



Fayetteville Area System of Transit



## Reduced Fare Policy

1. You must complete the **Eligibility Checklist for Discounted Fare** and the corresponding section of **Application for Discount ID**.
  - Checklists and applications can be found online at [www.ridefast.net](http://www.ridefast.net), or in person at the Transfer Center and FAST administrative offices.
2. If you are a Medicare card holder, or are aged 65 and older, you may submit your checklist and application at the Transfer Center for same day processing of ID cards.
3. If you require verification of disability, the completed checklist and application may be submitted at the Transfer Center or mailed to FAST administrative offices for processing.
4. After the application has been reviewed, a FAST representative will notify you of the decision by mail.
  - If the decision is to award a discount ID card, you must go to the Transfer Center for ID card processing.
    - You must provide your approval letter to the Transfer Center employee on duty.
    - You must then provide verification of your identity prior to having the ID card processed.
  - If the decision is not to award a discount ID card, you may appeal.
5. If you lose your ID card, you must go to the Transfer Center to request a replacement card. The Transfer Center employee on duty must:
  - Verify your identity.
  - Verify that an ID card was issued.
    - If an ID was issued and it is still within the valid cycle (not expired), a new ID card can be issued for a charge of \$2.00. The new card will have the same expiration date as the original card.
    - If an ID has not been issued, or it is out of the valid cycle (expired), you must go through the standard application process.

6. Discounted Fare ID cards shall remain valid for a period of three years from the date of creation, at which time it is the responsibility of the ID card holder to re-apply for a new card.
  - ID cards for those customers who qualify by age will not have an expiration date.
  - For those customers with a temporary condition, the expiration date will be dictated by the expected duration checked on their application.

Copies of the entire policy, including exclusion & appeal procedures, are available at the FAST main office, located at 455 Grove Street, Fayetteville, NC 28301 or at the FAST Transfer Center, located at 147 Old Wilmington Road, Fayetteville, NC 28301.