



## What is the Community Transportation Benefits Program?

The Community Transportation Benefits Program (Program) is sponsored and funded by the San Mateo County 101 Express Lanes. The Program helps qualifying San Mateo County residents cover some of their transportation costs. Participants can choose from one of two options that meet their needs:

1. Clipper Card with a value of \$100 (annual benefit); or
2. FasTrak® toll tag/transponder with value of \$100 (one-time benefit)

We will also help you determine if you are eligible for other Clipper Card discount programs and assist you with enrollment.

## Am I eligible?

To qualify for benefits under the Program, you must be:

- A resident of San Mateo County, and
- Age 18 or older, and
- Eligible to receive at least one benefit provided through the San Mateo County Core Service Agencies Network, or
- Earning an Individual Income at or below 60% of the county Area Median Income (\$76,740 for 2021).

## How do I enroll?

There are eight Core Service Agencies that work in close collaboration with the Human Services Agency of San Mateo County to provide you and your family with basic emergency and support services. You can enroll for the Community Transportation Benefits Program through any of the following Core Service Agencies either virtually or in-person. Their contact information can be found below:

## Who are the Core Services Agencies Network and how do I contact them?



350 90th St.  
Daly City, CA  
94015  
(650) 991-8007



4031 Pacific Blvd.  
San Mateo, CA  
94403  
(650) 347-3648



99 Ave Alhambra #1089  
El Granada, CA  
94018  
650-726-9071



1809 Palmetto Ave.  
Pacifica, CA  
94044  
(650) 738-7470



Pescadero office:  
620 North St.  
Pescadero, CA 94060  
(650) 879-1691  
La Honda office:  
La Honda Rd., # 4  
La Honda, CA 94020  
(650) 747-0248



1486 Huntington Ave,  
South San Francisco  
(650) 276-4101



Fair Oaks Community  
Center  
2600 Middlefield Rd. Redwood  
City, CA 94063  
(650) 780-7500



1852 Bay Road  
East Palo Alto, CA  
94303  
(650) 294-4312

## ***Other Frequently Asked Questions***

### **Is this benefit limited to one person per household?**

No, this benefit is provided at the individual level, not at the household level. For instance, multiple people who live within one household could receive this benefit if they meet the eligibility requirements.

### **Am I eligible for both a Clipper Card and FasTrak?**

If you meet the eligibility requirements, you are eligible for either option but may only select one.

### **How do you verify eligibility?**

Eligibility is verified through paystubs, a letter from your employer, or a benefits letter. If none of these options are available to you, you may sign a Self-Declaration statement self-declaring your income.

### **What are the benefits of registering my FasTrak® toll transponder?**

The FasTrak® toll transponder also allows you to use Express Lanes for free or at a discount if you meet vehicle occupancy requirements even after the \$100 is spent down. Please visit: <https://511.org/driving/express-lanes> for more information about these discounts. The Core Services Agency associate who enrolls you in the Program will walk you through the online FasTrak® registration process at the time of your enrollment.

### **What if I already have a FasTrak® toll transponder?**

You are still eligible. If you have a FasTrak® account and a registered toll transponder already, you may add the transponder you receive through the Community Transportation Benefits Program to your existing account.

### **Do I have to register my Clipper Card?**

No, you do not need to register your Clipper Card to spend the pre-loaded \$100. However, it is highly encouraged that you do register your Clipper Card so you can continue using it seamlessly when the \$100 runs out, for ease of renewing your benefit annually, and in case your Clipper Card is lost or stolen your money can easily be recovered.

### **Are there other transportation discount programs available to me?**

Yes, Clipper START is a regional program that provides up to 50 percent in discounts on transit fare for qualified individuals. You are eligible for Clipper START if you are a resident of the nine-county Bay Area, are 19-64 years old, and have an income of 200% of the federal poverty level or less (\$25,760 for 2021). Please note that: 1) you might qualify for the Community Transportation Benefits Program but not Clipper START due to differences in income eligibility for each program, and 2) in order to participate in Clipper START you will need a different Clipper Card than the one with the \$100 benefit

### **What happens after the \$100 runs out?**

If you select the Clipper Card benefit, you may continue using the card and will need to load additional funds to pay for future transit trips after the \$100 benefit is expended. For more information about loading funds on to Clipper Card or registering your Clipper Card, please visit: [www.ClipperCard.com](http://www.ClipperCard.com).

If you select the FasTrak® toll transponder benefit, to continue to use your transponder to pay for tolls on the region's Express Lanes and toll bridges, you will need to add value to avoid toll evasion penalties. Please visit [www.bayareafastrak.org](http://www.bayareafastrak.org) for more details.