

Senior Scrip Newsletter

Senior Scrip
MEASURE

Happy New Year from your friends at Measure C's Senior Scrip Program. A new year has begun, and we know that with a new year, comes new resolutions. Whatever your goals, the Measure C Senior Scrip Program is here to provide you access to safe and reliable transportation options that help you get to your destination at a reduced cost. However you use scrip, whether you are visiting family and friends or going to the grocery store and salon, use the Senior Scrip program to get around at a reduced cost throughout the year.

Important Update!

You may purchase up to \$200 worth of Measure C Senior Scrip each month at a cost of only \$50. Take twice as many rides while still enjoying 75% discount on Uber, Lyft or EOC Transit services! Scrip may still be purchased in \$20 increments (\$5 each) throughout the month.

If you need assistance accessing rides or purchasing scrip, please call Fresno COG at (559) 233-4148. Our Senior Scrip staff is here to help.

Did you know that you could purchase Senior Scrip at any time during the month?

Purchase the maximum amount of scrip all at once at the beginning of the month or as you need it throughout the month. It is your choice. Just remember that on the first of each month you are eligible to purchase \$200 worth of scrip. Your scrip purchase limit resets on the first of each month regardless of when you purchased last. For example, if you purchased scrip on January 21st, you can still make another purchase on February 1st. It is not required that you wait 30 days from your last purchase date to buy more scrip. Remember, in a new calendar month you can purchase up to \$200 worth of scrip any time.

Questions and Answers

What do I do if I call a taxi company from the list, and they tell me that they are unable to provide a ride because they are booked or too busy?

Please call another taxi company from the Senior Scrip tax list provided to you. Taxi companies do their best to pick up seniors, however they also pick up other passengers who aren't part of the Senior Scrip Program. Please phone other listed companies until you find one available.

Can I book two taxis and just take the one that arrives sooner?

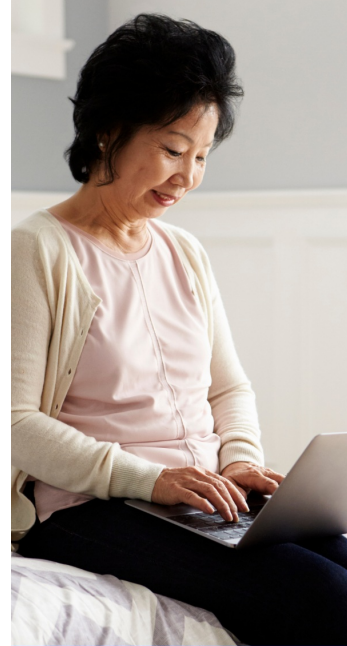
No. Do NOT book two taxi rides at the same time! That is prohibited. By doing so you may be preventing someone else from getting the ride they need. You can always ask the taxi driver for an estimate on how long they expect it will take for them to pick you up.

What do I do if I have a negative or positive experience I'd like to share?

Your satisfaction is important to us. Our new feedback form will allow you to share your experience, positive or negative, helping us to improve the program for all participants. A feedback form will accompany your paper scrip order each time you make a purchase. This form is also available on our website at this link:

<https://www.fresnocog.org/measure-c-senior-scrip/> for you to complete online.

You may also request a form be mailed to you by calling us at 559-233-4148 Ext. 205. Your feedback will be kept confidential unless you request otherwise. If you have a complaint or an experience you'd like to share, please notify us immediately and make sure you complete the majority of the form.



**SENIOR
SCRIP
AND YOU**

Scheduling Update for Fresno EOC Taxi

Fresno EOC Taxi is a great resource for seniors that need wheelchair accessible transportation, larger vehicles and trained, professional drivers. To book an EOC Taxi (van or small bus) make sure to book rides 48 hours in advance. EOC charges a flat rate of \$10 for a 1-3 mile trip, \$20.00 for 5-10 miles, and anything over 10 miles will be charged at a rate of \$3.00 per mile.



FRESNO EOC TAXI UPDATE

**Welcome Our new
Measure C Services Coordinator:**



We'd like to officially introduce the new addition to our Fresno COG team, Ofelia Abundez. Ofelia joined our team in May 2022. She trained with our previous coordinator, Esperanza Velazco, for two months before Esperanza retired in July.

Ofelia is a CSU Stanislaus Graduate who previously worked for the State of California. She will continue to provide you with great service you have come expect from the Fresno COG staff. You may contact Ofelia by calling 559-233-4148 Ext. 205 or by emailing her at oabundez@fresnocog.org.

Learn more about
Senior Scrip!

Learn about Fresno
Council of
Governments!

Learn more about
Measure C!



*The Measure C Senior Scrip Program is operated by the Fresno Council of Governments (**Fresno COG**) and is funded with local transportation funds made available through the extension of Measure C (a voter-approved ½ cent tax on sales). Since 2008, the Senior (Taxi) Scrip Program has been providing transportation for seniors 70 and older living in the Fresno County region, at a 75% discount!*

Do you have questions or comments?

[Call \(559\) 233 - 4148 ext. 205](tel:5592334148)

[Email mcstaff@fresnocog.org](mailto:mcstaff@fresnocog.org)



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