



Mobility Options Manual

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Note: By signing the Clean Cars for All Terms & Conditions before your Award, all grantees agree to follow the procedures outlined in this document. Failure to abide by all applicable guidelines will result in forfeiture of the award and/or reimbursement to the Air District for grant funds spent in violation of the guidelines. The Air District reserves the right to modify the Clean Cars for All Program Terms and Conditions at its discretion.

Clean Cars for All – Mobility Options

Through the Clean Cars for All (CCFA) program, the Bay Area Air Quality Management District (Air District) offers income-qualified Bay Area residents grants to retire their old car and replace it with a hybrid, plug-in hybrid (PHEV), battery (BEV), or hydrogen fuel cell electric vehicle (Figure 1). Instead of a vehicle replacement, grantees can also choose the mobility option, which includes a pre-paid card for public transit and the purchase of an electric bicycle (e-bike).

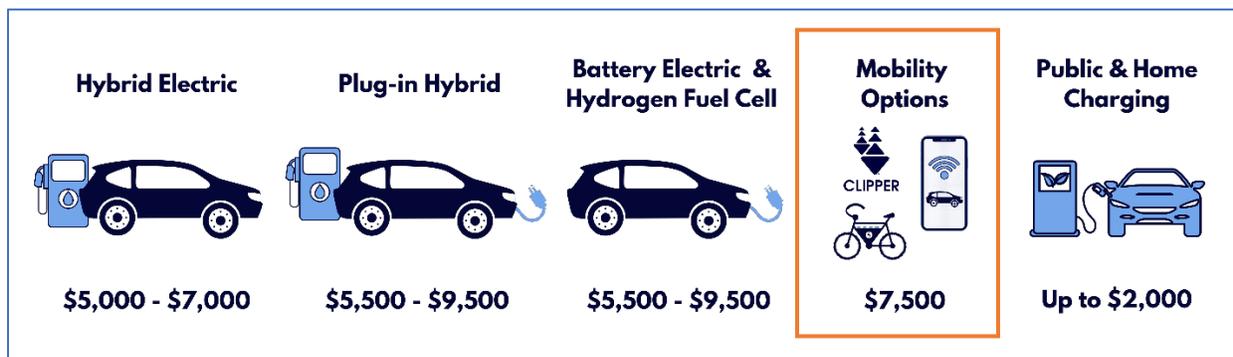


Figure 1. CCFA Grant Options

Bay Area residents must complete an application to verify their eligibility for CCFA. Once an application is approved, a prospective grantee must bring their current vehicle to an authorized dismantler for a pre-inspection to verify vehicle eligibility. If the vehicle passes pre-inspection, the prospective grantee will be sent the CCFA Terms and Conditions to sign. After signing the Terms and Conditions, Grantee will receive a Clean Cars for All Award Letter that shows the selected mobility option. After receiving the mobility option funding, Grantee agrees to dismantle their old vehicle at an Air District-authorized dismantler within 14 days and the dismantler will submit proof that their vehicle was scrapped under the CCFA program. Grantee should keep a copy of their completed pre-inspection and post-inspection documents for their records. If the Air District does not receive proof that Grantee's vehicle was scrapped, Grantee agrees to return any spent grant funds to the Air District and will forfeit any remaining unspent grant funds.

Mobility option grant funding will be distributed via debit-cards (by Prepaid Expense Card Solutions, or PEX cards), that will be valid for either 30 months from the card issue date or until all funds are expended, whichever occurs sooner. Grantees may only use the funds on these cards for approved purchases under the mobility option program. **Grantees that use their PEX card for non-approved purchases must reimburse the Air District the funds spent on non-approved purchases and will forfeit their award.** Approved purchases under the mobility option program currently include Bay Area public transit fares through Clipper Card and the purchase of e-bikes and approved accessories.

1. Public Transit

Grantees that are awarded the \$7,500 grant for public transit will be mailed a pre-paid PEX card within approximately 30 days of the Award Letter issue date. The card will be loaded with the full grant amount but will include a monthly spending limit of \$300 per person in the household. Household is defined as all individuals included in the tax return or the income affidavit submitted with the Clean Cars for All application. To request additional funds once the original monthly allowance has been spent, contact staff at cleancarsforall@baaqmd.gov.

This card can only be used to load funds onto a **Clipper Card** (clippercard.com), which must be used by Grantee (and members of their household as indicated on their CCFA application) on any of the following Bay Area transit systems:

- AC Transit
- BART
- Caltrain
- City Coach
- County Connection
- Dumbarton Express
- FAST
- Golden Gate Transit and Ferry
- Marin Transit
- Muni
- Petaluma Transit
- SamTrans
- San Francisco Bay Ferry
- Santa Rosa CityBus
- SolTrans
- Sonoma County Transit
- Tri Delta Transit
- Union City Transit
- VINE
- VTA
- WestCAT
- Wheels

Grantee agrees that Grantee may not use PEX card for any purpose other than the purchase of public transit funds via Clipper Card to be used for public transit by Grantee and members of their household unless Grantee has selected, and the Air District has approved, pairing the Public Transit mobility option with another mobility option, in which case funds may be used for both public transit and another Air District-approved mobility option. Use of PEX card for any purpose other than that allowed in this manual is prohibited and Grantee agrees that will Grantee be required to reimburse the Air District for any ineligible purchases. Grantee agrees that PEX card and Clipper cards may not be sold, nor can they be transferred to anyone outside of the Grantee's household. Grantee agrees that failure to abide by all applicable guidelines in this Manual will also result in forfeiture of any remaining funds in the grant award.

Instructions for using PEX card are included in the CCFA PEX Public Transit Card Quick Start Guide (Attachment 1). Helpful tips for using the PEX card can be found in the Cardholder Guide section here: <https://support.pexcard.com/s/hc>. General questions regarding PEX card functionality and other customer service requests should be directed to PEX at <https://support.pexcard.com> or **866-685-0898**. Do not contact the Air District regarding issues with your PEX card.

2. Electric Bicycles

Grantees that are awarded the \$7,500 grant to purchase an e-bike(s) will be mailed a pre-paid PEX card within approximately 30 days of the Award Letter issue date. **The card will be loaded with the full grant amount but will not be activated until the Grantee receives Air District approval for their selected e-bike(s) and accessories.** Request emails for e-bikes and accessories must include a weblink or photo of in-store price ticket and operation information. All prices must be shown in the email and Clean Cars for All staff must be able to verify the price using the information provided in the request email. Once approved, the Grantee's PEX card will be activated and can be used to purchase the e-bike(s) and accessories. Grantees must submit receipts to cleancarsforall@baagmd.gov the day the purchase is made and photos of the e-bike and the permanent label that contains the classification number, top assisted speed, and motor wattage. If the e-bike is ordered online, the photos may be provided once the bike is received.

Grantee may purchase multiple e-bikes up to the number of people in their household as listed in their application. For example, a family of four may purchase up to four e-bikes, while an individual applicant with a household of one may only purchase one e-bike.

Eligible e-bikes are defined as a bicycle equipped with fully operable pedals and an electric motor of 750 watts or less and include Class 1, 2, and 3 e-bikes as defined in [Section 312.5](#) of the California Vehicle Code. Grantee must purchase an e-bike and no conversions, retrofits, bicycles, mopeds or scooters are allowed. There are no restrictions on makes or models of e-bikes or accessories. Grantees may only purchase the accessories listed below using the \$7,500 grant. There are no price caps on e-bikes or accessories. Grantees must check to make sure all accessories will fit their e-bike, returns using the PEX card will be reviewed on a case-by-case basis.

Grantee will be required to own the e-bike and accessories purchased for 12 months, however if a bicycle is lost or stolen, the grantee will not be required to pay back any portion of the grant. This is a preventative measure to deter a grantee from selling their e-bike or accessories. If the Air District becomes aware of a grantee that sells their e-bike or accessories, the Air District will review the situation on a case-by-case basis and may seek a pro-rated reimbursement of the e-bike and accessories from the grantee.

Approved E-bike Accessories

Safety

- Helmet - [Multi-directional Impact Protection System](#) (MIPS) style is recommended.
- Bright colored/reflective jacket or vest
- Lights (2)
- Fenders
- Bell or horn
- Pant clips

Security

- Lock (2) - Locks must be heavy duty and be equipped with a keyed U bolt or chain. Combination and cable locks are ineligible. Locks should be rated Sold Secure Gold or ART 3 stars or higher.
- Wheel and seat security - Options include one or more cables that can be locked with the main lock (or cable locks), security skewers, and pin lock bolts and seat post lock or cable.
- Lockable battery
- GPS tracker
- Secure bike parking - Membership to [Bike Link](#) or use of [Clipper](#) card at bicycle parking facilities.

Carrying capacity

- Cargo rack
- Panniers (2)
- Child seats and/or bars
- Bicycle strollers or trailers – used to haul or transport children or cargo.
- Front basket

Tools and Accessories

- Pump and pressure gauge
- Patch kit and spare tubes (2)
- Tire irons and levers
- Wrench and hex key set

- Chain lubricant
- Chain wear gauge
- Kickstand

Service and Support

- Assembly and installation – shipping of special orders, assembly of the bike and installation of purchased accessories are eligible costs under the program and are recommended to ensure reliable professional assembly.

3. Combining Mobility Options

Grantees may select to combine any mobility options up to the \$7,500 grant. After purchasing e-bike(s) and accessories, remaining funds will be automatically converted to public transportation funds to load onto a Clipper Card (e.g. one e-bike for \$4,000 and \$3,500 to spend on public transit). Grantees that combine mobility options must comply with all requirements outlined in the sections above.

4. Frequently Asked Questions and Further Requirements

Where is my card?

Once you receive your Award Letter, CCFA staff will contact you to confirm your mobility option selection. Shortly thereafter, we will order your PEX card and ship your card directly to your residence as it appeared on your original application. PEX cards are sent via USPS in plain white envelopes, with the cardholder name and delivery address showing in the address window. For security reasons, there is no reference to PEX on the envelopes.

If you do not receive the card 30 days after you receive your Award Letter, contact staff at cleancarsforall@baaqmd.gov.

How can I use the free PEX Mobile App?

Cardholders can perform key tasks quickly and easily using the free PEX Mobile App. There are PEX Mobile Apps for Android and for iOS devices. With the Apps, cardholders can:

- Check card balances
- Request funds
- Attach receipts to transactions
- Review transactions
- See the Spend Rules that govern the card
- Edit or change the cardholder's username, password, and email address
- Call Customer Support from the app

If you experience difficulties with the app, uninstall it and then reinstall it, to ensure that the latest version is in use.

Once downloaded, enter the username and password that you use for the Cardholder website and click "Login". If you do not already have a PEX username and password, then click "First Time Login" on the Mobile App home screen and follow the directions.

For more information about how to use the various features on the PEX mobile app, and step by step instructions, visit <https://support.pexcards.com/s/article?name=000001053-Mobile-App--Overview-Cardholder>

Where can I use my PEX card?

Your PEX card has spending restrictions based on your grant award. See the section pertaining to your mobility option selection above for spending restrictions.

How do I check my PEX card balance?

With a PEX Cardholder User Account, you can check your card balance easily, on the PEX Dashboard (desktop) and on the PEX Mobile App.

What if my PEX card is lost, stolen, or damaged?

Please contact cleancarsforall@baaqmd.gov immediately AND contact PEX immediately at 866-685-0898 to report lost, stolen, or damaged cards, as well as fraudulent charges.

Can I create a PEX account for everyone in my family?

Grantees cannot create more than one PEX account, but the grant funds may be used for all household members as reported on your application.

Do I need to pay taxes?

You are required to submit a W-9 to participate in this program. Funding from this program is required to be reported as taxable income. The Air District will send you a Form 1099-G in January or February of every year, reflecting funds spent on the PEX card, for you to report on your taxes until you spend the entire grant amount.

Do I need to submit anything to the Air District after I get the grant?

Grantees agree to report to the Air District confirming usage of their grant funds, by completing online surveys after receiving their award at 12 months, 24 months, and 30 months, and grantees must submit survey responses to the Air District within 14 days of the reporting due dates. Grantees will be notified by Air District of the surveys and due dates by e-mail.

What happens if I move outside of the Bay Area before the funding is spent?

Please contact cleancarsforall@baaqmd.gov 30 days before you plan to leave the Bay Area.



PEX Public Transit & E-bike Card

You have been awarded **\$7,500** on a pre-paid PEX Card through the Clean Cars for All program to use on public transit or purchase an e-bike. Here are a few things you should know before you start using your PEX card.

Where is my PEX card?

- Your PEX card should arrive in less than 30 days at the address you used to apply to Clean Cars for All.
- If you do not receive the card 30 days after you receive your Award Letter, contact us at CleanCarsforAll@baaqmd.gov.

How do I set up my PEX card?

- When you first receive your PEX Card, go to dashboard.pexcard.com/registration and follow the prompts to register your card.
- You will be asked for your 16 digit card number, and a six-digit verification code which will be sent to the email address on file for the card.

What can I use my PEX card for?

- Public Transit: you can only use your card to load funds onto Clipper Cards: www.clippercard.com/ClipperWeb/getTranslink.do
- E-bikes: email Clean Cars for All for approval to use your PEX card to buy the e-bike and accessories you have selected from the authorized list.
- Any other transactions will be denied and you may risk losing your grant.

How much money is on my PEX card?

- After you set up your PEX account, you can manage your account and check your PEX Card balance on the website (dashboard.pexcard.com) the mobile app, or call **866-685-0898**.
- Your PEX card will be loaded with a specific amount of money each month, determined by your household size. Contact us to change this amount at CleanCarsforAll@baaqmd.gov.

For answers to common questions see <https://support.pexcard.com>