



SENIOR TAXI SCRIP PROGRAM

SAVE 75% ON TAXI RIDES!

1. What Is The Senior Taxi Scrip Program?

It is a Measure C funded program that provides alternative, reliable and affordable transportation to Fresno County residents who are 70 years of age and older. Eligible seniors receive a 75% discount on taxi fares by purchasing taxi scrip. Scrip availability is limited.

2. How Does The Senior Taxi Scrip Program Work?

Participants simply obtain and submit an eligibility application and once approved can purchase a \$20 value booklet of taxi scrip (like coupons) from select locations for only \$5. **This is a 75% discount!** Up to (5) booklets of taxi scrip can be purchased each calendar month. Scrip can then be used like cash to pay for taxi cab fares only. (Not all taxi companies accept taxi scrip. See below for a list of qualified taxi companies.) Taxi Scrip can be used at any time, 24 hours a day, and 7 days a week when needed. Taxi Scrip booklets can be purchased at select FAX locations, Clovis City Hall, Parlier City Hall, Firebaugh City Hall, select Senior Centers and Fresno COG (FCOG only accepts mail orders). See below: *"Where can I obtain an application and purchase taxi scrip"* for location addresses.

3. What Are The Rules?

- You must be a resident of Fresno County.
- You must be at least 70 years old (proof of eligibility is required by providing a copy of a California Driver's License, California DMV issued Identification Card or Medicare Card).
- You must first complete and submit the eligibility forms. All necessary documents can be obtained at select locations only (see below) or on the web at www.fresnocog.org
- Scrip cannot be given or sold to someone else. It is non-transferable, non-negotiable, and non-replaceable.
- Scrip can only be used to pay for **your** taxi services.
- Scrip cannot be used to tip the driver. Please tip using cash.
- Users are responsible for scheduling, changing, and canceling trip reservations.
- Be sure to let the dispatcher know that you will be paying with Taxi Scrip when you call to schedule a pick-up.
- Fresno COG reserves the right to limit scrip sales based on scrip availability.

4. Where Can I Obtain An Application and Purchase Taxi Scrip?

In Person:

<p>Clovis City Hall 1033 Fifth Street Clovis, CA <u>Business Hours:</u> 8:00 AM – 3:00 PM Mon.– Fri. Phone: 559-324-2000</p>	<p>Fresno Area Express (FAX) Manchester Transit Center 3590 North Blackstone Fresno, CA <u>Business Hours:</u> 8:00 AM – 6:00 PM Mon. – Fri. Phone: 559-621-RIDE</p>	<p>Parlier City Hall 1100 E. Parlier Ave. Parlier, CA <u>Business Hours:</u> 7:30 AM – 6:00 PM Mon.–Thurs. Phone: 559-646-3545</p>
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<p>Clovis Senior Center 850 Fourth Street Clovis, CA <u>Business Hours:</u> 8:00 AM – 4:30 PM Mon.– Fri. Phone: 559-324-2750 TTY: 559-324-2753</p>	<p>Fresno Area Express (FAX) Downtown Service Center 2016 Tulare St. Fresno, CA <u>Business Hours:</u> 8:00 AM – 5:00 PM Mon.– Fri. Phone: 559-621-RIDE</p>	<p>Firebaugh City Hall 1575 Eleventh Street Firebaugh, CA <u>Business Hours:</u> 8:00 AM – 4:30 PM Mon.– Fri. Phone: 559-659-2043</p>
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By Mail Only:

<p>Council of Fresno County Governments (Fresno COG) 2035 Tulare Street, Suite 201 Fresno, CA 93721 Phone: 559-233-4148 www.fresnocog.org</p> <p>Please send the completed eligibility application, copy of proof of eligibility (California driver's license, California DMV issued Identification Card or Medicare Card), order form, and a check, cashier's check, or money order payable to Taxi Scrip Program. Please add the postage cost to your check's total amount. Taxi scrip postage costs are as followed:</p> <table style="margin-left: 40px;"> <tr> <td>1 Booklet:</td> <td>\$0.58</td> </tr> <tr> <td>2-4 Booklets:</td> <td>\$0.75</td> </tr> <tr> <td>5 Booklets:</td> <td>\$0.92</td> </tr> </table> <p>***All forms are available at www.fresnocog.org or call 559-233-4148 to receive the application and order form via U.S. mail.</p>	1 Booklet:	\$0.58	2-4 Booklets:	\$0.75	5 Booklets:	\$0.92
1 Booklet:	\$0.58					
2-4 Booklets:	\$0.75					
5 Booklets:	\$0.92					

5. What Taxi Companies Can I Call to Schedule a Service?

You may utilize any of the following authorized taxi cab company holding a City of Fresno business license. Currently, there are thirteen such taxicab companies that are participating in this program.

Fresno Cab Company Phone: 559-301-5579	Taxi Acapulco Phone: 559-270-2320	Pacific Cab Company Phone: 559-299-0006	Yosemite Cab Company Phone: 559-268-1212 559-790-4126 559-266-7777
Bulldog Cab Company Phone: 559-485-6000	Parlier Taxi Services Phone: 559-646-0302	Checker Taxi Company Phone: 559-432-8294	Scrip Taxi Phone: 559-222-2223 559-222-2229
City Cab Company Phone: 559-495-1234 559-228-8282	Yellow Cab Phone: 559-275-1234 559-442-1020	USA Cab Company Phone: 559-222-5588 559-287-1128	
Payless Taxi Phone: 559-222-0101 559-444-0101	A-1 Taxi Cab Company Phone: 559-433-9111 559-259-6310	Faretta Cab Company Phone: 559-230-1000 559-434-8888 559-226-4000	

6. How Can I Obtain More Information?

- Call 559-233-4148 during regular business hours.
- To download brochures and application forms, visit us on the web at www.fresnocog.org

FREQUENTLY ASKED QUESTIONS:

Can I use taxi scrip for all of my transportation needs?

No. Taxi Scrip can only be used for taxi fares with select taxi companies (please see above).

Do all taxi companies accept taxi scrip?

No. Only qualified companies (see above) may accept taxi scrip, be sure to always ask when calling to request cab service. At the end of the taxi trip, the driver will accept payment for the meter fare using taxi scrip instead of money. Taxi scrip does not need to be used the same month it is purchased.

Does my Taxi Scrip expire?

Taxi Scrip **will not** expire. If your scrip states that it will expire December 31, 2008, please disregard the statement and continue using scrip as normal. You can continue using your purchased 2008 scrip; please do not exchange your scrip. Contact Fresno COG at 559-233-4148 if you have any questions or concerns. All participating approved taxi scrip vendors and taxi companies have been notified of this change.

Do I need to show my User ID card every time I pay with taxi scrip?

Yes. You will be issued a personal User ID card when you are enrolled and approved for the Taxi Scrip Program. You must show this User ID card to the taxi driver every time you request a taxi service from one of the approved taxi companies.

I am a resident of Kings County, can I purchase Scrip?

No. Measure C's Taxi Scrip Program is available only to Fresno County residents. Please contact your respective city offices regarding taxi subsidy programs that may be available within your area.

I am a Fresno County resident, but I want to travel to Merced, can I use scrip for this trip?

Yes. However, the amount of Scrip you are allowed to purchase may only cover part of the total cost of your trip. Please consult taxi fares with the taxi company before scheduling a service. *(Taxi Cabs may not be able to pick you up outside of their service area, please inquire before scheduling).*

Is the taxicab driver obligated to make change when I pay with scrip?

YES. Just as when you pay for a taxi trip with cash, you are entitled to change should any be due to you.

May I tip the driver with taxi scrip?

No! While tipping is customary when using taxi services, you may not tip your taxi driver using taxi scrip. You should carry cash if you wish to tip your driver. Do not let a driver pressure you to tip with taxi scrip. When you feel that the service provided by the driver has been good, you may tip the driver with cash only.

How will I know how much to pay the taxi driver?

Every taxi vehicle has a meter that will display the fare for your trip. You are responsible for paying the entire fare amount displayed on the meter.

Can I give or sell my Taxi Scrip to someone else if I do not use it?

No. Taxi Scrip is only to be used by the eligible person who is enrolled in the program and has been assigned a User ID Number. Taxi drivers are allowed to request identification to verify eligibility. Taxi Scrip is non-negotiable, non-transferable, and non-replaceable.

Am I required to hand over my scrip booklets to the taxicab driver so that they may remove the coupons?

ABSOLUTELY NOT! Scrip is considered the same as cash while you are riding in a taxicab, please treat it as such. If you are uncomfortable with allowing the driver to remove scrip from your book, keep the scrip within your possession.

If I lose the taxi scrip, can I be reimbursed?

No. Participating agencies are not responsible for lost, stolen, or destroyed scrip. Scrip is non-negotiable, non-transferable, and non-refundable.

How can I get more information?

For more information on this program, or to download an application and an order form, please visit us on the web at www.fresnocog.org or call the Council of Fresno County Governments at 559-233-4148, during regular business hours. You may also send an email to Melissa Garza at mgarza@fresnocog.org.