

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

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TITLE: OLDER ADULT AND PERSONS WITH DISABILITIES FIXED ROUTE DISCOUNT FARE PROGRAM

Procedure History

NEW POLICY	SUMMARY OF POLICY	APPROVED
March 27, 2009	New Policy	D.B.
October 22, 2010	Revised Section 4.01, and revisions to include purchase of passes on website	E.P.

I. POLICY

- 1.01 It is the policy of the Santa Cruz Metropolitan Transit District (METRO) that older adult persons and persons with disabilities or an individual presenting a Medicare card, will be charged a discounted fare for transportation on METRO's fixed route service.
- 1.02 This policy sets forth the criteria that METRO employees must follow in order to insure that qualified individuals receive the discount that is allowed by this regulation.

II. APPLICABILITY

- 2.01 This policy is applicable to METRO employees and qualified individuals using the fixed route service.

III. DEFINITIONS

- 3.01 **"Discount Fare"** means one-half the regular fare.
- 3.02 **"Older Adult"** means any person who is at least 62 years old.
- 3.03 **"Individual with a Disability"** means an individual whose disability and/or medical condition meets one or more of the categories set forth in Section 4.04, or an individual who has one of the valid documents listed in Section 4.01(b) of this policy.
- 3.04 **"Temporary Disability"** means an individual whose disability and/or medical condition meets one or more of the categories set forth in Section 4.04, and that disability is not permanent.

IV. ELIGIBILITY

4.01 To qualify for a **discount** fare or ticket pursuant to this policy, a qualified individual must present one of the following to the bus operator, transit center ticket agent, or at a METRO Pass Outlet (See Section VIII) when paying a fixed route fare:

a. For Older adult (at least 62 years of age):

- i.) METRO Discount Photo Identification Card;
- ii.) METRO ParaCruz Identification Card;
- iii.) Paratransit Identification Card issued by another Transit Agency;
- iv.) Senior Citizen Identification Card;
- v.) Discount Photo Identification Card issued by another Transit Agency;
- vi.) Identification that displays date of birth (i.e. passport, or birth certificate);
- vii.) Current State Driver's License, or current State Identification Card;

b. For Persons with Disabilities:

- i.) METRO Discount Photo Identification Card;
- ii.) METRO ParaCruz Identification Card;
- iii.) Paratransit Identification Card issued by another Transit Agency;
- iv.) Discount Photo Identification Card issued by another Transit Agency;
- v.) Medicare Identification Card;
- vi.) Identification Card for a California Disabled Parking Placard;
- vii.) Proof of Veterans Disability-a copy of valid Service Connected Disability Identification Card or a Veterans Administration Certification demonstrating a disability rating for aid and attendance or a service-connected disability with a rating level of 50% or higher.

c. Any individual presenting a valid Medicare Identification Card. The person presenting a Medicare ID Card may be asked for additional proof of identity (i.e., another card with a photograph) to check the validity of the Medicare Card.

- 4.02 To qualify for a **METRO Discount Fare Card**, an applicant must provide METRO Customer Service with one of the valid documents listed in Section 4.01 of this policy.
- 4.03 If an individual does not have one of the valid identification cards listed in Section 4.01 of this policy, he/she may still be eligible for a **METRO Discount Fare Card**. An additional way to qualify for a **METRO Discount Fare Card** is to submit a completed “Professional Verification of Disability Status” (*Attachment A*). Attachment A must identify the appropriate eligibility category from Section 4.04 and must be completed by one of the following licensed professionals for such category:
- a. Licensed physicians with a Doctor of Medicine (M.D.) or Doctor of Osteopathic Medicine (D.O.) degree, licensed physician’s assistants and nurse practitioners may certify in all categories in which they are licensed to diagnose;
 - b. Licensed chiropractors, may certify in categories 1,2, 3 and 4;
 - c. Licensed podiatrists, may certify disabilities involving the feet under categories 1,2,3 and 4;
 - d. Licensed optometrists, may certify in category 9;
 - e. Licensed audiologists, may certify in category 10;
 - f. Licensed clinical psychologists and licensed educational psychologists, may certify in categories 12, 15, 16 and 17;
 - g. Licensed marriage family and child counselors (MFCC), marriage and family therapists, and licensed clinical social workers (LCSW) may certify in Category 17.
- 4.04 To qualify for **METRO Discount Fare Card** based on a disability, the individual must meet one of the following categories as determined by a qualified individual identified in Section 4.03:
1. **Non-ambulatory Disabilities**—Impairments that, regardless of cause, require individuals to use a wheelchair for mobility;
 2. **Mobility Aids**—Impairments that cause individuals to walk with significant difficulty, including individuals using a leg brace, cane walker, or crutches to achieve mobility;
 3. **Musculo-Skeletal Impairment (Including Arthritis)**—Musculo-skeletal impairment such as muscular dystrophy, osteogenesis imperfecta or any type of arthritis; such as functional Class III or anatomical Stage III;
 4. **Amputation** – Persons who suffer amputation of, or anatomical deformity of (i.e. loss of major function due to degenerative changes associated with vascular or neurological deficits, traumatic loss of muscle mass or tendons and x-ray evidence of bony or fibrous ankylosis at an unfavorable angle, joint subluxation or instability): (a) both hands;

- or (b) one hand and one foot; or (c) amputation of lower extremity at or above the tarsal region (one or both legs);
5. **Cerebrovascular Accident (Stroke)**—With one of the following: (a) pseudobulbar palsy; or (b) functional motor deficit in any of two extremities; or (c) ataxia affecting two extremities substantiated by appropriate cerebellar signs or proprioceptive loss post 4 months.
 6. **Pulmonary Ills**—Respiratory Impairments of Class 3 and 4. Class 3: FVC between 51 percent and 59 percent of predicted; or FEV between 41 percent and 59 percent of predicted. Class 4: FVC less than or equal to 50 percent of predicted; or FEV less than or equal to 40 percent of predicted.
 7. **Cardiac Ills**—Cardiovascular impairments of functional Class III or IV. Functional Classification: Class III: Individuals with cardiac disease resulting in marked limitation of physical activity. They are comfortable at rest. Less than ordinary physical activity causes fatigue, palpitation, dyspnea or anginal pain. For instance, inability to walk one or more level blocks or climbing a flight of ordinary stairs. Class IV: Individuals with cardiac disease resulting in inability to carry out any physical activity without discomfort. Symptoms of cardiac insufficiency or of the anginal syndrome may be present even at rest. If physical activity is undertaken, discomfort is increased.
 8. **Dialysis**—Individuals whose disability requires the use of a kidney dialysis machine.
 9. **Sight Disabilities**—Those individuals whose vision in the better eye, after best correction, is 20/200 or less; or those individuals whose visual field is contracted (commonly known as tunnel vision): (a) to 10 degrees or less from a point of fixation; or (b) so the widest diameter subtends an angle no greater than 20 degrees; and (c) individuals who are unable to read information signs or symbols for other than language reasons.
 10. **Hearing Disabilities**—Deafness or hearing incapacity that makes an individual unable to communicate or hear warning signals, including only those persons whose hearing loss is 70 dba or greater in the 500, 1000, 2000 Hz. Ranges.
 11. **Disabilities of Incoordination**—Individuals suffering faulty coordination or palsy from brain, spinal or peripheral nerve injury and any person with a functional nerve injury and any person with a functional motor deficit in any two limbs or who suffers manifestations which significantly reduce mobility, coordination or perceptiveness not accounted for in previous categories;
 12. **Intellectual Disability**—Individuals characterized by significant limitations both in intellectual functioning and in adaptive behavior as

expressed in conceptual, social, and practical adaptive skills. This disability generally originates during the developmental period before the age of 18 or as the result of illness or accident later in life and is associated with impairment in adaptive behavior (a general guideline is an IQ which is more than two standard deviations below the norm).

13. **Cerebral Palsy**—A disorder dating from birth or early infancy or as the result of illness or accident later in life, non-progressive, although if not treated there is marked regression in functioning characterized by examples of aberrations of motor functions (paralysis, weakness, incoordination) and often other manifestations of organic brain damage such as sensory disorders, seizures, mental retardation, learning difficulty and behavioral disorders.
14. **Epilepsy (Convulsive Disorder)**—A clinical disorder involving impairment of consciousness, characterized by seizures (e.g., generalized, complex partial, major motor, grand mal, petit mal or psychomotor), occurring more frequently than once a month in spite of prescribed treatment, with (a) diurnal episodes (loss of consciousness and convulsive seizure); (b) nocturnal episodes which show residual interfering with activity during the day; or (c) a disorder involving absence (petit mal) or mild partial (psychomotor) seizures occurring more frequently than once per week in spite of prescribed treatment with 1) Alteration of awareness or loss of consciousness; and 2) Transient postictal manifestations of conventional or antisocial behavior. Person exhibiting seizure-free control for a continuous period of more than six (6) months duration are not included in the statement of Epilepsy defined in this category.
15. **Infantile Autism**—A syndrome described as consisting of withdrawal, very inadequate social relationships, language disturbance and monotonously repetitive motor behavior. Many children with autism will also be seriously impaired in general intellectual functioning. This syndrome usually appears before the age of six and is characterized by severe withdrawal and inappropriate response to external stimuli.
16. **Neurological Impairment**—A syndrome characterized by learning, perception and/or behavioral disorders of an individual who's IQ is not less than two standard deviations below the norm. These characteristics exist as a result of brain dysfunctions (any disorder in learning using the senses), neurologic disorder or any damage to the central nervous system, whether due to genetic, hereditary, accident or illness factors. This section includes people with severe gait problems who are restricted in mobility.
17. **Mental Disorders**—Individuals whose mental impairment substantially limits one or more of their major life activities. This includes inability to learn, work or care for oneself. A principal diagnosis from the SSM

IV classification in one of the following areas is required for eligibility: Organic Mental Disorders, Schizophrenic Disorders, Paranoid Disorders, Psychotic Disorders not elsewhere classified, Affective Disorders, Somata Form Disorders, Dissociative Disorders, Adjustment Disorders, Psychological Factors Affecting Physical Condition, and Post Traumatic Stress Syndrome. These diagnoses must be at Class 3 to 5 levels:

- Class 3-Moderate Impairment. Levels compatible with some, but not all, useful functions.
- Class 4-Marked Impairment. Levels significantly impede useful functioning.
- Class 5-Extreme Impairment. Levels preclude useful functioning,

(**Note:** If a person's disorder is in remission or primary incapacity is acute or chronic alcoholism or drug addiction, they are specifically excluded from discount fare eligibility.)

18. **Chronic Progressive Debilitating Disorders**—Individuals who experience chronic and progressive debilitating diseases that are characterized by constitutional symptoms such as fatigue, weakness, weight loss, pain and changes in mental status that, taken together, interfere in the activities of daily living and significantly impair mobility. Examples of such disorders include: (a) Progressive, uncontrollable malignancies (i.e., terminal malignancies or malignancies being treated with aggressive radiation or chemotherapy); (b) Advanced connective tissue diseases (i.e., advance stages of disseminated lupus erythematosus, scleroderma or polyarteritis nodosa); (c) Symptomatic HIV infection (i.e., AIDS or ARC) in CDC defined clinical categories B and C.

19. **Multiple Impairments**—This category may include, but not be limited to, persons disabled by the combined effects of more than one impairment, including those related to age. The individual impairments themselves may not be severe enough to qualify as a Transit Dysfunction; however, the combined effects of the disabilities may qualify the individual for the program.

V. PURCHASING METRO DISCOUNT ID CARDS

5.01 An eligible individual may purchase a METRO **Discount Fare Card** at either of the following locations at the times indicated:

- a. Santa Cruz Metro Center (Pacific Station) Information Booth on weekdays. Please contact (831-425-8600) METRO for specific times.

- b. Watsonville Transit Center at West Lake and Rodriguez Streets every Tuesday generally. Please contact (831-425-8600) METRO for specific times.
- 5.02 An eligible individual must present one of the forms of Identification listed in Section 4.01 or other acceptable proof of age in order to qualify for a METRO Discount Fare Card based on being 62 years of age or older.
- 5.03 a. To purchase a **METRO Discount Fare Card** based on disability without proof of disability set forth in Section 4.01(b), the individual must provide a completed “Professional Verification of Disability Status” (*Attachment A*). Attachment A must be certified by a licensed medical practitioner or other licensed professional verifying that the individual has a disability (see Section IV), which may qualify the individual for a discounted fare.

*** Verification of Disability Status Forms can be picked up at:**

Santa Cruz Metro Center (Pacific Station) Information Booth, or requested by phone at (831) 425-8600;

METRO’s Accessible Services Coordinator at (831) 423-3868 or the California Relay System at 800-735-2929.

The forms are also available on-line at METRO’s website:
www.scmttd.com

- b. **COST OF DISCOUNT FARE CARD:** Those eligible individuals will pay \$2.00 for the Card. In the event that the Discount Fare Card is lost, METRO charges a \$2.00 replacement fee for the first lost card, and \$5.00 for the replacement of a lost card thereafter.
- 5.04 Children (under the age of 18) of METRO passengers using a METRO Discount Fare Card can ride at the discounted rate when accompanying their qualifying parent. Parents must complete a registration form (*Attachment B*), available at the Santa Cruz Metro Center (Pacific Station) and Watsonville Transit Centers to qualify for this extended coverage. The registration form is also available on METRO’s website (www.scmttd.com).

VI. PERSONAL CARE ATTENDANTS

- 6.01 Persons with Disabilities are eligible to have one personal care attendant travel with him/her without paying a second fare. To qualify, the Verification of Disability Status Form must indicate a need for a Personal Care Attendant, which is certified by a licensed medical practitioner or other licensed professional. Upon acceptance by METRO, the eligible individual will be provided with specific identification that authorizes transportation with one Personal Care Attendant.
- 6.02 An individual who has a METRO Discount Fare Card or Paratransit Card issued by another Transit Agency, or a METRO ParaCruz Eligibility Card, which indicates the

need for one Personal Care Attendant, may ride on METRO's fixed route with one Personal Care Attendant without paying a second fare.

VII. TEMPORARY DISABILITIES

- 7.01 Persons with temporary disabilities, who meet one or more of the Categories listed in Section 4.04 of this Policy, may qualify for a Temporary (non-permanent) METRO **Discount Fare Card** (Peach colored Discount Card).
- 7.02 This Temporary Discount Fare Card will reflect an expiration date, which corresponds with the individual's "Certification of Disability Status" Form. Once expired, the person would be required to receive a new "Certification of Disability Status" Form from a licensed professional in Section 4.03 in order to extend his/her METRO **Discount Fare Card**.

VIII. METRO PASS OUTLETS

- 8.01 METRO Bus Passes can be purchased starting five working days prior to the beginning of the month at the following locations:

APTOS

*Community Bridges/Lift Line, 236 Santa Cruz Avenue

BOULDER CREEK

Boulder Creek Pharmacy, 13081 Highway 9

CAPITOLA

SaveMart Supermarket, 1475 – 41st Avenue

FELTON

Felton Pharmacy (inside New Leaf Market), 6240 Highway 9

LIVE OAK

*Live Oak Family Resource Center, 1438 Capitola Road

SANTA CRUZ

*Metro Center, 920 Pacific Avenue

*Emily's Bakery, 1129 Mission Street (Mission & Laurel)

*Walgreen's Pharmacy, 1718 Soquel Avenue

SCOTTS VALLEY

*Epic Adventure Games, 222 Mt. Hermon Road, Suite A

WATSONVILLE

SaveMart Supermarket, 1465 Main Street

Watsonville Transit Center, 475 Rodriguez Street

*Highway 17 Monthly Pass sold only at these locations. All bus passes, including the Highway 17 Monthly Pass may be purchased by mail using the order form provided inside the *Headways* bus schedule, and are available for purchase on METRO's website www.scmtd.com.

IX. ORDER PASSES BY MAIL

- 9.01 Individuals who currently hold a valid METRO **Discount Fare Card**, or have previously purchased Discounted Passes and are on file with Santa Cruz METRO, can order bus passes by mail and on METRO's website. The form is available in the *METRO Headways*, at the METRO Information Booth (Pacific Station), and on METRO's website www.scmtd.com. Mail the completed form along with a self-addressed, stamped envelope to:

**Santa Cruz Metro
920 Pacific Avenue, Suite 21
Santa Cruz, CA 95060**

- 9.02 Please allow 7 business days from the date the order is received by METRO. If you have any questions regarding orders for discount passes, call (831) 425-3822.

X. ADMINISTRATION OF REGULATION

- 10.01 The Operations Manager or designee is responsible for the following:
- a. Ensuring that this regulation is disseminated to all existing fixed route drivers, customer service agents and transit center ticket agents.
 - b. Ensuring that this regulation is disseminated to all new and future fixed route drivers, customer service agents and transit center ticket agents.
 - c. Providing guidance, training and assistance to all employees, customer service agents and transit center ticket agents who are responsible for issuing METRO Discount ID Cards and passes.
- 10.02 METRO will integrate the METRO Discount Fare Card Program into its Policies and Procedures.

Attachment A

PROFESSIONAL VERIFICATION OF DISABILITY STATUS

I, _____ agree to the release of the medical information disclosed on this form to the Santa Cruz Metropolitan Transit District for the purpose of METRO Discount Fare eligibility.

INDIVIDUAL'S SIGNATURE: _____ **Date:** _____

Date of Birth: _____

This portion of form to be completed by a **Licensed Professional as described in Regulation #AR-1028, Section 4.03 (i.e.: licensed physician, chiropractor, podiatrist, optometrist, audiologist, clinical psychologist, marriage & family counselor, as appropriate, based on disability category).*

PROFESSIONAL VERIFICATION:

The above named individual has requested a Discounted Fare from Santa Cruz METRO Transit District. By my signature, I certify that the information below is true and correct. **I have reviewed the eligibility criteria as outlined in Regulation #AR-1028 - Section IV re: Eligibility and determined that my client is eligible for this program.**

The individual identified above is eligible for a discounted fare, due to his/her illness, injury, or incapacity, as listed below: (Check all that apply)

- The above named individual is a person who by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability (including, any individual who is a wheelchair user or has semi-ambulatory capabilities), is unable, without special facilities, planning, or design, to utilize public transportation facilities and services as effectively as a person who is not so affected. (***See Section 4.04 for Category descriptions**). Please list the Category disability that this individual has _____.
- The Disability is permanent.
- The disability is not permanent and will expire on _____.
- The above named individual requires the use of a **Personal Care Attendant (PCA)**.
How long do you anticipate the need for a PCA?
 Permanent; or Temporary

(Specify expiration date)

Signature of Licensed Professional: _____ **Date:** _____

Print Name of Licensed Professional: _____

Professional Title: _____ **License Number:** _____

Address: _____

Telephone: () _____



Attachment B
REQUEST FOR REDUCED CHILDREN'S FARE
WITH DISCOUNT FARE CARD

I wish to request certification to allow my children, under the age of 18, (listed below) to travel with me when I use my Discount Fare Card and pay the Disability Reduced Fare while traveling on METRO Fixed Route service.

CHILDREN:

Name: _____

Name: _____

Name: _____

Name: _____

Discount Fare Card Holder:

Print Name: _____

Address: _____

Signature: _____ *Date:* _____

After completing the top portion of this form, please submit the completed form to the Customer Service Agent at Santa Cruz Metro Center (Pacific Station), or Watsonville Transit Center. The Customer Service Agent will then place a sticker on your Discount Fare Card, which allows you to pay a Discounted Fare for your children when they accompany you on METRO Fixed Route bus service.