

TAXI VOUCHER PROGRAM

USER'S GUIDE



Your application to participate in the TAXI VOUCHER PROGRAM has been approved. Your identification card and taxi voucher order form are enclosed. Be sure to sign your identification card and carry it with you when using vouchers for the cabs. You are now ready to use the TAXI VOUCHER PROGRAM according to the following steps:

- 1. TAXI VOUCHERS:** Your letter of eligibility will state how much the vouchers will cost you. Use the attached order form to order coupons. You are eligible to purchase five \$10 coupon books per month at a reduced rate. **Taxi vouchers are not transferable and are non-refundable.**
- 2. ARRANGE YOUR RIDE:** The inside cover of your coupon book lists the taxi companies that are participating in the TAXI VOUCHER PROGRAM. You should pick the company that best serves your needs. **CALL THE COMPANY DIRECTLY AT THE NUMBER LISTED.** Tell the dispatcher that you are a TVP participant and if you need special assistance (such as a walker, manual wheelchair etc...) so that the company can assign the driver that can best assist you. Be sure to make reservations when necessary. **DO NOT SCHEDULE THE SAME TRANSPORTATION WITH MULTIPLE PROVIDERS** - this will be considered abuse of this program and could result in termination from the TVP.
- 3. TAKE THE TRIP:** You should be ready to travel about 15 minutes before your scheduled pick-up time, in case a driver arrives early. When you enter the vehicle, show your ID card to the driver. This will let the driver know that you are a TAXI VOUCHER PROGRAM participant and that you will be paying for your ride with the vouchers.
- 4. PAY FOR YOUR TRIP:** After you arrive at your destination, pay the driver with vouchers equal to the exact fare for the ride. If you do not have enough vouchers for the exact amount, either pay the driver in cash for the difference or use coupons that are as close as possible to the exact amount. Tipping your driver is encouraged, but TAXI vouchers cannot be used for this purpose.
- 5. REORDER COUPONS:** A reorder form will be enclosed for your next taxi voucher purchase. To reorder, complete the form and send it to the address listed along with your check or money order. Vouchers will be issued on a **'first come, first serve'** basis not to exceed the monthly program allowance. You will not be able to reorder vouchers if our records show that you have already reached the maximum allowed for that month. Your new vouchers will arrive in the mail.
- 6. EXPIRATION DATE:** Vouchers will expire on June 30th, so be careful how many you purchase when the expiration date draws near to avoid a loss of taxi vouchers. All checks and money orders for taxi vouchers should be made payable to the **Cecil County Treasurer**. Any item returned for insufficient funds will be subject to a fee of \$25 and you will be suspended from the program until all obligations are met.

If you have any problems with service, call the cab company directly. If the company cannot solve your problem or if you have any questions about the TAXI VOUCHER PROGRAM, contact the program office at 410-996-5295 option #3 between 8:00 a.m. and 4:00 p.m. Monday thru Friday