



## **TIDE Ticket to Ride Taxi Voucher Program Instructions and Guidelines**

Now that you've been accepted into the program, here are steps to utilizing the TIDE Program for transportation to and from **work and/or job training**. If you have questions, please the Hanover Township Mental Health Board at (630) 837-0301

1. Once you've been notified (either by phone or mail) that you've been accepted into the taxi program, please contact the Hanover Township Mental Health Board to purchase rides. The price will be individualized to the rider.
2. Your cost for the rides will be ½ the price of the cab ride to and from work or job training. You will know the cost prior to obtaining your rides. Riders must pre-purchase vouchers at the Township prior to scheduling a ride with A1 Cabs. No money is exchanged between drivers and riders or riders and A1 Cabs. Payment is made to the Hanover Township Mental Health Board.
3. Arranging your cab ride
  - a. Call **A#1 Cab Dispatch @ (847) 888-3990 or (630) 529-3990**
  - b. It is your responsibility to arrange for your cab rides with A#1 Cab Company. You do this by calling A#1 Company several days in advance (up to a week).
    - i. Provide your ride schedule for the week.
    - ii. Give your address and your workplace (or job training) address
    - iii. Give the days of the week and the times that you'll need to be picked up. If you need a "round trip" pickup, give that information as well.
  - c. If your work schedule changes, or if you won't need the cab, call A#1 as soon as possible to let them know of the change.
  - d. If you have a personal attendant or need special accommodations, let them know this at the time of your call.
4. Using the Taxi service
  - a. Be on time.
  - b. You must be able to fasten your seat belt, or have another person who will do this for you. The cab drivers will not do this for you. The cab driver will not transport you if you can not fasten the seat belt.
  - c. You are not expected to tip the driver. If the driver asks for money, call Kristin Vana at the Hanover Township Mental Health Board @ (630) 837-0301 immediately.

5. Using your Rides.
  - a. TIDE Vouchers are for travel to and from work and job training only.
  - b. You purchase your rides through the Hanover Township Mental Health Board.
  - c. Notify A#1 @ (866) 923-0900 if you will not need the cab service home.
  - d. If you use your rides for transportation to some place other than work, you will lose the privilege of being enrolled in this program.**
  
6. Frequently Asked Questions
  - a. **What happens if my work schedule changes?** *You need to notify A#1 Cab of any changes in schedule so that they can send the taxi cab at the right times.*
  
  - b. **What happens if my work or job site changes?** *You need to contact the Hanover Township Mental Health Board @ (630) 837-0301 as soon as possible. Give contact information, including the change in address. We will then verify your new information. They will then determine the changes in cost for the new rides that you will use.*
  
  - c. **What do I do if I have a problem with the cab driver or if a driver asks for money?** *Call A#1 Cab (866) 923-0900 immediately. Also, call Kristin Vana @ the Hanover Township Mental Health Board to report the incident.*
  
  - d. **How do I order additional rides?** *You may visit the Hanover Township Mental Health Board office with payment or mail a check to 250 S. IL Route 59 Bartlett, IL 60103. If you mail a check, once the check is received vouchers will be printed and mailed back to you. Please allow 5-7 business days to receive your vouchers.*
  
  - e. **Can I bring someone else with me in the cab?** *You can bring a **personal attendant** with you in the cab. Only the cost of your cab ride will be covered by the TIDE Voucher. If you have a co-worker or friend who is enrolled in the TIDE Program, their cab rides will be covered by their vouchers.*
  
  - f. **What if the cab is involved in an accident?** *If there is an accident, A#1 Cab Dispatch will notify the Hanover Township Mental Health Board. We will contact the person listed as your emergency contact in your application and give them the information.*

**g. Can I use my rides to go to other places than work?**

No. *TIDE Ticket to Ride Taxi Vouchers are for work and job training only. If you use the program for transportation to someplace other than work, you will lose the privilege of being enrolled in the TIDE Ticket to Ride Program. Hanover Township has other transportation services available for senior citizens and persons with disabilities. Please contact Senior Services Transportation Department at (630) 483-5656 for information about the transportation services for seniors and persons with disabilities.*

***Important Numbers:***

***Kristin Vana***

***Mental Health Board***

***(630) 837-0301***

***A#1 Cab Dispatch***

***(847) 888-3990 or (630) 529-3990***

***Mailing Address:***

***Hanover Township Mental Health Board***

***250 S. Route 59***

***Bartlett, IL 60103***

***[kvana@hanover-township.org](mailto:kvana@hanover-township.org)***

***Websites:***

***[www.hanover-township.org](http://www.hanover-township.org)***