



Reduced Fares Frequently Asked Questions (FAQ)

1. Where do I obtain my reduced fare card? *Reduced Fare applications are issued by mail after applicants complete the required form. Once approved, applicants must have a photo taken for their card to verify their and can be done at the following City locations:*

- ✓ **Northwest Activities Center, 18100 Meyers, Detroit, MI 48225 (313) 870-0649 Mondays: 11:30 a.m. - 3:00 p.m.**
- ✓ **Butzel Family Center, 7747 Kercheval, Detroit, MI 48214 (313) 628-1151 Tuesdays: 11:30 a.m. - 3:00 p.m.**
- ✓ **Rosa Parks Transit Center, 360 Michigan Avenue, Detroit, MI 48214, (313) 628-2669 Wednesdays and Thursdays: 11:30 a.m. – 3:00 p.m.**

2. If I have a permanent disability, can I purchase a pass without medical verification?

First time applicants will need to submit the Health Care Professional Certification Form to verify the disability. After the pass expires at the end of four (4) years, a doctor's verification is no longer required for renewal of the pass.

3. How would I qualify for a Reduced Fare pass if I don't have a disability?

You would qualify for a pass if you are 65 years of age or older or a Medicare Cardholder.



4. I'm legally blind. Do I still need to submit the Health Care Professional Certification form?

No. If your ID is endorsed evidencing you as "legally blind", that endorsement is sufficient for verification purposes.

5. Can two or more riders use the same fare card?

No. Every rider should have their own individual Reduced Fares or Medicare card.

6. If I lose or misplace my card what is the process for getting a replacement card?

Individuals who lose or misplace their card are required to fill out a replacement application form. The form must be filled out in its entirety and mailed to DDOT with the appropriate replacement fee at 1301 E. Warren Ave. Room 106 Detroit, MI 48207. Cards will be replaced for a fee of \$5.00. For every replacement card thereafter, an additional \$5.00 fee would be applied (i.e. \$10.00, \$15.00, \$20.00 etc.)

7. Are transfers available? If so, what is the cost? Transfers are available at a cost of 10 cents per transfer.

8. I was just informed that Reduced Fare Passes will be good for four (4) years. If I have 2 years remaining on my current Reduced Fares Card, do I automatically get an additional 2 years added to my current card?

No. The 4 year expiration date will only apply to newly purchased passes. Clients can renew their current passes 30 days prior to expiration date indicated on their reduced fare card.