

## **Transportation Policy and Procedure -- Revised 7 - 27 -16**

Transportation Policy: Canterbury Woods' monthly resident fee includes scheduled transportation services to local shopping and social destinations as determined by Canterbury Woods. Transportation to appointments with professionals offering medical, dental and health care services within the local area (Pacific Grove, Monterey, Ryan Ranch, Seaside, Sand City, Marina, Carmel and Carmel Valley) is provided on a weekly schedule. Prior arrangements need to be made with administration for these services. In the event that taxi services are needed, Canterbury Woods shall not be responsible for furnishing or paying for any taxi unless prior approval has been obtained.

### Canterbury Woods Scheduling:

1. Transportation for medical appointments is, whenever possible, scheduled for mornings, Monday through Fridays and Wednesday afternoons. If transportation is needed at other times, it possibly could be arranged with the Canterbury Woods Driver.

To request transportation, fill out a transportation request form at the reception desk as soon as you know of your appointment and no later than 48 hours before the appointment. A copy of the completed request will be returned to the resident noting the time to be in the lobby. Multiple residents are often accommodated on the same trip; therefore, you should expect to leave early and experience a short wait after your appointment. The Driver's phone number is 831-261-0892. You may call for a pick up when your medical visit is finished.

2. When a Driver is not available, reimbursement to go to a scheduled medical appointment is provided in special circumstances and only with prior approval from Administration. If you have this approval, arrange with the Receptionist to call the taxi for you and tell them to bill Canterbury Woods. Remember to sign the taxi ticket at the end of the ride. Tips are not included by Canterbury Woods.

3. Afternoon transportation is generally for leisure or shopping in Pacific Grove, Sand City and Del Monte Shopping Center. Look in the transportation notebook at the reception desk to see where the car is going and sign up on the date for your destination.

4. Friday afternoons are typically for Health Center residents to go sight seeing. Other residents may take the ride based on first come basis. Sign up in the transportation notebook at the reception desk.

### 5. Leisure and Social Trips:

The Enrichment and Wellness Coordinators may schedule special excursions or events with the car or the bus. The events will be advertised in "What's New" and/or posted on the bulletin board. Signup sheets will be filed in the transportation notebook at the reception desk. If there is an entrance fee for an event, it will be collected in advance and there will be no refunds. If you sign up and do not show up without giving 24 hour notice

you will be on the wait list for future outings. Friends and family can attend if there are spaces available 72 hours ahead of the event.

For special events it may be appropriate that the attending group purchase a ticket for the Driver who may need to wait at the venue until the end of the event.

#### Alternative Transportation Available to Residents

6. The Resident Council also offers a fund for residents attending medical, dental and health care appointments when the Driver is unavailable. Get a pink taxi slip from the Receptionist - it gets signed by the taxi driver. You will pay the taxi driver and get reimbursed from the fund by presenting your signed pink slip to the Resident Council treasurer. The Council has authority to limit this expense. Tips are a resident responsibility.

7. MST Taxi voucher program: Monterey-Salinas Transit has issued new Taxi Cab discount vouchers. The vouchers are free and can be used up to 4 times a month. They reduce the cost of a \$17 fare to \$4. To participate in the Taxi Voucher Program you can pick up vouchers at City Hall or the Pacific Grove Library with your ID in hand. When using them, you must tell the driver, present the voucher and picture ID, and pay the \$4. Additional riders can share it at no extra cost. To pick up the vouchers you can sign up in the transportation binder for our Driver to take you to City Hall or the Library on the Pacific Grove errand days.

NOTE: Only a few vouchers are supplied each month, so if you want to get one, it's wise to go at the beginning of a month. Taxi drivers customarily receive a tip. The MST voucher does NOT supply a tip, so this would be up to residents.

8. ITN Program is a private, reliable, fairly priced, scheduled, door to door service on the Monterey Peninsula. Residents may initially purchase \$50.00 credit. When part of the \$50.00 has been spent, the resident is billed to bring the balance back to \$50.00 (This is called "banking"). Drivers are generally volunteers and tips are not permitted.

9. MST Rides Program provides adult day bus transportation for adults with disabilities. The Canterbury Woods Activity Director (in the Health Center) has applications for this service.