



LifeStyles, Inc.

TRANSPORTATION DIVISION SERVICES PROGRAM PARTICIPANT APPLICATION AND AGREEMENT

PARTICIPANT INFORMATION

APPLICANT'S FULL NAME: _____

PHYSICAL ADDRESS:

MAILING ADDRESS (If different from left):

DATE OF BIRTH: _____

CELL PHONE (_____) _____ - _____

COUNTY: _____

HOME PHONE (_____) _____ - _____

LANDMARK/DISTINGUISHING FEATURES REGARDING RESIDENCE, I.E., CROSSROADS,
COLOR OF HOUSE, ETC.: _____

E-MAIL ADDRESS: _____

TOTAL HOUSEHOLD INCOME (MONTHLY): _____

Demographic Information (please select all that apply): Proof of status may be needed for each.

Veteran/Served in the military Disabled Homeless Domestic Violence Survivor

Transportation Services Needed, and Location: (if currently known; please select all that apply)

- Interview: _____
- Agency: _____
- Employer: _____
- Medical: _____
- Other: (_____): _____
- VA Location & Appointment Type: _____

Frequency and Time of Transportation Service:

- As-needed basis, from _____ am/pm to _____ am/pm
- Weekdays (please check all that apply): M T W Th Fr,
From _____ am/pm to _____ am/pm
- Weekends, from _____ am/pm to _____ am/pm

Special Needs (please check all that apply):

Non-Ambulatory: what aid is used? _____ Deaf/Hard of Hearing
 Other: _____

DEPENDENT INFORMATION

Please state information for any dependents and/or caretakers that will also need transportation as part of your application.

DEPENDENT'S FULL NAME	RELATIONSHIP TO APPLICANT	DATE OF BIRTH	DISABILITIES/ MEDICAL CONDITIONS (IF APPLICABLE)

EMERGENCY CONTACT INFORMATION

Emergency Contact Person: _____ Phone: (_____) ____ - _____

Relationship to Applicant: _____

Primary Physician: _____ Phone: (_____) ____ - _____

TRANSPORTATION FEE STRUCTURE (FARES EFFECTIVE JANUARY 2020)

Household Income	Per Trip Rides less than 10 Miles	Per Trip Rides 11 – 25 Miles	Per Trip Rides 26+ Miles
\$771 or less	\$5	\$8	\$12
\$772 - \$1,200	\$6	\$10	\$15
\$1,200 - \$1,600	\$7	\$12	\$17
\$1,601 - \$2,000	\$8	\$15	\$20
\$2,001+	\$9	\$18	\$23

This fare schedule is not used for the following populations/programs:

- Safe Nights
- Participants in housing programs
- Domestic violence clients

If persons are not able to financially afford this fare, they can request a waiver of these fees. No more than three waivers can be provided on an annual basis.

THIS SECTION RESERVED FOR MANAGEMENT ONLY

APPLICATION IS:

APPROVED

NOT APPROVED; REASON FOR DENIAL: _____

TO BE BILLED: PER TRIP WEEKLY MONTHLY

SPONSORSHIP AGENCY AND BILLING INFORMATION: _____

COMMENTS/NOTES: _____

STAFF SIGNATURE: _____

DATE: _____

PARTICIPANT GUIDELINES (Revised January 2021)

LifeStyles' transportation program provides subsidized, gap-filling services for low- to moderate-income persons residing in Southern Maryland to get to services throughout the Washington, DC urbanized region. The transportation services are provided based upon staff and volunteer driver availability, with funding support from the Maryland Transit Administration and Calvert County Government. We have set a few guidelines to ensure everyone's safety, comfort, and satisfaction. Therefore, the following information provides further details on the program. Persons eligible to participate in this program include:

- a. Low- to moderate-income individuals, or TANF recipients (Temporary Assistance for Needy Families)
- b. Seniors age 60 and above
- c. Persons diagnosed with a disability (with documentation provided by either a medical physician or proof of disability income)
- d. Users who do not have personal transportation and/or unable to drive and need to access employment- or medical-related services
- e. Veterans

1. **An approved application is required before transportation can be provided.**
2. COVID-19 safety measures are currently in place, to include the following:
 - a. All persons must wear a mask the entire time while on the vehicle
 - b. Temperatures are taken before onboarding
 - c. Limited ridership on each vehicle to allow for proper social distancing
 - d. Persons must adhere to the following:
 - i. Not currently be on quarantine or isolation for COVID-19;
 - ii. No member of the household is currently impacted with COVID-19;
 - iii. Demonstrates no fever or COVID-19 symptoms

This is subject to change depending upon further guidance from health and governmental authorities.

3. Transportation requests may include ride-sharing with other persons, but will allow for proper social distancing

4. Please allow a 15-minute window of time between the estimated pick-up
5. All persons riding in the vehicle **MUST** wear a safety device (seat belt for adults and appropriate car seat for children. Car seats must be provided by the customer).
6. Passengers under the age of 12 must be escorted by a parent or guardian. Minor passengers who are unaccompanied must have a completed waiver form on file.
7. Transportation is provided throughout the Southern Maryland and Washington, DC urbanized area. Please call to discuss travel that is needed outside of the County to determine the scope of travel provided.
8. Participants are not allowed to smoke in vehicles during the course of transportation being provided.
9. Before a participant can receive transportation, information must be completed, which includes:
 - a. Referral from agency (if applicable)
 - b. Basic application with contact information that includes emergency contact information, transportation needs, and payment method
 - c. Photo Identification
 - d. Meet eligibility requirements
10. Transportation is available on a first-come, first-serve basis. There is no guarantee that service can be provided when needed, so it is best to contact our office as soon as your appointment is scheduled. Transportation availability is based upon driver schedules, and/or availability of third-party transportation vendors that may be utilized. Some transportation services and eligibility criteria are specific to a particular county depending upon funding availability.
11. Payment must be provided on the same day of service, unless prior arrangements have been made. In some instances, monthly invoicing is available.
12. All destination information must be provided when the appointment is scheduled. Modifications to the appointment location can only be approved the Transportation Division, not the driver.
13. Clients are responsible for the costs of any repairs for any damage directly caused by them while on the vehicle or in trying to access their residence.
14. Transportation can be provided for the following appointments, but is not limited to:
 - a. Gaining identification documents i.e., birth certificate, identification card, social security card;
 - b. Travel for interviews to seek employment;
 - c. Medical appointments;
 - d. Travel for gathering of work-related items, i.e., uniforms, background checks, fingerprinting, drug testing;
 - e. Travel to Career Centers and such sources to seek assistance with employment-related activities, i.e., job search, resume development, career training; and,
 - f. Government agency appointments, i.e., Health Department, Social Services.
 - g. A \$5.00 Cancellation Fee is billed if proper notice is not given for the cancellation of a service and/or the customer is not there when assigned for transportation pick-up. An additional cost for the driver mileage may also be incurred if transportation has already been dispatched.
15. Drivers are not able to:
 - a. Physically assist participants in and out of the vehicles due to liability reasons; (this includes children as well); participants must be able to function independently.
 - b. Provide transportation during inclement weather, holidays or "graveyard" night hours.
 - c. Act as a responsible party for medical care/treatment or for employment references.

16. Riders may reserve transportation by calling LifeStyles office toll free at 1-866-293-0623. Requests must be placed at least two business days before the appointment time. Our office hours are 9:30am – 5pm Monday – Friday. Only with prior approval are participants and drivers able to contact each other directly to coordinate services. Depending upon driver availability, transportation could be provided for weekend appointments.
17. LifeStyles provide multiple transportation services. In order to increase efficiency of the use of vehicles and drivers, multiple participants may receive transportation services at the same time (ridesharing). While LifeStyles will try to provide participants with advance notice if other transportation will be coordinated along the route, we cannot always guarantee that will be the case. We will work hard to ensure each participant arrives at their destination at the appointed time, and is picked up within a reasonable timeframe to their next destination.
18. If a change of plans results in participants not needing transportation or modifying the services needed, they are asked to cancel/notify their reservation at least 24 hours prior to reservation so that it is available to other individuals. Failure to do so at least one hour prior to reservation will result in the participant being charged \$5 for the reservation period plus the cost of driver mileage to the starting destination if a vehicle has already been dispatched, and/or may restrict future use of this program if cancellations are frequent.
19. If there are any questions about this agreement and/or other matters, PLEASE CONTACT US AT: 301-609-9900, info@lifestylesofmd.org.

Please Note – Drivers are a vital part of this program. They have participated in driver training, have at least five years of driving experience, and have met Maryland Transit Administration’s eligibility standards.

PARTICIPANT ACKNOWLEDGEMENT

I, _____, have read and agree to the above terms and conditions.

Date

Signature of Applicant