

Craven County



Craven Area Rural Transit System



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HALF PRICE FARE POLICY

Effective Date: September 8, 2015

INTRODUCTION

The half fare policy of Craven Area Rural Transit System (CARTS) is in accordance with the following references: *49 USC Chapter 54, Section 5301 (d)(1)(D)*, *49 CFR 609.23*, and *FTA C 9030.1E, Ch. VI, Section 1.a(6)*.

The policies contained herein are intended to establish a baseline for compliance with Federal law regarding half price fares as applicable to the CARTS Fixed Route system. CARTS is committed to maintaining high standards of performance based upon fair, ethical and professional business practices and welcomes recommendations for improvements to conformance, quality, and efficiency standards. Any such recommendations should be submitted in writing to CARTS.

DEFINITIONS and EXCLUSIONS

Appendix A of Part 609 specifies that the definition of *elderly* “must at a minimum, include all persons 65 years of age or over.” “*Handicapped person* means those individuals who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability, including those who are nonambulatory wheel-chair bound and those with semi-ambulatory capabilities are unable without special facilities or special training or design to utilize mass transportation facilities and services as effectively as persons who are not so affected.” CARTS will use the term “*disabled*” for the purpose of this policy when referencing any individual meeting the FTA definition of “*handicapped person*”. *Temporary disabilities* must have duration of at least 90 days to be eligible for the half fare price.

Conditions that are excluded from being considered a disability include: pregnancy, obesity, addiction to drug and/or alcohol, and certain conditions not falling under the statutory definition. Disabilities involving a contagious disease or posing a danger to other passengers or the individual may also be excluded. Conditions not automatically considered a disability will be considered on an individual basis for purposes of the half fare price including mental illness and deafness.

Residency, citizenship, income, employment status, or the ability to operate an automobile will not be considered when eligibility for half price fare.

HALF FARE ELIGIBILITY CARDS

CARTS issued half fare eligibility cards are not required to prove eligibility for the half fare. No application is necessary for individuals proving eligibility by showing the relevant ID and/or paperwork when boarding the fixed route. Examples of identification that may be used to also establish eligibility based on age include:

- State issued identification card
- State issued driving license
- Passport

CARTS will provide half fare eligibility cards at no cost. A card will automatically be issued upon approval of applications or upon request by eligible passengers. Examples of documents establishing eligibility based on either age or disability AND require a secondary document with picture to establish identity include:

- CARTS half fare eligibility card
- Medicare card
- Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) Notice of Award letter indicating you are disabled and have received benefits within the previous twelve (12) months
- Birth certificate

CERTIFICATION

A certification process must be completed for CARTS issued eligibility cards. CARTS issued eligibility cards based on disability will be valid for six (6) months or two (2) years, depending on whether a disability is temporary or permanent. A simple recertification process is available to extend the expiration of certification; a new card will be issued upon determination of continued eligibility. There is no cost for replacing a lost or stolen eligibility card.

Certification for the half price program will include a signed application by the individual or representative and a copy of the qualifying document(s). Anyone using a CARTS discount identification card must be able to also provide a form of photo identification upon boarding to receive the half price rate.

Application for certification may be completed by mail or at the CARTS office. When submitting an application by mail, include a **copy** of the documentation proving eligibility and a **copy** of the documentation proving identity. **Do not send original documents.** CARTS will not be responsible for any lost or misdirected documents. All applications must be signed. Mail applications to: CARTS, 2822 Neuse Blvd., New Bern, NC 28562. Application for certification may also be completed at the CARTS office located at 2822 Neuse Blvd., New Bern. When applying in person, CARTS will make copies of original documents used to determine eligibility at no cost.

Applications will be processed the same day if possible, but not more than five (5) business days from the date all required documentation is received by CARTS. Notice of the decision will be mailed to the address on the application form. Discount identification cards for approved applications will also be mailed to the address listed on the application form or may be picked up at the CARTS office.

APPEAL PROCESS

Any person disagreeing with the decision made by CARTS regarding his/her application for the half fare price may appeal that decision. Appeals must be made within fourteen (14) days of receiving the notification or twenty-one days (21) from the date of the decision, whichever is sooner. Appeals may be made in writing to: CARTS Director, 2822 Neuse Blvd., New Bern, NC 28562 or e-mail carts@cravencountync.gov. Appeals will be reviewed by the CARTS Director and a decision made within fourteen (14) days from the date the appeal is received by CARTS.