



Notes from Norma

An informal newsletter from the Executive Director

In this letter: **Transportation Information**

There are many ways to get around town:

**MST Taxi Voucher Program:** Vouchers are available at Sally Griffin Center, PG City Hall and PG Public Library. There is a five voucher limit per person. There is no charge for the vouchers but you will need to show a photo ID verifying your local address and date of birth. Vouchers expire 90 days after the date of issue. There are five cab companies that honor the vouchers. They are:

<b>Central Coast Cab</b>	626.3333
<b>Coastal Yellow Cab</b>	333.0533
<b>Sal's Taxi</b>	422.7276
<b>Yellow Cab</b>	333.1234
<b>Serra Cab</b>	216.2010

You will pay the driver a \$3.00 copayment and give him a signed voucher worth \$14.00 (total \$17 value) If the ride is more than 4-5 miles, you may need to pay the full price for any amount above the \$17.00. Driver's tip is included in the \$17.00 total. Round trips will require a voucher along with the \$3.00 payment both ways. Arrange for the return trip when you call the taxi company. Voucher holders may bring others along for the ride at no further charge as long as seating is available and all are traveling together the entire trip. **Helen Holmlund** uses this program and is happy to discuss with anyone interested.

**ITN Monterey County:** The Independent Transportation Network is a non-profit service for seniors. Each local ITN is part of a national organization ITNAmerica. There is an annual membership fee (\$50) along with a prepaid Personal Transportation Account based on estimated usage. ITN then deducts your rides from this account – average cost of a ride is \$9.00. ITN is available 24 hours a day, seven days a week. There is a charge for night rides between 9:00 pm and 7:00 am. **Doris Beach** uses ITN and is happy to discuss with anyone interested. Please see Deanna or Denise for forms.

**RIDES:** MST RIDES program offers a shared-ride, curbside-to-curbside transportation service to eligible ADA paratransit travelers. You may take along a wheelchair.

To qualify for the RIDES program, you must have a disability that prevents you from using the MST fixed-route bus system. To apply, submit an official RIDES application form ([www.mst.org](http://www.mst.org)) along with a professional verification form signed/completed by your doctor.

RIDES services are provided on a reservation-only basis and must be made no later than 5:00 pm the day before or up to 14 days in advance of the day of the requested service.

RIDES services are available whenever MST's regular fixed-route bus services are in operation. However, please keep in mind that MST's regular fixed-route schedules are subject to change and you will want to check the MST site for schedules before you schedule your pickup.

Based on the availability of RIDES vehicles and drivers, RIDES may need to schedule passenger trips up to an ADA-defined time window of one hour of the requested pick-up time. However, in most cases, the time window is much shorter. Remember, RIDES services are "shared rides" so there may be fellow passengers who may board and depart your RIDES vehicles during you travel.

**Fares** (exact fare required)

One-way, 2.7 miles or less	\$3.00
One-way, more than 2.7 miles or less than 19.7 miles	\$5.00
One-way, more than 19.7 miles	\$7.00
All fares must be paid with exact cash or RIDES tickets. Rides ticket books are sold in books of 30	

\$1.00 tickets and are available at MST costumer service locations and online at the MST Store.

If you need assistance when you travel, one registered personal care attendant may ride with you for free. Companions must pay full fare and may only ride when space is available. Drivers are not permitted to enter private driveways, negotiate stairs or enter private homes or care facilities.

**Town Car/Bus Transportation (Fred):** The town car/bus shall be used to transport residents for medical needs. This includes trips to approved physicians, hospital and medical testing facilities.

Planned activities which include regularly scheduled routes for banking, shopping and community group events will be arranged by the chauffeur as a courtesy, if it is convenient. These trips may be cancelled if the vehicle is needed for medical transportation. The use is intended to be local in nature. Our insurance coverage precludes the town car from being hired for private use. Residents schedule town car rides by using either a Transportation Request or the Transportation Afternoon Activities binder. Both are available at the front desk.

The town car/bus may be used monthly for planned activities away from the Monterey Peninsula. A planned excursion should be scheduled so that it does not disrupt the normal routing of the transportation program. All extraordinary expenses associated with the excursion (such as parking, admission fees, or driver overtime if needed) will be shared by all of the excursion participants.

Advance notice of the excursion will be:

- a) Published in 'What's New' and the weekly transportation schedule.
- b) Noted in the Transportation Afternoon Activities binder.
- c) Posted on the CW bulletin board.

The town car/bus is not intended to be an ambulance or airport transport. Such functions are best performed by the professional carrier. The chauffeur can be reached at 261-0892. You may call this number at anytime of any day and leave a message during non-business hours.

**Alternative Arrangements:** If the town car/bus is NOT available and you are going to an approved medical appointment, you may take a taxi. Tell the taxi driver to bill Canterbury Woods; you may have to sign a receipt. Tips are the responsibility of the resident.

**The Olsen Fund:** A number of years ago a sum of money was left to the Canterbury Woods Resident Association by Chaplain and Mrs. Torben R. Olsen. At the time it was decided to use the money for taxi services for residents to and from doctors not on the approved physician list, as well as dentists and other medical services such as chiropractors, acupuncturist, etc. When a resident uses this service, they need to get a receipt from the taxi driver for the amount of the trip then get a taxi expense account form (pink sheet) from the Receptionist. You must fill out this form and forward it to the Treasurer of the Resident Council. You will be reimbursed for the cost of your taxi. This will not include any tip you give the driver. That will be your responsibility.

**When to call an ambulance:** Ambulance services are routinely being denied. The approximately \$3,000 ride will only be covered by Medicare if:

- There is severe hemorrhaging
- There is a possibility of fracture
- Acute respiratory or cardiac distress
- Stroke symptoms
- Unconscious or in shock
- Needs restraint to prevent injury
- Oxygen or emergency treatment is needed during transport
- Bed confined before and after the ambulance trip

By all means, call 911 if you are experiencing these symptoms or you may call the Medical Center for guidance. Let the Medical Center know if you called 911 so we can provide directions and medical paperwork for your transport.

If you do not meet the above criteria for an ambulance and you need to go to the ER or Urgent Care you may go by taxi and charge your trip to Canterbury Woods by telling the driver and signing the voucher.