

<u>Purpose</u>: 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 within the Jacksonville area.

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: A coupon booklet will be issued on a month to month basis to each qualified applicant. Each booklet will contain 15 coupons with a value of \$2.00 each. Each coupon will have the name preprinted along with a photo of the applicant for identification purposes. Upon giving the coupon to the taxi driver, the applicant is required to sign his/her name. The applicant is issued one booklet per month. In the event of lost or stolen booklet, Community Development is notified immediately by applicant or his/her agent. Community Development will then notify each transportation provider 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. Each month, each applicant will request a booklet for the coming month no later than the 21st. For example, if this is June, the applicant will request a booklet for July no later than June 21st. New booklets will be issued by the last day of the month, but no later than the 5th of each month.

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 can be but not limited to: award letters from Social Security Administration, award letters from retirement entity, most recent bank statement showing direct deposit, or any other award letters stating amount of income.
- 6. After application has been approved by Community Development, an appointment is scheduled to have photo taken. Place of appointment will be determined by place of application e.g. Jacksonville Towers, Jacksonville Housing Authority, Jacksonville Senior Center, etc.
- 7. Coupon booklets are distributed on a first come basis. Only one booklet per month per person.
- 8. 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. Service provider and/or designated driver(s) agree to <u>closely examine photo</u> on coupon submitted by program participate to <u>insure positive identification</u>.
- 6. All accepted coupons must have the signature of rider to be reimbursed.
- 7. In the event of lost or stolen booklets, service providers will be notified immediately by email.
- 8. When booklets have been reissued, there will appear the word replacement on each coupons, thus letting you know that it's okay to accept coupons from this participant.
- 9. Community Development will provide log forms to each provider to be used in submitting coupons collected for payment.
- 10. 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.
- 11. Service provider agrees to comply with the agreement executed between them and the City of Jacksonville.