



**LANE TRANSIT DISTRICT
BOARD OF DIRECTORS
ACCESSIBLE TRANSPORTATION COMMITTEE**

**Tuesday, September 19, 2017
10:00 a.m.**

**NEXT STOP CENTER
1099 Olive Street, Eugene
(at the Eugene Station)**

AGENDA

Page

I. CALL TO ORDER

II. ROLL CALL

- Bill Morganti Pete Barron Stefan Kwiatkowski Tim Shearer
- Rachel Jacobsen April Wick Salish 'Say' Davis Ruth Linoz
- Josh Haring Aline Goddard Vacant Scott Whetham Paul Blalock
- Eleanor Mulder Annie Saville Ed Necker Hoover Chambliss

III. ANNOUNCEMENTS AND ADDITIONS TO AGENDA

IV. AUDIENCE PARTICIPATION (10 minutes)

- ◆ *Public Comment Note: This part of the agenda is reserved for members of the public to address the Board on any issue. The person speaking is requested to sign-in on the Audience Participation form for submittal to the Clerk of the Board. When your name is called, please step up to the podium and give your name and address for the audio record. If you are unable to utilize the podium, you may address the Board from your seat.*
- ◆ *Citizens testifying are asked to limit testimony to three minutes.*

V. ITEMS FOR ACTION AT THIS MEETING

- A. APPROVAL OF MEETING MINUTES (1 minute) 3**
Minutes of the June 20, 2017, Accessible Transportation Committee Meeting
- B. MEDICAL TRANSPORTATION MANAGEMENT (MTM) INTRODUCTIONS (15 minutes)**
Introductions with staff from the new RideSource program provider.
- C. MEMBERSHIP ROSTER (15 minutes) 9**
We will have several vacant seats and members up for renewal, and are accepting applications. We will plan to vote for membership changes at the October meeting, and also have new members via appointment.

D. EZ ACCESS UPDATES

(30 minutes)

11

An effort to simplify and restructure the EZ Access half fare program.

E. 3/4 MILE ADA BOUNDARY

(15 minutes)

LTD has historically used discretion to extend ADA service to those who more than ¾ of a mile outside the fixed route service boundary, which can create some logistical challenges for RideSource when providing rides. Staff recommendation is to continue current practice for all current RideSource riders, but to maintain a strict ¾ mile ADA boundary for all new RideSource riders.

PROPOSED MOTION: *I move to recommend that LTD adopt a ¾ mile ADA boundary for new riders as proposed/amended.*

VI. PROGRAM UPDATES: Information Only

(2 minutes)

- A. Lane Transit District – Cosette Rees
- B. RideSource Call Center Advisory Committee – Kris Lyon
- C. RideSource Call Center
- D. RideSource ADA paratransit
- E. South Lane Wheels (Cottage Grove) – Ruth Linoz
- F. Florence Rhody Express – Josh Haring
- G. Oakridge / Diamond Express
- H. White Bird Clinic
- I. Alternative Work Concepts – Scott Whetham
- J. LCOG Senior & Disability Services – Rachel Jacobsen
- K. LILA – Tim Shearer
- L. Full Access – April Wick
- M. Other

VIII. NEXT MEETING: Tuesday, October 17, 2017

IX. ADJOURNMENT

The facility used for this meeting is wheelchair accessible. If you require any special physical or language accommodations, including alternative formats of printed materials, please contact LTD's Administration office as far in advance of the meeting as possible and no later than 48 hours prior to the meeting. To request these arrangements, please call 682-5555 (voice) or 7-1-1 (TTY, through Oregon Relay, for persons with hearing impairments.

MINUTES OF THE MEETING
ACCESSIBLE TRANSPORTATION COMMITTEE

June 20, 2017

10 am – Noon

Next Stop Center – Eugene Station
1099 Olive Street – Eugene, Oregon

MEMBERS PRESENT:

Bill Morganti	Ed Necker (<i>Ex Officio</i>)
Eleanor Mulder	April Wick
Paul Blaylock	Annie Saville
Stefan Kwiatkowski	Hoover Chambliss (non-voting)
Aline Goddard	Tim Shearer
Scott Whetham	Rachel Jacobson

STAFF:

Cosette Rees
John Ahlen

CALL TO ORDER: Mr. Kwiatkowski called the meeting to order at 10:01 a.m.

Ms. Saville arrived at 10:02 a.m.

INTRODUCTIONS, ANNOUNCEMENTS, AGENDA REVIEW: None.

AUDIENCE PARTICIPATION: There was no one present who wished to speak.

APPROVAL OF MEETING MINUTES: Mr. Necker noted that he was not noted as present or absent in the minutes. He, however, was present and suggested that the notes were updated to indicate so.

Mr. Morganti, seconded by Mr. Kwiatkowski, moved to approve the May 16, 2017, minutes as amended with the addition of Mr. Necker to the members present list. The motion carried unanimously, 6:0; Ms. Wick and Mr. Shearer abstained from voting.

SPECIAL MOBILITY SERVICES RECOGNITION: Mr. Ahlen announced that Special Mobility Services (SMS) would not be continuing to transportation brokerage for LTD any longer and wanted to commemorate the many years of work that they had done.

Ms. Rees explained that Federal funding required LTD to follow contracting procedures which entailed opening the position for bids. There were three responders to the Request for Proposal (RFP) and two were selected for an interview: Medical Transportation Management (MTM) and SMS. Staff reviewed the proposals objectively through an individual scoring process and selected MTM to be reviewed by the LTD Board of Directors. She emphasized that staff moved away from the long-standing relationship with SMS not because of something they did, but rather due to objective scoring and an accumulation of multiple resources and experiences MTM had, such as technological experience and access to deeper resources. The scores were available to the public and could be found in the LTD Board of Directors future meeting agenda packet. Ms. Rees commented on LTD's successful thirty-five-year long partnership with SMS; it was rare to have a contractor provide services for so long. SMS started by providing a dial-a-ride service and eventually ended up providing

an integrated transportation brokerage that operated 14 programs and provided 500,000 trips. Ms. Rees commended SMS on their innovation, leadership, and program development; what SMS created had become a program model for transportation services outside the area, as well. Ms. Rees expressed her appreciation for and gratitude to SMS; she said that she appreciated getting to know and work with the people at SMS. The work they did was great for the community.

Mr. Necker added that the contract with SMS was extended through August 2017 in order to facilitate a seamless transition. MTM's proposed contract was approved by LTD's finance committee and was recommended to the board for approval. MTM was based out of St. Louis but planned to try to hire from within; they made applications available to existing SMS employees.

Mr. Kwiatkowski said that he was worried that the change in provider would be difficult to explain to the community.

Ms. Wick said that he thought the new provider needed to recognize the community-building done by SMS over the years and ensure they work to build such a relationship with the public.

Ms. Rees said the Florence Rhody Express was not part of this transition in any way; however, the Diamond Express would be affected as they were part of the RideSource Call Center contract. MTM had not expressed interest in providing the RideSource Call Center services and SMS would not continue to support Diamond Express. As of September 1, 2017, another provider was expected to take over the operational support for Diamond Express. She said that there were currently providers interested and they were interested in continuing the Diamond Express service with its current staff.

Mr. Ahlen added that the Oakridge Dial-a-Ride service also would be affected and LTD planned to find another provider to support the operation of this program, as well.

Ms. Goddard said that she had worked for SMS for fifteen years. She stated that she was concerned that she and the other Diamond Express employees had not been notified about what was going on during this transition.

Ms. Rees said LTD had a contractual agreement with SMS, not its employees, so LTD was unable to communicate directly with SMS employees. Employees at the RideSource Call Center were provided the opportunity to apply for positions with MTM, but LTD was still in the early stages of finding a new provider to support the Diamond express. Once that was determined, the current employees' opportunities for future employment with the new provider were planned to be discussed. Ms. Rees commended Ms. Goddard and the Diamond Express employees on their work.

EZ ACCESS UPDATES: Mr. Ahlen said that Fall 2017 was the LTD employee training period and provided an opportunity to review the EZ access system to make it easier and more accessible. He explained that often people who applied for the program misunderstood EZ access to be a program for those in financial need. However, the program was meant to provide access to those with a disability, or who required specialized planning to access LTD services. Currently, LTD had grant funding to support pilot projects, such as the current service animal pilot project that was meant to make the process for accessing LTD services with a service animal more efficient. Mr. Ahlen referred to and provided brief summaries of

the documents entitled: *Application for Half Fare Card, Lane District Not-for-Profit Agency Program Application*, and *EZ Access: Making public transportation more accessible for older adults and people with disabilities*. Often not-for-profit organizations purchased half fare stickers for their clients and sent those clients, whether or not they qualified, to LTD to acquire their EZ access card. One recommendation Mr. Ahlen had was to enable, through certification, not-for-profit agencies to provide EZ ACCESS cards. He said that he valued the LTD ATC members' feedback and asked if they had any suggestions on how the system could be improved, and how LTD employee training could be modified to supply them with information that would make LTD EZ Access and half fare more accessible to qualifying public.

Ms. Wick expressed concern that people who obviously qualify for the half fare program, but were from out of town or unfamiliar with the Half Fare program, were unable to self-identify and be given temporary half fare access to LTD services. She said that she felt it was important that LTD drivers allowed these individuals half fare access, and provided them with information on how to acquire the EZ Access Card and half fare pass. She asked if LTD planned to use an automated system for preloading fares.

Ms. Rees said she was the project manager for a new fare preloading system and that LTD was beginning the process to acquire such a system. A task team and the LTD ATC would provide feedback on the development of the system. The project was in the beginning stages and Ms. Rees planned to return to the LTD ATC with more information in the future.

Mr. Necker suggested that those from out of town be allowed to use disability documentation from their community to access the half fare price on a temporary basis.

Mr. Shearer said that he thought those with an obvious disability be granted half fare access to LTD services without the requirement of documentation. He emphasized that LTD drivers also should provide information about applying for EZ Access and half fare to these individuals.

Ms. Wick added that there were federal guidelines and mandates on transportation services to individuals with disabilities.

Mr. Ahlen said that LTD did follow the federal mandates and exceeded the minimum guideline expectations, but he felt LTD could do more to support the population who needed these accommodations.

Mr. Chambliss asked about the group fares; he wondered about the tier levels available to groups that purchase passes.

Mr. Necker said group passes were available to businesses and for events; EZ access was not available for group passes.

Ms. Rees said in addition to group passes, the passes currently available to the public were senior passes for those 65 years of age and older, EZ access for those who qualified, full fare adult passes, and half fare children's passes.

Mr. Chambliss asked if a new category for low income passes could be created.

Mr. Necker said the Board was directed to discuss an income-based lower fare category. No decision had been made yet.

Ms. Rees explained that an income-based program currently existed now through non-profit organizations who work with people with income issues; they purchased fares at half price and served as case managers. Some organizations that participated in this program were United Way, Centro Latino Americano, St. Vincent de Paul, and Catholic Community Services. The program was expanding; originally organizations participating in the program had a cap on how many half fare passes they could purchase, but the cap had been far surpassed on an annual basis. The LTD Board planned to re-evaluate this program and explore the possibility of expansion.

Ms. Wick asked if a new roll-out process for EZ Access cards would be implemented. Specifically, she asked if LTD planned to have trained assessors.

Mr. Ahlen explained the EZ Access card application process. Customer service staff could administer EZ Access cards to those who had an obvious need for specialized services or facilities to be able to ride the bus, or if someone had alternate qualifiers. If staff felt more information, documentation, or an interview was required to determine if someone qualified, the individual scheduled an appointment with Mr. Ahlen, where he would assess the individual's qualification for the program. If the eligibility process was re-structured, existing card holders would need to go through a re-eligibility process. LTD was looking to find a way to do so with the least amount of impact. The future training period was planned to be used to inform drivers and staff of the changes made to the program. In addition, EZ Access cards were planned to be updated. He asked the LTD ATC for input on how to make these transitions as seamless as possible.

Mr. Necker said that he thought it was important to train the drivers on how to best accommodate beginning riders and inform them about the EZ Access card application process and qualifications.

Mr. Kwiatkowski said that he thought a six-month transition period for current EZ Access card holders to go through the re-eligibility process and acquire new cards would be too short. He suggested a twelve-month transition period, allowing current card holders to go through the re-eligibility process once their current card expired.

Ms. Wick thought the new process should be implemented immediately with people applying to the program for the first time and a notice of the re-eligibility requirements should be sent to current card holders once their card expired.

Ms. Rees expressed concern that many current card holders had a lot of time left on their pass and a longer transition period would allow those who were able to get the pass despite not fully qualifying, to continue use the program.

Mr. Whetham explained that when the reduced fare program transitioned into the EZ Access program, LTD set up a two-day event to help people through the re-application and program transition period. He suggested that this type of event may be useful for the transition being discussed.

Mr. Chambliss asked if the transition and program updates provided an opportunity to build a new database. He thought there was an opportunity to better record individual's information, specifically regarding the specificity categories of disabilities, needs, and mobility devices.

Ms. Saville suggested the attendant ok card process be evaluated to ensure that people were aware of the requirements and expectations of card holders.

Ms. Rees said personal care attendants on the RideSource ADA paratransit service could ride for free, but there was no requirement on the fixed-route system. She said that she thought LTD needed to examine the personal care attendant requirements. She said that enabling people to take their personal care attendant with them was important, but it might be equally important to implement requirements, such as an age minimum, or a limit of one personal care attendant.

Ms. Wick expressed concern that individuals with disabilities who needed personal care attendants may not be incentivized to use the fixed-route if many restrictions were put into place.

Ms. Jacobson asked if there were behavior requirements of personal attendants such as how there were behavior requirements for service animals.

Mr. Necker said that he thought the expectations for a personal care attendant's behavior should be the same as all other riders. However, he stressed the importance of a personal care attendant's role in helping someone with a disability who needed assistance, so throwing them off the bus would be a more nuanced situation.

Ms. Rees specified that there was a difference between misbehavior and a safety issue. For both service dogs and personal care attendants, it was the driver's job to determine whether misbehavior was unsafe. If safety was an issue, both could be evicted from the bus, but if it was simply a misbehavior, perhaps the drivers could use it as an opportunity to inform the person about behavioral expectations.

Mr. Ahlen mentioned the new service dog volunteer process which would allow individuals requiring a service dog to volunteer to go through an interview process to make it easier to board the bus with a service dog on a day-to-day basis without having to be asked questions prior to boarding every bus.

Mr. Ahlen said that he was happy to receive more feedback on these topics by email.

PROGRAM UPDATES:

- a. Lane Transit District - Ms. Rees said that the RideSource Call Center was in the process of implementing new software that would better facilitate the appointment process. Training and implementation began on July 1, 2017. Mr. Ahlen added that existing contracts updated through the discretionary grant process were going before the LTD Board of Directors. Several contracts already went through the finance committee and were currently part of the consent calendar for the meeting on June 21, 2017. He commended the LTD ATC for the work they did to help with these processes. When Mr. Ahlen asked about the option to cancel the July and/or August LTD ATC meetings, most members suggested that both meetings be canceled and the committee reconvene in September.

- b. RideSource Call Center Advisory Committee (RSCC) - Kris Lyon was not in attendance.
- c. RideSource Call Center - Richard Belcher was not in attendance.
- d. RideSource ADA paratransit - David Braunschweiger was not in attendance.
- e. South Lane Wheels (Cottage Grove) - Ruth Linoz was not in attendance.
- f. Florence Rhody Express - Josh Haring was not in attendance.
- g. Oakridge / Diamond Express - Ms. Goddard reported that the Diamond Express bus recently had mechanical issues; an air hose had exploded and the motor was not receiving any power. The bus was now repaired and functional. She also provided an anecdote about a misunderstanding that recently happened; a bicycle tire exploded and some thought it was a gunshot. When Ms. Goddard was not able to be found, some were worried that she had been shot. The police arrived and did not leave until Ms. Goddard was located and her safety was ensured. Ms. Goddard was working in the bus barn while this happened and returned shortly after. The police left once the misunderstanding was cleared up.
- h. White Bird Clinic - Ki Young was not in attendance.
- i. Alternative Work Concepts - Mr. Whetham reported that Alternative Work Concepts was working through the summer bid change. There would be minimal changes in the summer bid, but are travel training any schedule or bay location changes. Fall bid changes were expected to be abundant due to the implementation of EmX West. He added that Alternative Work Concepts and LTD would receive an award at the National Association of People Supporting Employment First (APSE) annual conference.
- j. LCOG Senior & Disability Services (S&DS) - Ms. Jacobson reported that S&DS budgetary considerations for the next year included how to reduce costs; furlough days were offered as a way to do so. Monthly furlough for all S&DS offices began in July and the days would be reported in the next week. Ms. Rees said that she thought the Bus Talk newsletter might be a good way to provide information about the upcoming furlough days to the public.
- k. LILA - Mr. Shearer reported that LILA had been very busy throughout June due to high demand for service needs.
- l. Full Access - Ms. Wick said Friday office hours changed to 9:00 a.m. - 4:00 p.m. Full Access continued to monitor how the change in hours affected the community and valued feedback. Additionally, Full Access planned to host a community celebration with food trucks and live music on July 13, 2017, on the Full Access property from 11:00 a.m. - 3:00 p.m.
- m. Other – none

ADJOURN - Next Meeting: Tuesday, Sept. 20, 2016

Ms. Saville adjourned the LTD ATC meeting at 11:55 a.m.

(Recorded by Emily Mathis)

**APPLICATION FOR MEMBERSHIP
ACCESSIBLE TRANSPORTATION COMMITTEE (ATC)**

NAME: _____

Home Address

Street or PO

City, State, Zip

Home Phone

Home Fax

Email address (if any)

Business Address

Business Title

Name of Company

Mailing Address

City, State, Zip

Business Phone / Business Fax

Which Address is your preferred mailing address for agenda materials: Home Business

Are you a resident of Lane County, Oregon? Yes No

Do you operate special transportation services within Lane County? Yes No

Do you use public transportation? **RideSource** LTD fixed-route Not a transit user

Other (please list) _____

Please provide a brief description of any experience or training that you feel qualifies you for the Accessible Transportation Committee (if more space is needed, please attach an additional page).

Please list local issues of particular concern to you that relate to accessible transportation.

ATC meetings are held once each month. Do you feel that you will be able to devote the two to three hours per month that are necessary for attendance?

Yes

No

If "no," how much time could you devote? _____

Would you be able to attend meetings on the third Tuesday of each month from 10:00 a.m. until 12:00 p.m.?

Yes

No

Please indicate the position(s) on the Council that you are interested in and qualified to fill (you can mark more than one, if applicable). "User" means a user of public transportation.

In-District (Residing or operating within Lane Transit District boundaries)

Elderly User or Representative

Physically Disabled User or Representative

Developmentally Disabled User or Representative

Mentally / Emotionally Disabled User or Representative

Special Transportation Service Provider

Rural In-District User

Out-of-District (Residing or operating outside of Lane Transit District Boundaries, but within Lane County, Oregon)

User or Representative of Special Transportation

Special Transportation Service Provider

Rural Out-of-District User

Member at Large (Residing or operating within Lane County, Oregon)

Member at large

Signature

Date

Thank you for your interest.

Please Return to:

John Ahlen
Lane Transit District
1080 Willamette St
Eugene, Oregon 97401
email: john.ahlen@ltd.org

Q:\Special Transportation Program\S T A C\Membership\APPLICATION FORM.doc



APPLICATION for HALF FARE CARD

If one of these applies then you are eligible for a Half Fare Card:

- You have a Medicare Card
- You are a veteran with a disability benefit of 50% or greater and/or receive VA non-service connected pension
- You have a permanent disability (or temporary disability of 90 days or longer) that requires personalized assistance, attention. or accommodation to use *The Bus!* (see page 2)

IMPORTANT: If you are age 65 or better, you qualify for free fare via the Honored Rider Program. Please make sure to get an application.

GENERAL CONTACT INFORMATION – Must be completed by all applicants

Name: _____

Address: _____ City: _____ Zip: _____

E-Mail: _____

Phone: _____ Date of Birth: _____

EMERGENCY CONTACT INFORMATION

Emergency Contact: _____

Relationship to Applicant: _____ Phone #: _____

- I understand that my Half Fare Card will entitle me to use LTD at half the cost of the regular fare. I agree to use the card in accordance with the guidelines set by Lane Transit District for the Half Fare Program and understand that allowing another person to use the card is fraudulent.
- Although I may have paid a \$3.00 fee for the use of the card, I understand it remains the property of Lane Transit District and may be retrieved upon expiration or for misuse.
- If I move to a new address, I must notify LTD within thirty (30) days.
- I hereby certify that all the statements made in this application are true representations of my eligibility to participate in LTD's Half Fare Program.

Required Signature

*** All applications must be signed.**

Date

12/01/2015

Indicate which of these features you need in order to use *The Bus!*:

Required: Check all that apply

1. Wheelchair Lift or Ramp: Condition requires use of wheelchair or three-wheel scooter for transportation. Ramp or lift is required in order to get on and off of *The Bus!*
2. Stop Announcements: Due to visual or other impairments, announced stops are needed in order to use *The Bus!*
3. Braille Signage: Due to visual or other impairments, Braille signage is needed in order to use *The Bus!*
4. Kneeling feature: Condition requires use of a cane, walker, or crutches for mobility, and because travel is difficult, slow, or compromised, the “kneeling” function is needed in order to use *The Bus!*
5. Preferred Seating: Because mobility is difficult, slow, or compromised, the use of seats closest to the bus entry is needed to use *The Bus!*
6. Individualized Attention and Service from Operator: Limited mobility (motor impairment) requires extra planning and/or assistance to use *The Bus!* Activities of daily living are restricted. (For example, this could be due to compromised respiratory or heart function, chronic pain, or nerve injury.) Or use of *The Bus!* is seriously inhibited due to psychiatric, mental, or emotional disorders which impair ability to fully engage in community life. Require some bus operator attention or involvement in excess of that provided to other riders.
7. Transit Training: Condition requires specific training and planning to use *The Bus!* that is more extensive than basic orientation. Requires skill building and practice to be able to negotiate the transit system independently, use a schedule, and learn routes. May require assistance from a bus operator to locate stops and/or provide cues or reminders. Cognitive and functional abilities necessitate individualized training plan or methods.
8. Transit Hosts: Condition requires an individualized training plan and assistance from LTD Transit Hosts in order to use *The Bus!*
9. Attendant Needed: Condition requires that an attendant accompany applicant when accessing *The Bus!*
10. Other, please specify: _____

To verify eligibility for a Half Fare Card you must present **photo identification** with:

1. One of the Proofs of Eligibility listed below
2. Complete the Disability Verification section (on page 2) and you may be asked to participate in a brief in-person interview with an LTD Representative

Proof of Eligibility – Provide verification (such as a card or authorization letter) that shows that you are eligible for or receive services under one of the following:

- Medicare Card
- Supplemental Security Income (SSI) disability benefits*
- Social Security Disability (SSD) benefits*
- Veteran’s Administration benefits at 50% or greater disability
- Veteran’s Administration non-service connected pension
- Lane County Developmental Disabilities
- Lane County Mental Health
- Vocational Rehabilitation

* Must show

OR

Disability Verification – Without one of the “proofs of eligibility” listed above, you must complete this section and participate in an in-person interview.

- I understand that eligibility for the Half Fare Card is based on disability and not on income.**
- I certify that I have a disability that requires specialized facilities, planning or design to utilize LTD’s transportation services as effectively as persons who are not so affected.**

My disability is:

- Permanent – lifetime disability
- Temporary – short-term disability for an estimated _____ months

**PLEASE BRING THIS COMPLETED APPLICATION
AND \$3.00 TO LTD’S CUSTOMER SERVICE CENTER
1080 WILLAMETTE STREET – AT THE EUGENE STATION
THANK YOU.**

LTD USE ONLY – Half Fare Card

Proof of Age Presented:

- Driver's License
 Passport
 State ID
 Other: _____

Mobility Assistance: Check all that apply.

- | | |
|--|---|
| 1. <input type="checkbox"/> Wheelchair Lift or Ramp | <input type="checkbox"/> Securement Marking |
| 2. <input type="checkbox"/> Stop Announcements | <input type="checkbox"/> Securement Loops |
| 3. <input type="checkbox"/> Braille Signage | |
| 4. <input type="checkbox"/> Kneeling Feature | |
| 5. <input type="checkbox"/> Preferred Seating | |
| 6. <input type="checkbox"/> Individual Attention from Operator | |
| 7. <input type="checkbox"/> Transit Training | |
| 8. <input type="checkbox"/> Transit Hosts | |
| 9. <input type="checkbox"/> Attendant Needed | |
| 10. <input type="checkbox"/> Other (specify) _____ | |

- Application Approved
 Application Denied

Comments: _____

(Signature of LTD Reviewer)

(Date)

(Printed Name)



APPLICATION for HALF & FREE FARE CARDS

- **Half fare is available to all Medicare recipients and other individuals determined by filling out the form below. Eligibility for half fare is not based on financial need. Honored Rider free fare cards are available for anyone age 65 or older.**

Name: _____

Date of Birth: _____ Email: _____ Phone: _____

Emergency Contact: _____ Phone: _____

Please check any of the following that apply to you:

- Photo identification showing age 65 or older
- Medicare recipient
- Supplemental Security Income (SSI) disability benefits
- Social Security Disability (SSD) benefits
- Veteran's Administration benefits at 50% or greater disability
- Veteran's Administration non-service connected pension
- Lane County Developmental Disabilities client
- Lane County Mental Health client
- Vocational Rehabilitation client

- I have a disability that requires specialized facilities, planning or design to utilize LTD's transportation services

Please have relevant documentation available and bring the completed application to LTD's customer service center at the Eugene Station, at 1080 Willamette St. We may schedule an interview with you to discuss eligibility.

- I agree to use the card in accordance with guidelines set by Lane Transit District, and understand that allowing another person to use the card is fraudulent.
- I understand that the EZ Access card may be revoked upon expiration or for misuse.
- I certify that all the statements made in this application are true representations of my eligibility to participate in LTD's Half Fare Program.
- Replacement cards are available for a \$5 fee.

Required Signature

Date

LTD USE ONLY – Half and Free Fare Cards

- Proof of Age

- Permanent – lifetime disability
- Temporary – short-term disability for an estimated _____ months

- Wheelchair Lift or Ramp
- Stop Announcements
- Braille Signage
- Kneeling Feature
- Preferred Seating
- Individual Attention from Operator
- Transit Training
- Transit Hosts
- Other

- Service animal endorsement
- Attendant ensorsement

- Application Approved
- Application Denied

Comments: _____

(Signature of LTD Reviewer) (Date)

(Printed Name)