

Community Development Department Operating Procedures for Elderly Transportation Program

Purpose: The purpose for the Community Development Elderly Transportation Program is to help very low and low to moderate income elderly with transportation cost. Coupons can be used for personal use, shopping, medical appointments, etc.

Eligible Applicant: Any elderly resident of Jacksonville (62 years of age or older) and their income does not exceed the HUD Section 8 Income Limits for 80% of the median income.

Description of Assistance: Coupon booklets are issued January 1st and July 1st to each qualified applicant. Each booklet can contain up to 24 coupons depending on eligibility with a value of \$5.00 each. Each coupon will have the name preprinted along with a photo of the applicant for identification purposes and an expiration date. Upon giving the coupon to the taxi driver, the applicant is required to sign his/her name. In the event of lost or stolen booklet, Community Development is notified immediately by applicant or his/her agent. Community Development will then notify transportation provider(s) and all reimbursement on those coupons will cease as of that date and a new replacement booklet will be issued. The value of the reissued booklet will be determined on a case by case basis. Booklets issued on January 1st requires income recertification for applicants already in the program. Participants will receive their booklet by the last day of December but no later than the 5th of January. Booklets issued on July 1st require no action from the participants. Participants will receive their booklet by the last day of June but no later than the 5th of July.

Guidelines for the Elderly Transportation Program (participants)

1. Program is open to all persons 62 or older.
2. All qualified applicants must live within the city limits of Jacksonville.
3. All applicants must complete an application.
4. All applications must be signed and proof of income attached.
5. Proof of income must be current (6 months or less).
6. Proof of income can be but not limited to : award letters from Social Security Administration, award letters from retirement entity, or any other award letters stating amount of income.
7. After application has been approved by Community Development, an appointment is scheduled to have photo taken.
8. Coupons can be used to travel any where (within Jacksonville and surrounding cities/towns) except trips to the liquor store and/or night clubs.
9. Coupon booklets are distributed on a first come basis. The maximum number of coupons per issuance is 24, no exception.
10. In the event of lost or stolen booklet, participant must notify Community Development immediately. Replacement booklets will be issued on a case by case basis.

Guidelines for the Elderly Transportation Program (service providers)

1. Program is open to all privately owned taxi service or transportation for hire service licensed to do business within the city limits of Jacksonville.
2. All providers must sign an agreement with the City of Jacksonville to be eligible to participate.
3. Service provider must submit proof of required insurance as stated in the agreement.
4. Service provider must submit a copy of business license obtained from the City of Jacksonville.
5. Participants are allowed to use coupons for travel anywhere except trips to the liquor store and/or nightclubs.
6. Service provider and/or designated driver(s) agree to **closely examine photo** on coupon submitted by program participant to **insure positive identification and check each coupon for expiration date.**
7. **All accepted coupons must have the signature of rider to be reimbursed.**
8. **Invoices submitted after the 10th of the month are subject to non-reimbursement of expired coupons. (example: a coupon that expires on June 30 will not be honored if not submitted by July 10th.)**
9. In the event of lost or stolen booklets, service providers will be notified immediately by email.
10. When booklets have been reissued, there will appear the word replacement on each coupon, thus letting you know that it's okay to accept coupons from this participant.
11. Invoices are due no later than the 10th of each month to insure timely payment. Invoices should be submitted to 109 South Second Street. Each invoice must have the name of the provider, address, total amount due, date of invoice, and the log sheet listing each coupon with the actual coupon attached to log sheet. Failure to submit all required information and/or complete documentation may cause delay in payment or possible forfeiture.
12. Service provider agrees to comply with the agreement executed between them and the City of Jacksonville.