

Overview of the Reduced Fare Eligibility Requirements

As a recipient of federal funding, Valley Metro is required to provide a reduced fare to seniors (ages 65 and older) and individuals with disabilities at a rate of not more than 50% of the regular local fare. Valley Metro has extended eligibility of this program to youth ages 6 through 18. Under this program, seniors and individuals with a disability are defined as those individuals who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability, including those who are non ambulatory using a mobility aid and those with semi-ambulatory capabilities, **are unable without special facilities or special planning or design to utilize mass transportation facilities and services as effectively as persons who are not so affected.** (Title 49 CFR 609.3—Definitions)

The qualifying disability must result in a reduced capacity to perform actions necessary for the use of Valley Metro regular fixed-route services without receiving special training or assistance. If the diagnosis listed on the application does not clearly meet this standard, the certifying healthcare professional is required to provide a narrative description identifying the specific features of Valley Metro’s fixed-route services that the applicant cannot use without special training or assistance. The “special training or assistance” must be different than the orientation required for all first-time users (disabled and non-disabled) of public transit.

PERSONS ELIGIBLE FOR REDUCED FARE AND ACCEPTABLE FORMS OF IDENTIFICATION

To qualify for a reduced fare on local bus routes and light rail, passengers must be prepared to show proof of eligibility at the time of boarding. Youth, senior, or Medicare cardholders are not required to obtain a Valley Metro Reduced Fare ID card if they have the appropriate identification. Acceptable forms of ID are listed below for each qualifying category:

Persons Eligible for Reduced Fare	Acceptable Forms of Identification
Youth (Ages 6 through 18)	Valley Metro Reduced Fare ID Card, Driver’s License or State ID Card, or school ID with photo and current school year
Senior (Ages 65 and older)	Valley Metro Reduced Fare ID Card, Driver’s License or State ID Card, or Medicare Card and photo ID
Medicare Cardholder	Valley Metro Reduced Fare ID Card or Medicare Card and photo ID
Persons with a Disability	Valley Metro Reduced Fare ID Card or Medicare Card and photo ID

APPLICATION INSTRUCTIONS

YOUTH, SENIOR OR MEDICARE CARDHOLDERS

- To obtain a Valley Metro Reduced Fare ID card, complete **SECTION I** and **SECTION 2** of the application, and take the application to a Valley Metro photo ID site. For a list of photo ID sites, go to Valleymetro.org/paying_your_fare/reduced_fare_program/ or call 602.253.5000.
- Youth and seniors must show proof of age and identity to obtain an ID card. Birth certificates and other identification—see “**Acceptable Forms of Identification**” must be presented at the time applications are submitted at the photo site. If you are under 18, or do not possess a valid photo ID, a parent or legal guardian must be present at the photo site to sign this application.
- Medicare recipients must bring a Medicare card and photo ID.
- Senior, youth and Medicare recipient applications will be accepted and processed at Valley Metro photo ID sites on the same day they are submitted.

APPLICATION INSTRUCTIONS

PERSONS WITH A DISABILITY

- To obtain a Valley Metro Reduced Fare ID card, complete **SECTION I** and **SECTION 2** of the application.
- If you qualify for Social Security Disability Income (SSDI), Supplemental Security Income (SSI) or a disability under the Department of Veteran Affairs (VA), you do not need to have this application signed by a licensed professional as long as you can provide a copy of the qualifying letter you received from one of these agencies.
- For all other disabilities, your qualified healthcare professional and/or certified agency must complete **SECTION 3**, **SECTION 4**, and **SECTION 5**. In addition, they must sign and date the application—see **SECTION 3** for a listing of qualified healthcare professionals.

The licensed professional signing this application must attach or provide one of the following types of supporting documentation to authenticate the diagnosis listed on the application:

- A signed prescription slip or medical record form that matches the diagnosis listed on the application
- A description of the diagnosis on the agency or healthcare provider's letterhead that matches the diagnosis on the application. This document must be an original and it must be signed by the professional listed on the application.
- These documents must be dated within the past 30 days.

APPLICATIONS BY MAIL INSTRUCTIONS

Applications for persons with a disability will no longer be accepted at photo ID sites. A completed application and supporting documentation must be mailed to Valley Metro for processing.

Mail to: Valley Metro Mobility Center, 4600 E. Washington, Suite 101, Phoenix, AZ 85034

- Valley Metro staff will review the application and supporting documentation and make an eligibility determination within 10 business days upon receiving your application.
- Approved applications for persons with a disability will be sent an eligibility letter, which can be presented at a photo ID site to obtain a photo ID card. Applicant must provide a valid photo ID to verify identity when they go to a photo ID site to obtain a card. For a list of photo ID sites, go to Valleymetro.org/paying_your_fare/reduced_fare_program/ or call 602.253.5000.
- **Expedited applications will be by appointment only; walk-ins will not be accepted.**
Applicants can request to come in person to the Valley Metro Mobility Center to expedite the application processing time. In addition to the \$5 fee for the initial card, an additional fee of \$5 will be charged for the expedited process. Supporting documentation must be presented at the time of the appointment to ensure the application can be processed on the same day. To schedule an appointment, call 602.716.2100, option 1.

LOST REDUCED FARE ID CARD

If you have lost your original Valley Metro Reduced Fare ID Card, do the following:

- 1 Complete **SECTION I** and **SECTION 2** of the application.
- 2 Take your completed application and proof of identity to a Valley Metro photo ID site. All applications for replacement cards will be processed at photo ID sites on the same day they are submitted. Cost is \$2.50.