



SFMTA
Municipal
Transportation
Agency

Expanding Free Muni to Seniors & Customers with Disabilities

Overview

- SFMTA Board of Directors to consider expansion of Free Muni program January 20, 2015
- Program will provide free Muni access to low and moderate income seniors and riders with disabilities
- One time pass loaded to existing or new registered RTC or Senior Clipper card
- Pass will not expire each month – renewal not required
- Available to San Francisco residents only
- Income must be below the following limits (100% Bay Area Median Income):

Household Size	1	2	3	4	5	6
Annual Income	\$67,950	\$ 77,700	\$ 87,400	\$ 97,100	\$ 104,850	\$ 112,650

Implementation Schedule

- If approved:
 - SFMTA will begin accepting applications immediately
 - Free pass will be available to be loaded on an existing RTC or Senior Clipper card beginning March 1
- Application processing timeline:
 - 3 weeks: Customers with existing Clipper cards
 - 4 weeks: Seniors without Clipper card
 - 7 weeks: Customers with disabilities without a Regional Transit Connection (RTC) Clipper card

Application Process - Seniors



Existing Senior Clipper Card Holders

- Complete application online, by mail or by calling 311
- Active Senior Clipper card number required
- Pass will be remotely activated on card within three weeks
- Customer will be notified via mail when pass is ready for use

Current Cash Fare Customers/Non Senior Clipper Card Holders

- Obtain application online or in-person at SFMTA Customer Service Center (11 South Van Ness Avenue)
- Submit application with copy of proof of age attached by mail or in-person to SFMTA Customer Service Center, Monday through Friday, 8am to 5pm
- A new Senior Clipper will be sent in the mail with the Free Muni pass activated – allow up to four weeks for processing

Application Process – Customers with Disabilities



Existing RTC Clipper Card Holders

- Complete application online, by mail or by calling 311
- RTC Clipper card number required
- Pass will be remotely activated on card within three weeks
- Customer will be notified via mail when pass is ready for use

Current Cash Fare Customers/Non RTC Card Holders

- RTC Clipper card must be obtained prior to submitting application for Free Muni program - application available at Muni Metro Station Booths, RTC Office and SFMTA Customer Service Center
- Completed application must be submitted in person at the SFMTA Discount ID Office – 27A Van Ness Avenue (Monday through Wednesday 10:30am to 4pm – allow 4 to 5 weeks for processing)
- Once RTC Clipper card is received, application may be submitted to Free Muni program – allow up to three weeks for processing (8 weeks total)

Preliminary Outreach Calendar

Committee/Board Name	Date
Department of Aging & Adult Services Staff Meeting	1/6/2015
Aging & Adult Services Commission	1/7/2015
SFMTA Multitmodal Accessible Advisory Committee	1/15/2015
Mayor's Disability Council	1/16/2015
MTA Board of Directors	1/20/2015
Advisory Committee to the Aging & Adult Services Commission	1/21/2015
Department of Aging & Adult Services - Provider Outreach Meeting	1/23/2015

Additional Outreach

- Current SF registered RTC customers will receive direct mail with application and instructions
- Applications and fact sheets to be made available for community and stakeholder groups
- Newspaper, In-vehicle and Metro station advertisements
- Digital message distribution