



CITY OF SCOTTSDALE
TRANSPORTATION DEPARTMENT
7447 EAST INDIAN SCHOOL ROAD, SUITE 205
SCOTTSDALE, AZ 85251
480-312-TRIP (480-312-8747)

ID WORK TRAVEL PROGRAM GUIDELINES

INTRODUCTION

The ID (Individuals with Disabilities) Work Travel Program is a one year pilot initiative serving qualified City of Scottsdale employees. More specifically, this program directly serves ID participants as they consider affordable, safe and reliable travel options to and from work.

This pilot program provides taxi vouchers as an alternative to Dial-A-Ride service for transportation to and from City of Scottsdale designated work centers. The voucher pays 100% of the cab fare and a 15% gratuity for transportation to and from a City of Scottsdale work center and the participant's residence. This program is only valid for City of Scottsdale employees with a disability for the purpose of work related travel only.

This pilot initiative is funded through the City of Scottsdale's Cab Connection program administered within the Transportation Department.

PROGRAM ELIGIBILITY REQUIREMENTS

Program participation is restricted to ID participants enrolled in a qualified work skills program. Eligibility will be determined by the City of Scottsdale Adaptive Services Department staff in partnership with the Human Resources Department and /or Department being served, and coordinated with the Transportation Department to complete the enrollment process. Enrollment will require completion of a Cab Connection application to include proof of physical address by providing a copy of any utility bill or other appropriate document displaying applicants name and home address.

Vouchers must be mailed to participant's address of record (not a post office box.).

Based on information provided, a participant may also be required to attend an in person assessment for ADA Service Eligibility Certification. Once the certification determination has been completed, the applicant must include a copy of the ADA Letter of Determination with their completed application.

VOUCHER ISSUANCE

Participants will be issued a quantity of vouchers equal to the number of days they are scheduled to work or volunteer in a given month, excluding holidays. Vouchers expire at the end of each month and must be reordered each month using the mail order forms provided. Monthly voucher reorders must be received in our office before the 20th day of the current month in order to receive that month's allotment of vouchers, and will be prorated based on the number of days remaining in that month. Provided your order for the following month is received in a timely manner, program staff will issue vouchers in a manner to ensure their delivery by the 1st day of each new month.

VOUCHER PREPRINTED INFORMATION

Each voucher is preprinted with the name of the participant, the work center address, and expiration date. Vouchers are valid until the last day of the month in which the vouchers are issued. Participants need to check the expiration date before using the voucher. Expired vouchers will not be honored by the City of Scottsdale.

Participants and cab companies/drivers must not alter vouchers in any way. Any alterations invalidate the vouchers. Drivers and cab companies will not be reimbursed for altered vouchers. Participants who alter vouchers may be denied future participation in the Travel Program.

TRIP SCHEDULING

Vouchers can be used with any of the participating taxi companies. A list of participating cab companies is provided to participants and is updated as taxi companies choose to participate or as information changes.

To arrange a trip with participating taxi companies, participants select a taxi company from the list for each one-way trip. Participants then call the taxi company to make their reservation giving the reservations operator as much detail as possible, e.g., physical assistance, special physical accommodations, wheelchair or walker transport, service animal transport. Drivers do not have special training. If a higher level of service is required, participants should call the Transportation office at 480-312-8747 for more information.

Participants should not arrange for several taxi companies to pick up the same trip. Calling several taxi companies, making multiple reservations, and using the first taxi that arrives could result in taxi companies refusing to provide service. Cab companies are not under contract; participation is voluntary and subject to change.

- The Travel program will pay for only one trip as described on the voucher; no other stops may be served with the same voucher.
- Participants should not give the driver any additional vouchers.
- Participants are to call 480-312-8747 to report any driver requesting or demanding more than one voucher per each one-way ride.
- Participants must sign the vouchers.

CANCELLATIONS AND NO-SHOWS

Participants:

Participants are responsible for arranging their own taxi trips. The City of Scottsdale will not pay for “no-show” fees and program participants are held accountable for their own “no-shows”.

Participants should inform the taxi provider of any cancellations or schedule changes. Taxicab providers may choose not to provide service to people with histories of no-shows.

Taxi Providers:

Participants have a right to expect prompt service from the cab provider and should request an estimated arrival time. If a taxi provider fails to pick up program participants, participants must work directly with the taxi provider to resolve the issue, or they may want to call a different company.

VOUCHER EXCHANGES/RETURNS

Voucher exchanges or returns are not permitted. If vouchers are not used prior to their expiration they should be destroyed.

Drivers and cab companies will not be reimbursed for expired vouchers.

PARTICIPANT RESPONSIBILITY

Participation of Scottsdale residents and cab companies in the Travel Program is voluntary. It is not the responsibility of the City of Scottsdale to mediate between the participants and the cab company.

PARTICIPANT CODE OF ETHICS

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. Participants exhibiting inappropriate behavior may lose the right to participate in the Wheels to Meals program.

PROGRAM MISUSE

Participants or taxicab companies who engage in program violations such as, but not limited to, altering vouchers, using expired vouchers, accepting or giving more than one voucher, using someone else's vouchers, or giving or selling or trading vouchers may lose the right to participate in the ID Work Travel Program.

The City of Scottsdale retains the right to modify the ID Work Travel program at any time due to budget and/or other constraints.