

# City of Lodi GrapeLine Discount Fare ID Card Questions and Answers

## 1. Why is the City of Lodi requiring Discount Fare ID Cards and what is the program?

The reason for implementing the program is to ensure passengers are paying the appropriate fare in accordance with federal regulations. The Discount Fare ID Card program requires all passengers who want to pay a discounted fare to show an ID card proving age or disability.

## 2. How long has the Discount Fare ID Card Program been in place?

August 1, 2012.

## 3. Which types of ID cards can be shown to the driver to pay discount fare?

- Medicare Card
- DMV 'Senior Citizen' ID (this is not a regular driver's license)
- Senior ID from another transit agency
- Disabled ID from another transit agency
- VineLine ADA Certified ID card
- City of Lodi GrapeLine Discount Fare ID Card (you must submit an application and be approved to receive this card)

## 4. If I don't have one of the cards listed in Question 3, where can I get an application for a Discount Fare ID Card?

- Drivers have applications on all vehicles
- Lodi Station Lobby (24 South Sacramento Street)
- City Hall Public Works Dept. (221 West Pine Street)
- Download the application from online at: [www.lodi.gov/transit](http://www.lodi.gov/transit)

## 5. Where do I return my completed application?

Applications and evidence will be accepted at Lodi Transit Station Main Lobby (24 S. Sacramento St.) and at City Hall (221 W. Pine St.) in Lodi. Please mail your evidence and application to:

City of Lodi GrapeLine  
PO Box 3006  
Lodi CA 95241-1910

Who do I call and where do I go to ask questions in person?

Call (209)333-6706- GrapeLine Transit Staff

City Hall- First Floor  
Public Works Dept. – Transit  
221 West Pine Street  
Lodi, CA 95240

## 6. Will photocopies or faxes of applications be accepted?

No. Only original applications will be accepted.

## 7. If I'm VineLine ADA Certified will I need to submit an application?

No. Please present your VineLine ID card to your driver. If you have not received a VineLine ID card, please contact Public Works Transportation staff at (209)333-6706.

**8. If I don't have one of the ID cards listed in Question 3, what evidence do I need to show City Staff to be eligible for a Discount Fare ID Card?**

Senior Discount Fare	Disabled Discount Fare
<ul style="list-style-type: none"> <li>• Current SSI Award Letter</li> <li>• Driver's license</li> <li>• Valid state ID</li> <li>• Birth certificate</li> <li>• Passport</li> </ul>	<ul style="list-style-type: none"> <li>• Current SSI/SSDI award letter</li> <li>• Valid CA DMV placard <u>receipt</u> showing expiration date</li> <li>• Dept. of VA Service Connected ID</li> <li>• Certification form for People with Disabilities (on reverse side of Discount Fare ID card application form)</li> </ul>

**9. Is there an appeals process if I do not get approved for a Discount Fare ID Card?**

No. Our City Attorney has approved the required evidence. If you do not have the required evidence you will not be eligible.

**10. May I have a Personal Care Attendant (PCA) travel with me for all services?**

Yes. If you have a VineLine ID card and approved to have a Personal Care Attendant as indicated on your VineLine ID card, then your PCA can travel for free on VineLine/Dial-A-Ride and the Fixed Route systems.

**11. May I have a Companion ride for the same discount fare as me on all services?**

No. Only VineLine ADA certified passengers may have a companion who pays the same discount fare they do. On Fixed Route and General Public Dial-A-Ride, all passengers must pay the fare they are eligible for.

**12. If I qualify for discount fare on fixed route, do I qualify for discount fare on General Public Dial-A-Ride?**

Yes.

**13. May I show a Medicare Card as proof of eligibility for Senior Citizen discount fare on both Fixed Route and General Public Dial-A-Ride?**

Yes.

**14. May I show the bus driver my regular driver's license to pay Senior Citizen Discount Fare?**

No. Only a DMV "Senior Citizen" photo ID will be accepted. This card says "Senior Citizen" in bold on the front of the card.

**15. What if I lose my Discount Fare Card?**

If you lose your Discount Fare ID Card, you will need to contact Public Works Department Transit staff at (209)333-6706.

**16. If a passenger tries to use a fraudulent card, what are the consequences?**

Service will be suspended for passengers who try to use a fraudulent card.

**17. Do I need to show my Discount Fare ID card to buy Discount tickets?**

No. Anyone may purchase tickets for another individual, but a Discount Fare ID Card must be shown to the driver while boarding the bus to receive a discount. Purchased tickets are non-refundable.

**18. What if I don't have my card but I ride all the time and the driver recognizes me?**

You will need to show your Discount Fare ID Card to the driver each time you board the bus to receive the discounted fare.