

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.
September 26, 2014	Update METRO Pass Outlets, add Ticket Vending Machine locations and revise Attachment A	D.B.

I. POLICY

- 1.01 It is the policy of the Santa Cruz Metropolitan Transit District (Santa Cruz 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 Santa Cruz METRO's fixed route service.
- 1.02 This policy sets forth the criteria that Santa Cruz 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 Santa Cruz 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 Santa Cruz METRO Pass Outlet (See Section VIII) when paying a fixed route fare:

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

- i.)** Santa Cruz METRO Discount Photo Identification Card;
- ii.)** Santa Cruz 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.)** Santa Cruz METRO Discount Photo Identification Card;
- ii.)** Santa Cruz 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.)** California Disabled Identification Card;
- 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.

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, developmental disabilities, 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 SANTA CRUZ METRO DISCOUNT ID CARDS

5.01 An eligible individual may purchase a Santa Cruz 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) Santa Cruz METRO for specific times.
 - b. Watsonville Transit Center at West Lake and Rodriguez Streets the second Tuesday of every month by appointment ONLY. Please contact (831-425-8600) Santa Cruz METRO to make an appointment.
- 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 Santa Cruz METRO Discount Fare Card based on being 62 years of age or older.
- 5.03 a. To purchase a Santa Cruz METRO **Discount Fare Card** based on disability without proof of disability set forth in Section 4.01(b), the individual must provide a completed “Discount Fare Application” (*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.

***Discount Fare Applications can be picked up at:**

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

Santa Cruz 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 Santa Cruz METRO’s website:
www.scmtd.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, Santa Cruz 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 Santa Cruz METRO passengers using a Santa Cruz 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 Pacific Station and Watsonville Transit Centers to qualify for this extended coverage. The registration form is also available on Santa Cruz METRO’s website (www.scmtd.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 Santa Cruz 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 Santa Cruz METRO Discount Fare Card or Paratransit Card issued by another Transit Agency, or a Santa Cruz METRO ParaCruz Eligibility Card, which indicates the need for one Personal Care Attendant, may ride on Santa Cruz 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) Santa Cruz 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 Santa Cruz METRO **Discount Fare Card**.

VIII. SANTA CRUZ METRO PASS VENDORS AND TICKET VENDING MACHINE LOCATIONS

- 8.01 a. Santa Cruz METRO Bus Passes and Highway 17 Monthly Passes can be purchased at the following locations. Ticket Vending Machine (TVM) hours are indicated after each TVM location below.
- b. Reloadable CRUZ Cards may **ONLY** be purchased at Pacific Station, on Santa Cruz METRO's website (www.scmttd.com/en/fares/buy-passes-online), or by mail-order (*See Section 9.01 below*). CRUZ Cards are not available from Pass Vendors or TVMs).

APTOS

*Cabrillo College, 6500 Soquel Drive – Ticket Vending Machine (24 hrs/7 days a week)

BOULDER CREEK

Boulder Creek Pharmacy, 13081 Highway 9 (338-2144)

CAPITOLA

SaveMart Supermarket, 1475 – 41st Avenue (462-6917)

Capitola Mall, 1855- 41st Avenue – Ticket Vending Machine (24/7)

LIVE OAK

Live Oak Family Resource Center, 1740 17th Avenue (476-7284)

SANTA CRUZ

Metro Center (Pacific Station) - 920 Pacific Avenue

- Customer Service Information Booth (Mon-Fri 7am – 5:30pm) (425-8600)
- Ticket Vending Machine (6am – 11pm)

Walgreen's Pharmacy, 1718 Soquel Avenue (425-1910)

SCOTTS VALLEY

Cavallaro Transit Center, 246 Kings Village Road – Ticket Vending Machine (24/7)

WATSONVILLE

Food Maxx, 1465 Main Street (768-1483)

Watsonville Transit Center, 475 Rodriguez Street – Ticket Vending Machine (7am – 9pm) (724-9564)

IX. ORDER PASSES BY MAIL

9.01 Individuals who currently hold a valid Santa Cruz 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 Santa Cruz METRO's website. The form is available at the Information Booth at Pacific Station and on Santa Cruz METRO's website **www.scmttd.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 Santa Cruz 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 Santa Cruz METRO Discount ID Cards and passes.

10.02 Santa Cruz METRO will integrate the Santa Cruz METRO Discount Fare Card Program into its Policies and Procedures.