



ValleyMetro.org | 4600 E. Washington St. | Suite 101 | Phoenix, AZ 85034  
T 602.716.2100 F 602.716.2114 TTY 602.251.2039

### Reduced Fare Photo ID Program Changes

- All customers applying for a new or replacement ID card on or after April 1<sup>st</sup> will be required to submit a new Reduced Fare Photo ID application, which can be downloaded at [valleymetro.org/paying\\_your\\_fare/reduced\\_fare\\_program](http://valleymetro.org/paying_your_fare/reduced_fare_program). Applications will also be available at all photo ID processing sites. The revised application and program guidelines are included in this packet.
- The cost of a new card is \$5. If you lose your existing card or need it replaced for any reason, the cost is \$2.50.
- Youth, Senior, or Medicare cardholders can obtain a photo ID card on the same day they are submitted to a photo ID site. Please read the instructions on the application carefully to understand what you are required to bring with you to verify age and/or identity.
- **Applications for persons with a disability will no longer be accepted at photo ID sites.** All persons with a disability applying for a Valley Metro ID card must mail their original, completed and signed application and other supporting documentation to the following location:
  - **Valley Metro Mobility Center · 4600 E. Washington Suite 101· Phoenix, AZ 85034**
- Valley Metro staff will review the application and supporting documentation and will make an eligibility determination within 10 business days upon receiving the application. Please read the instructions on the application for more details on the supporting documentation requirements.
- Approved applications for persons with a disability will be sent an eligibility letter, which can be presented at a photo ID site to obtain a Reduced Fare ID card.
- Applicants can request to come to the Valley Metro Mobility Center to expedite the application processing time. **Expedited application requests will be by appointment only.** In addition to the \$5 fee for the initial card, an additional fee of \$5 will be charged for the expedited process. Supporting documentation must be presented at the time of the appointment to ensure the application can be processed on the same day. **To schedule an appointment, call 602-716-2100, option 1.**
- The application requirements for persons with drug and alcohol addiction have also changed. In addition to the process changes listed above, applications will not be accepted unless the agency signing the application has registered with Valley Metro and meets the revised eligibility requirements. The revised program guidelines and registration form is included in this packet.

If you have any questions about these changes or revised requirements, please contact the Valley Metro Mobility Center at 602-716-2100, option 1. Thank you for your support and cooperation.

Sincerely,

Scott Wisner  
Customer Service Manager