng Clipper® ở số 877.878.8883, TDD/TTY 711 hoặc 800.735.2929.

HÃY MUA THẺ CLIPPER®
NGÀY HÔM NAY



Attachment 3

Clippercard.com Information About VTA Fare Media Transition in Chinese

Attachment 4

Press Release Concerning Opening of Oakland In-Person Customer Service Center

Press Releases

For Immediate Release

New Oakland Clipper® Customer Service Center Serves East Bay Customers

Contacts:
Brenda Kahn, 510-817-5773
Lysa Hale, 510-325-7319

Oakland, CA, August 2, 2012 ... Clipper customers in the East Bay now have a more convenient option to access in-person customer service for the regional transit fare-payment system. In partnership with AC Transit, Clipper now has a third in-person customer service center — located at AC Transit headquarters, 1600 Franklin Street in Oakland (between 15th and 17th streets).

Front entrance of the Clipper Service Center (Photo by Kelley Jackson)

Interior of the Clipper Customer Service Center (Photo by Peter Beeler)

More photos

Customers can come to the new customer service center to:

- Get a new adult Clipper card.
- Get a new Senior or regular (non-personalized) Youth Clipper card (you will get your card on the spot).
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- Check your card balance.
- Load all participating transit agency passes as well as cash value.

Customers must still contact the Clipper Customer Service Center by phone (877-878-8883) or by visiting https://www.clippercard.com/ClipperWeb/index.do to request a refund, get a card unblocked, resolve billing disputes, or obtain a transaction history.

The new Clipper Customer Service Center is the first to open in the East Bay. Its hours are 8 a.m. to 5 p.m., Monday through Friday.

Prior to the opening of the new center, Clipper customers had to travel to one of Clipper's two San Francisco customer service centers, located in the Embarcadero BART/Muni station and in the San Francisco Ferry Building, to get customer service in person.

"We know that it can be a hardship for people to travel to San Francisco to replace a card that they use every day," said Carol Kuester, director of the Metropolitan Transportation Commission's Electronic Payments section. "We hope this new location, near both the 12th St. and 19th Oakland BART stations, will make it

easier for our East Bay customers to access the in-person Clipper services they need."

East Bay Clipper customers also have other options for limited in-person services at the following locations:

- **BART Customer Service** – Customers can apply for a non-personalized Youth Clipper card (card will be sent in the mail), apply for and get a Senior Clipper card, get an adult Clipper card, and add value to a card.

BART Customer Service Lake Merritt BART station	Monday-Friday, 7:30 a.m.-5 p.m.

- **My Transit Plus** – Customers can apply for a non-personalized Youth Clipper card (card will be sent in the mail), apply for and get a Senior Clipper card, get an adult Clipper card, and add value to a card at these retail kiosks. My Transit Plus is available at the following locations:

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Tri Delta Transit Customer Service Center, 801 Wilbur Avenue, Antioch	Monday-Thursday 7 a.m.-6 p.m. and Friday 8 a.m.-5 p.m.
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- **Concord Police Station** – Seniors can apply for and get a Senior Clipper card on the spot. The police station is a short walk from the Concord BART station.

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This page was last modified Thursday August 02, 2012

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WEB www.mtc.ca.gov

NEWS RELEASE

For Immediate Release

Contact:
Brenda Kahn, 510-817-5773
Lysa Hale, 510.325.7319

New Oakland Clipper® Customer Service Center Serves East Bay Customers

OAKLAND, CA, August 2, 2012... Clipper customers in the East Bay now have a more convenient option to access in-person customer service for the regional transit fare-payment system. In partnership with AC Transit, Clipper now has a third in-person customer service center — located at AC Transit headquarters, 1600 Franklin Street in Oakland (between 15th and 17th streets).

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- Get a new adult Clipper card.
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- Apply for an AC Transit personalized Youth Clipper card, required to purchase an AC Transit 31-Day Youth pass (youths will receive their personalized card in the mail).
- Get next-day replacement and balance restoration for a lost or stolen registered Clipper card (you must call Clipper Customer Service at 877-878-8883 a day in advance to have your old card blocked).
- Get a replacement and balance restoration for a damaged registered Clipper card or a defective Clipper card (damaged and defective cards must be surrendered at the time of replacement).
- Check your card balance.
- Load all participating transit agency passes as well as cash value.

Customers must still contact the Clipper Customer Service Center by phone (877-878-8883) or by visiting https://www.clippercard.com/ClipperWeb/index.do to request a refund, get a card unblocked, resolve billing disputes, or obtain a transaction history.

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"We know that it can be a hardship for people to travel to San Francisco to replace a card that they use every day," said Carol Kuester, director of the Metropolitan Transportation Commission's Electronic Payments section. "We hope this new location, near both the 12th St. and 19th Oakland BART stations, will make it easier for our East Bay customers to access the in-person Clipper services they need."

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- Partner Transit Agencies – Customers can apply for and get a Senior Clipper card on the spot and apply for a Youth Clipper card (Youth cards will be mailed). Locations are:

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Lysa Hale, 510-325-7319

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###

Chinese Media:
New Multilingual Clipper® Customer Service Center Opens to Serve East Bay Customers

Contact:
Brenda Kahn, 510-817-5773
Lysa Hale, 510-325-7319

Oakland, CA, August 15, 2012… Clipper® customers in the East Bay now have a more convenient option to access in-person, multilingual customer service for the regional transit fare-payment system. Clipper recently opened a Customer Service Center at AC Transit headquarters, 1600 Franklin St. in Oakland, in partnership with the transit agency. The facility is the first full-service Clipper Customer Service Center in the East Bay, although there are two others in San Francisco.

At the new Oakland center, customers can take advantage of a variety of services, all available in multiple languages. The customer service center has Mandarin- Cantonese-, and Spanish-speaking staff, but has also installed a special phone line that customers can use to speak to a Clipper customer service representative in any language. The Clipper Customer Service call center uses a language line service to accommodate all customers, regardless of language.

"The Bay Area is home to many people who speak a language other than English — we've even given Clipper the nickname Lu Lu Tong, or the Go-Everywhere Card, so our Chinese customers will understand what it is," said Carol Kuester, director of the Metropolitan Transportation Commission's Electronic Payment section. "We hope this new location makes it easier for all our customers in the East Bay to access the in-person Clipper services they need — and in the languages they need."

When customers come to the new Clipper Customer Service Center, they can:

- Get a new adult Clipper card.
- Get a new Senior or regular (non-personalized) Youth Clipper card (you will get your card on the spot)
- Apply for an AC Transit personalized Youth Clipper card, required to purchase an AC Transit 31-Day Youth pass (youths will receive their personalized card in the mail).
- Get next-day replacement and balance restoration for a lost or stolen registered Clipper card (you must call Clipper Customer Service at 877-878-8883 a day in advance to have your old card blocked).
- Get a replacement and balance restoration for a damaged registered Clipper card or a defective Clipper card (damaged and defective cards must be surrendered at the time of replacement).
- Check your card balance.
- Load all participating transit agency passes as well as cash value.

Customers can also get brochures in English, Spanish and Chinese at the center, and if they don't want to wait in line, they can use one of the two Clipper Add Value Machines in the center — with instructions in English, Chinese, and Spanish — to load cash value or passes on their cards.

Customers must still contact the central Clipper Customer Service Phone Center (877-878-8883) or visit clippercard.com to request a refund, get a card unblocked, resolve billing disputes, or obtain a transaction history.

Hours for the new Oakland Clipper Customer Service are 8 a.m. to 5 p.m., Monday through Friday. It is located on Franklin Street, between 15th and 17th streets, within several blocks of Oakland City Center, Chinatown, and the Uptown Transit Center — a corridor that serves tens of thousands of bus riders.

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Jake Mackenzie
Sonoma County and Cities

Kevin Mullin
Cities of San Mateo County

Bijan Sartipi
State Business, Transportation and Housing Agency

James P. Spering
Solano County and Cities

Scott Wiener
San Francisco Mayor's Appointee

Steve Heminger
Executive Director

Ann Flemer
Deputy Executive Director, Policy

Andrew B. Fremier
Deputy Executive Director, Operations

December 12, 2012

Ms. Anita Heard
Program Analyst
FTA Office of Civil Rights
1200 New Jersey Ave, SE
Washington, DC 20590

Re: **MTC Second Quarterly Clipper® Title VI Status Report**

Dear Ms. Heard:

In September 2011, the Federal Transit Administration (FTA) conducted an on-site Title VI Compliance Review ("the Review") of the Metropolitan Transportation Commission (MTC). FTA's Final Report on the Review was issued on April 12, 2012. Corrective actions were requested in two areas: 1) Language access to Limited English Proficiency ("LEP") Persons; and 2) Clipper® Program Fare Equity Analysis. MTC responded to the FTA on May 11 and June 11, 2012 with its proposed corrective actions as required per the Review, and continues to work to complete the corrective actions related to the language access to LEP and Clipper® program.

With respect to the Clipper® Program, FTA asked MTC to provide quarterly updates on its activities to correct identified disparate impacts and implement the Program with the least discriminatory impacts. The first quarterly status report was submitted to FTA on September 12, 2012. The second report is attached for your information.

If you have any questions about this report, please contact Denise Rodrigues, Contract Compliance Officer at (510) 817-5897 or drodri@mtc.ca.gov.

Sincerely,

Ann Flemer
Deputy Executive Director, Policy

J:\PROJECT\Title VI Report\Audit - Compliance Review\Sept 2011 Title VI Audit\MTC Response to 9.11 Compliance Review\Clipper Qtrly Reports\12.12.12ClipperTitleVIFTA_final.docx

CLIPPER® TITLE VI STATUS REPORT
December 12, 2012

Background

On June 12, 2012, MTC provided the Federal Transit Administration (FTA) with a response to the findings of the *Title VI Compliance Review of the Metropolitan Transportation Commission*. MTC's response to FTA included a commitment to provide updates on the Clipper fare payment system every 90 days. This is the second such update covering the period from September 13, 2012 – December 12, 2012.

Key Actions Taken in the Past 90 Days

Using the planned activities identified by MTC in *Final Title VI Report: Clipper® Fare Media Transitions (Final Title VI Summary Report)* as a guideline, MTC has taken key actions over the last 90 days as follows:

1. *First Title VI Summary Report Planned Activity:* Establish a process that enables youths (or their parents/guardians) and seniors to apply for Clipper cards by mail or email.

   Actions Taken:
   The new mail/email/fax application process for youth and senior Clipper cards is currently in development. The new process involves a revision to MTC's contract with the Clipper Contractor. MTC sent a change notice to the Contractor initiating the change on July 31, 2012. The Contractor provided a proposal including an estimate for the cost of doing this additional work on November 15, 2012. MTC is currently finalizing a change order to the Clipper contract to enable the change. Once a change order is executed, it is standard practice for MTC to receive a schedule from the Clipper contractor within 10 days. MTC expects to be able to provide the FTA with a launch date in the next quarterly report to FTA.

   In the last 90 days, MTC has continued preparations for the launch of the new application process. Working with the transit operators that have transitioned to Clipper, MTC has developed a comprehensive launch plan to notify customers about the availability of this more accessible application process. The launch plan includes development of two brochures targeting youths and seniors in English, Spanish and Chinese; revising the youth and senior sections of the Clipper website; emails to registered Clipper cardholders; news releases in English, Spanish and Chinese to be sent to multilingual media; and communicating through transit agency venues such as passenger bulletins, on-board/transit station/transit shelter advertising in multiple languages, brochure distribution, social media, websites, emails and community events.

   If the new application process is available by February 1, 2013, MTC plans to incorporate

announcements about the availability of the new application process into a planned marketing and awareness campaign targeting low-income and limited English proficient transit riders scheduled for February 2013.

In addition, MTC worked with AC Transit to simplify its requirements for seniors who purchase AC Transit's senior monthly pass. Previously, customers interested in purchasing this pass needed to apply for and receive a regional senior/disabled transit identification card, which cost $3. Under AC Transit's new policy, customers can load this pass to a Senior Clipper Card, which is free.

2. *Final Title VI Summary Report Planned Activity:* Accept school identification cards that include birthdates and explore the feasibility of accepting additional forms of identification that indicate a youth's age, or other methods by which youths can prove their eligibility for a Youth Clipper card.

   Actions Taken:
   This task has been completed. MTC revised the program's policies and added the following new forms of identification to those acceptable for proof of eligibility for a Youth Clipper card:

   - school identification card with birth date,
   - medical benefit card with birth date, and
   - military dependent card with birth date.

3. *Final Title VI Summary Report Planned Activity:* Institute a $3 Clipper card acquisition fee (adult cards only), effective September 1, 2012.

   Actions Taken:
   As reported in the September 12, 2012, Clipper Title VI Status Report to FTA, this item has been completed. In addition to the advertising described in that report, MTC supported the institution of the card fee by holding 37 outreach events throughout the San Francisco Bay Area. Table 1 shows the number of events in each county and the distribution of free cards.

Table 1: Cards Distributed by County

County	Number of Events	Total Adult Cards Distributed
Alameda	9	2,890
Contra Costa	7	2,069
Marin[1]	2	618
San Francisco	11	3,341
San Mateo	6	1,584
Santa Clara[1]	2	191
Total	37	10,693

4. *Final Title VI Summary Report Planned Activity:* Eliminate the $5 minimum load requirement for customers acquiring new cards, effective September 1, 2012.

   Actions Taken: As reported in the September 12, 2012, Clipper Title VI Status Report to FTA, this item has been completed.

5. *Final Title VI Summary Report Planned Activity:* Engage in partnership arrangements with community-based organizations (CBOs), through which the CBOs will provide Clipper cards and information to constituents.

   Actions Taken:
   This item has been started and is an ongoing program. MTC launched the program in August 2012. As of December 12, 2012, twelve CBOs have ordered 950 cards, which is lower participation than MTC expected. These CBOs serve Title VI-protected individuals in San Francisco's Chinatown and Mission neighborhoods, Berkeley, Fremont, Concord, San Jose, Richmond and Oakland. MTC staff has identified CBOs in neighborhoods considered to be high priorities for reaching Title VI-protected individuals and is in the process of conducting telephone follow-up to encourage them to obtain cards for their clients. MTC has asked each participating organization to report on the number of cards distributed. MTC will continue to provide the FTA with information on this ongoing activity in the next Clipper Title VI Status Report.

6. *Final Title VI Summary Report Planned Activity:* Set a consistent $5 Clipper card and balance replacement fee that applies to all customers at all locations.

[1] Only two events each took place in Marin and Santa Clara counties. In the case of Marin, this was due to a low number of geographic areas with concentrations of low-income individuals. In the case of Santa Clara, this was due to the recent (July, 2012) completion of fare media transition activities in this county.

This item is in progress. MTC is continuing to standardize a reduction in the fees charged for card replacement and balance restoration from $10 to $5 by changing the fees charged via the Clipper website; this change is anticipated to be completed by the first quarter of 2013. MTC will update the FTA with information on this effort in the next Clipper Title VI Status Report.

7. *Final Title VI Summary Report Planned Activity:* Actively monitor the Clipper retailer network to ensure adequate and comprehensive geographic coverage, particularly for minority and low-income individuals.

   Actions Taken: MTC continues to actively monitor the Clipper retailer network to ensure adequate and comprehensive geographic coverage. In the last 90 days, the Clipper retailer network has lost one retailer each in South San Francisco, Oakland and Concord. The Clipper Contractor has already secured a replacement location in Oakland. MTC is assessing whether to direct the Clipper Contractor to secure replacements in South San Francisco and Concord. MTC will continue to provide the FTA with information on this ongoing activity in the next Clipper Title VI Status Report.

8. *Final Title VI Summary Report Planned Activity:* Provide Clipper materials at MTC-sponsored public meetings.

   Actions Taken:
   This item is ongoing. MTC is continuing to provide Clipper materials at MTC-sponsored public meetings.

Upcoming Activities

MTC is planning to launch a marketing/awareness campaign targeting low-income and limited English-proficient transit riders. MTC anticipates the campaign will include up to 50-60 outreach events in neighborhoods where Title VI-protected transit riders reside and will be accompanied by advertising in multilingual newspapers. Outreach staff will distribute free adult and senior Clipper cards and mail-in applications for youth cards at the outreach events.