



LifeStyles, Inc.

TRANSPORTATION DIVISION SERVICES PROGRAM PARTICIPANT APPLICATION AND AGREEMENT

PARTICIPANT INFORMATION

APPLICANT'S FULL NAME: _____

PHYSICAL ADDRESS:

MAILING ADDRESS (If different from left):

HOME PHONE (_____) _____ - _____

CELL PHONE (_____) _____ - _____

E-MAIL ADDRESS: _____

TOTAL HOUSEHOLD INCOME (MONTHLY): _____

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

- Veteran/Served in the military Disability Homeless/At-Risk of Homelessness

Transportation Services Needed, and Location: (please select all that apply)

- Childcare: _____
 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): Su M T W Th Fr Sa,
From _____ am/pm to _____ am/pm
- Weekends, from _____ am/pm to _____ am/pm

EMERGENCY CONTACT INFORMATION

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

Relationship to Applicant: _____

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

TRANSPORTATION FEE STRUCTURE FOR NON-SENIORS AND LOW- TO MODERATE-INCOME INDIVIDUALS

- \$2.50 per destination stop, per person over the age of 2 (Example: Dropping children at daycare and going to work counts as 2 destinations).
- No more than three destination stops per each way traveled.
- Requesting Veteran – Mental Health/Substance Abuse – no charge waiver

TRANSPORTATION FEE STRUCTURE FOR SENIORS (AGE 60+) AND PERSONS WITH DISABILITIES

SLIDING FEE SCALE CALCULATION: \$. ____/MILE

- a. \$.68/mile for a combined household income of \$1,000/month
- b. \$.58/mile for a combined household income of \$731 – \$999/month
- c. \$.48/mile for a combined household income of less than \$730/month
- d. Requesting Veteran Mental Health/Substance Abuse – no charge waiver

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: _____

PARTICIPANT GUIDELINES

LifeStyles' transportation program provides subsidized 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 the Metropolitan Washington Council of Governments. 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-related services
 - e. Veterans
1. **An approved application is required before transportation can be provided.**
 2. 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).
 3. 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.
 4. Participants are not allowed to smoke in vehicles during the course of transportation being provided.
 5. 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
 6. 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.
 7. Payment must be provided on the same day of service, unless prior arrangements have been made.
 8. 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.
 9. 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 24 hours' notice is not given for the cancellation of a service and/or the customer is not there when assigned for transportation pick-up.

10. 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.
11. 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.
12. 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. 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.
13. 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 business day prior to reservation will result in the participant being charged \$5 for the reservation period and/or may restrict future use of this program.
14. 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 at least one volunteer 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