**Notice of placement on underserved or waitlist**

Dear consumer,

Based on your fare assessment score you qualify for fare assistance. However, due to budget constraints at this time, you have been place on:

* **The underserved list**. You are receiving \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ fare assistance, but you qualify for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ fare assistance. It is our hope to provide you with this increased fare if resources become available. You will be notified at that time and your fare increased.
* **The waitlist**. Unfortunately, at this time, we are unable to give you fare assistance due to limited transportation funds. If funds become available, we will notify you and provide you with fare assistance.

We apologize for any hardship this may cause you. Transportation fare assistance is primarily funded through county general funds and the budget allocation for this important program has not kept up with the demand. Simply stated, there are more people in need and not enough money to satisfy growing demand. We hope that, understanding the financial realities, you will take advantage of other options that may be available to you, such as shopping shuttles, group rides or sharing rides with family members and/or neighbors. This may require some flexibility and accommodations on your part.

Attached is our agency’s Clients Rights document, which also includes language about our grievance procedure.

Thank you. Please contact me if you have questions.

Sincerely,

Transportation Coordinator

<insert name of District Senior Center>

Enclosure: Clients’ Rights

Cc: consumer file