



2/05/2025

RE: Important Update – Changes to CARTA OnDemand Effective March 1, 2025

Dear OnDemand Customer,

We appreciate your participation in the CARTA OnDemand Program and value your continued engagement with our services. We are writing to inform you of upcoming changes to the program that will take effect on **March 1, 2025**.

To ensure long-term sustainability and better serve our community's needs, we have updated the eligibility criteria and program structure. The key changes are as follows:

- The minimum age requirement has increased from **55 years to 60 years old**
- The **customer co-pay will be \$5 per ride**
- The **CARTA maximum subsidy will be \$14 per ride**
- The program will now provide **4 vouchers per week**

According to our records, you do not meet the new **age requirement of 60 years old**. As a result, you will be **removed from the program effective March 1, 2025**.

If you turn 60 within **six months** of the effective date (by September 1, 2025), you will be **automatically reinstated** in the program at the start of your birthday month, with no need to reapply. If you do not qualify for automatic reinstatement but wish to reapply once you meet the new eligibility criteria, you are welcome to do so at that time.

We understand that these changes may impact your transportation needs, and we regret any inconvenience this may cause. If you have any questions or need assistance exploring other transportation options, please do not hesitate to contact us at publiccomment@bcdco.gov or at 843.529.6284.

Thank you for being a valued participant, and we appreciate your understanding as we work to enhance the sustainability and efficiency of our program.

Sincerely,

Courtney Cherry
Mobility Manager