

NOTICE
MUNI REGIONAL TRANSIT CONNECTION (RTC)
DISCOUNT ID CARD CUSTOMERS
YOU MUST LOAD YOUR DISCOUNTED MONTHLY PASS TO
YOUR RTC DISCOUNT PHOTO ID CARD

Where to load your pass:

- a. At a Muni Ticket Vending Machine (available in Metro Subway Stations)
- b. By phone or online (877.878.8883 or clippercard.com).
- c. At a Clipper retailer, participating Walgreens, call 877.878.8883 or go online for other outlets

If you haven't loaded a pass to your RTC Discount Photo ID card and you know the card is damaged/defective:

- Call the RTC Hotline at 415.701.5435 to report your card damaged / defective
 - If your card is damaged, a \$5 fee will be charged
- Do not throw your defective card away
- A replacement card will be processed within 7 business days
- In the meantime, temporary stickers are available for purchase while you wait for your replacement card. Safeway stores are selling these monthly stickers, as are 16 other neighborhood outlets. Call 311 for a complete listing.
- After 7 business days from reporting your card defective, call the RTC Office 701.5025 at 1 So. Van Ness to ensure your card is ready to pick up
- Bring your old card to the RTC Office to exchange for the replacement card



If you have loaded a pass to your RTC Discount Photo ID card and now it's not working

- Take your ID card and receipt of pass purchase to one of the two following locations: (If you don't have a receipt, they will attempt to confirm your purchase)
 - RTC Office at 1 So. Van Ness – Mon. – Wed. 10:30 a.m. to 4:00 p.m.
 - Customer Service Center at 11 So. Van Ness – Mon.– Fri. 8 a.m. – 5 p.m.
- You will receive a sticker to use on your defective card while your replacement is being processed (about 7 business days)

If you want to check to see if RTC Discount Photo ID card is working

- Go to a Muni Ticket Vending Machine (in Metro Subway Stations)
 - Select "View Balance"
 - Hold card to Clipper Insignia
 - If screen changes, it works!
- Use the Transponder on the bus
 - Hold card to Clipper insignia on transponder
 - If it beeps or lights flash, it works!

ANY QUESTIONS, CALL 311

RTC Discount ID Muni Monthly Sticker Retailers

Retailer	Address	Zip Code
In San Francisco		
San Francisco City Hall	1 Carlton B. Goodlett Pl.	94102
Powell Street Ticket Kiosk	Foot of Powell at Market	94102
SFMTA Customer Service	11 South Van Ness	94103
Safeway	2300 16th St.	94103
Brownie's Hardware	1563 Polk St.	94109
United Cash A Check	2005 Mission St.	94110
Safeway	3350 Mission St.	94110
Bay Crossings – Clipper Customer Service	1 Ferry Building #22	94111
Bay Crossings – Clipper Customer Service	Embarcadero Station	94111
Daniel's Pharmacy	943 Geneva Ave.	94112
Safeway	4950 Mission	94112
Rossi's Deli	426 Castro St.	94114
Charlie's Drugs	1101 Fillmore St.	94115
Safeway	1335 Webster St.	94115
Safeway	730 Taraval St.	94116
Safeway	2020 Market St.	94117
Food 24 Hour	500 Clement St.	94118
Safeway	735 7th Ave.	94118
Safeway	850 La Playa	94121
Ace Pharmacy	2505 Noriega St.	94122
Safeway	2350 Noriega St.	94122
Safeway	15 Maria Blvd.	94123
Kennedy Liquors	4600 3rd St.	94124
Shun Lee Market	2400 Bayshore Blvd.	94124
Safeway	625 Monterey Blvd.	94127
Photo Focus	1100 Stockton St.	94131
Safeway	5290 Diamond Heights Blvd.	94131
Safeway	300 Bay St.	94133
In Daly City		
Safeway	85 Westlake Shopping Ctr.	94015