

# Eastern CT Travel Voucher Program

Sponsored by the New Freedom Initiative

## Users' Guide

Effective July 1, 2010

The **Eastern CT Travel Voucher Program** is a transportation service that provides subsidized taxi, livery or wheelchair accessible rides to enrolled, eligible participants residing in eastern Connecticut. The purpose of this program is to provide an affordable, accessible transportation alternative when existing transit services are not able to meet their transportation need. This service will allow the individual greater flexibility to employment, healthcare facilities, shopping, education, etc.

This travel voucher program is operated by the Eastern Connecticut Transportation Consortium, Inc. (ECTC) and is funded through New Freedom Initiative.

### **Program Eligibility:**

Individuals must reside in eastern Connecticut and meet the eligibility requirements on the **Eastern CT Travel Voucher Application**.

### **How the service works:**

Enrolled participants are able to buy travel vouchers from ECTC at a cost of \$25 per book-of-10 vouchers. Each book subsidizes \$50 (or \$5 per voucher) worth of meter fare.

These travel vouchers can only be used with the following carriers:

- **Curtin Motor Livery**                      **Tel.: (860)443-1655**
- **Yellow Cab**                                **Tel.: (860)443-4321**

A maximum of 10 books per month can be purchased for each enrolled participant. Since the number of travel vouchers purchased is limited, participants are encouraged to utilize existing transportation when available, i.e. fixed route, ADA paratransit, dial-a-ride service, volunteer driver, etc. The voucher allotment is subject to change based on availability of project funding.

### **How to purchase vouchers:**

Enrolled participants can order books of vouchers by completing the order form included in this packet and mailing with payment in the form of a Money Order or Check (Bank,

Cashier, Personal) payable to E.C.T.C. Once we receive the order, and as soon as your check or money order clears our account, the vouchers will be mailed to the address listed on the order form along with a *new* order form. If personal checks are returned insufficient, no future checks will be accepted.

### **Trip Scheduling:**

To arrange a trip participants must call the provider to make their reservation giving the call taker as much detail as possible, **e.g.**, physical assistance required, special physical accommodations, wheelchair or walker or scooter transport, guide dog transport. Please contact the provider in **advance** to determine if service exists for your requested trip. The provider may also be able to provide an estimate of the cost of the fare.

<b>For trips originating in</b>	<b>Contact</b>	<b>Telephone #</b>	<b>Reservation Guidelines</b>
Northeast Region	Curtin Motor Livery	(860)443-1655	Advance reservation required by 4pm the day prior to the trip.
Southeast Region	Yellow Cab <u>or</u>	(860)443-4321	Reservation can be made same day.
	Curtin Motor Livery	(860)443-1655	Advance reservation required by 4pm the day prior to the trip.
Windham Region	Curtin Motor Livery	(860)443-1655	Advance reservation required by 4pm the day prior to the trip.

*\*Note-All trips requiring a wheelchair accessible vehicle must use Curtin Motor Livery and reserve their trip no later than 4pm one day prior.*

Participants should not arrange for several providers to pick up the same trip. Calling more than one provider making multiple reservations, and using the first provider that arrives could result in the provider refusing service to that individual.

### **Cancellations and No Shows:**

It is the responsibility of the participant to inform the provider of any cancellations or schedule changes. Please note that providers may choose not to allow service to people with histories of “no-shows”.

### **Transportation Providers:**

Participants have a right to expect reasonably prompt and reliable service from the provider and should request an estimated arrival time. If a provider fails to pick up

participants, participants must work directly with the provider to resolve the issue, or they may want to use a different provider.

### **Fare and Mileage Limitations:**

The Eastern CT Travel Voucher is a fare-based program and has no mileage limitations. If the fare for a one-way trip exceeds the face value of the voucher, then the participant pays the remaining fare. Participants should not use a voucher with a face value exceeding the cost of the fare as vouchers have no “cash” value and no monies will be reimbursed. The participant will be expected to pay the full fare if they are unable to provide the driver with a valid, unexpired voucher.

Participants must sign and date the voucher(s).

### **Service Hours and Service Areas:**

Service hours and areas may vary by town and are contingent upon available providers. Prior to ordering your vouchers, please contact the provider to determine if the trip request(s) can be accommodated. This program is intended to provide service within eastern Connecticut, however, travel outside the area is permitted but the participant should be aware that longer distance trips can be very expensive.

### **Tipping the Driver:**

It is common practice to tip drivers. The amount depends on the passengers' satisfaction with the quality and efficiency of the ride and courtesy of the driver. However, please note that **vouchers may not be used to cover the driver's tip.**

### **Voucher Returns:**

ECTC will reimburse \$2.50 for each unused voucher returned to us no later than 2/1/2013.

### **Participant Code of Ethics and Responsibility:**

Participants shall behave courteously and respectfully at all times. Abusive language, profanity (either in language or gestures), disorderly conduct, or harassment of any kind will not be tolerated. Users exhibiting inappropriate behavior may lose the right to participate in the Eastern CT Travel Voucher Program. Should a conflict arise between a participant and driver and/or provider, it is not ECTC's responsibility to mediate.

*Participation in the Voucher program is voluntary.*

### **Program Misuse:**

Participants or providers who engage in program violations such as, but not limited to, altering vouchers, using expired vouchers, refusal to pay participant's share of the fare, using someone else's vouchers, or giving or selling or trading vouchers, may lose the right to participate in the Eastern CT Travel Voucher Program.

*For further information on the Eastern CT Travel Voucher Program, please call ECTC at 860-439-1207 or outside the local calling area at 888-331-7433.*

***ECTC retains the right to modify the Eastern CT Travel Voucher Program at any time due to budget and /or other constraints.***

***Modified 2/21/12***