



SOLANO COUNTY INTERCITY

# TAXI SCRIP PROGRAM

February 2010 Riders' Guide



## CUSTOMER SERVICE

The public transit providers of Solano County are committed to ensuring quality customer service is offered within the Intercity Taxi Scrip program. Your comments are welcome as they are an important tool to improve service.

All taxis operating in Solano County carry pre-stamped, no postage necessary, Taxi Comment Cards available for your use.

If you have an immediate concern, please contact the taxi company's dispatcher or manager.

*For program concerns or suggestions, or if you are unable to resolve an issue with a taxi company, contact your local public transit provider listed below:*

**Dixon Redit-Ride**  
(707) 678-5020

**Vallejo Transit**  
(707) 648-4315

**Vacaville City Coach**  
(707) 449-5170

**Benicia Breeze**  
(707) 746-4300

**Fairfield and  
Suisun Transit**  
(707) 428-7535

**Rio Vista Delta Breeze**  
(707) 374-5337

**County of Solano**  
(707) 784-6765





## THE SOLANO COUNTY INTERCITY TAXI SCRIP PROGRAM

is a flexible option for qualified ADA

(Americans with Disabilities Act) paratransit-certified riders. This service provides premium ADA plus, curb-to-curb, same day transportation. The Intercity Taxi Scrip program is in addition to paratransit services available by public transit providers throughout Solano County.

### BENEFITS OF THE INTERCITY TAXI SCRIP PROGRAM

- » Service between cities and rural areas in Solano County
- » 24 hour access, 7 days a week
- » Same day service
- » No transfers required
- » Low-cost



### ELIGIBILITY

- » You must be an ADA paratransit certified resident of Solano County.
- » You must be ambulatory or able to enter and exit a taxi without the help of another person.
- » Your mobility device must be able to be folded for transport in the trunk of the taxi.
- » If you are a wheelchair user and cannot independently transfer from the wheelchair to the back seat of a taxi, you should continue to use paratransit for your travel needs.

*If you are not currently ADA paratransit certified and would like an application, please call your local public transit provider:*

**Dixon Read-Ride**  
(707) 678-7442

**Benicia Breeze**  
(707) 746-4300

**Vacaville City Coach**  
(707) 449-5170

**Rio Vista  
Delta Breeze**  
(707) 374-5337

**Fairfield &  
Suisun DART**  
(707) 428-7535

**Unincorporated  
Solano County**  
(707) 784-2797

**Vallejo RunAbout**  
(707) 649-1999

“ Intercity Taxi Scrip may be a travel solution if you do not require an accessible vehicle and can travel with minimal assistance. ”

### ADA PHOTO ID CARD



To purchase and use the new Intercity Taxi Scrip you will need an ADA photo ID card. This card will allow you to use both Intercity Taxi Scrip as well as paratransit services throughout Solano County. This new ADA photo ID card will replace your current paratransit card, if your local public transit provider issued one to you. Contact your local public transit program for information on how to obtain your new identification card.

- » There is no charge for your new ADA photo ID card. You will be required to show your ID each time you purchase or use Intercity Taxi Scrip.



Sample ADA Picture ID Card

### LOST OR STOLEN ADA PHOTO ID CARD

Please contact your local public transit provider. A replacement card will be issued for a \$5 charge. Please allow up to three weeks for processing.

## SCHEDULING A RIDE

When calling for a taxi, please tell the dispatcher:

- » Your name
- » Your ADA number
- » That you will be using Intercity Taxi Scrip
- » The date and time you want to be picked up
- » Your exact pick up and destination addresses
- » Where you will be waiting, the exact pick up location (for example: "Solano Mall in front of Red Robin")
- » Special instructions such as gate codes
- » The number of persons traveling with you
- » If you use a mobility device such as a collapsible wheelchair or walker



- » If you are traveling with a service animal or pet
- » If traveling to an appointment, both your desired pick-up time and your scheduled appointment time

*The following taxi companies have agreed to participate in the Intercity Taxi Scrip program. Simply call the taxi within your city to request a ride.*

### BENICIA

**City Cab**  
(707) 745-3399

**Yellow Cab**  
(707) 745-4040

### FAIRFIELD/SUISUN

**Fairfield Cab**  
(707) 422-5555

**Veteran's Cab**  
(707) 421-9999

**Yellow Cab**  
(707) 428-4400

### RIO VISTA

**Vista Cab**  
(707) 374-6572

### VACAVILLE/DIXON

**AA Taxi**  
(707) 449-8294

**Yellow Cab**  
(707) 446-1144

### VALLEJO

**California Taxicab**  
(707) 645-1000

**City Cab**  
(707) 643-3333

**Yellow Cab**  
(707) 644-1234



## SERVICE AREAS & HOURS OF OPERATION

Taxi service operates 24 hours a day, 7 days a week. It takes approximately 15 to 30 minutes from the time you place your phone call for the taxi to arrive. While taxi service does not require an advance reservation, one to two hours notice is appreciated.

Intercity Taxi Scrip is valid for taxi trips originating and ending within Solano County. For instance, you can use Intercity Taxi Scrip from Benicia to Dixon (both within Solano County), but not to Davis, Sacramento or Richmond which are located in other counties.

Taxis may only provide service within the jurisdiction in which they are licensed. For example, Vallejo taxis may take a passenger TO another city, but may not be allowed to pick up a passenger FROM another city. For your return trip, you must call a taxi from your current city (point of pick-up).



## PURCHASING INTERCITY TAXI SCRIP

Scrip books may be purchased for \$15.00. Each book contains \$100.00 worth of scrip.

**Intercity Taxi Scrip may be used for taxi trips between cities and rural areas within Solano County and is not valid for trips within your local city.**

**Intercity Taxi Scrip is non-refundable and will expire.** The expiration date is printed on the front of the scrip booklet. Only purchase the amount of scrip you intend to use. Limitations may apply to the number of scrip books you may purchase in any given month and vary from city to city. Please check with your local public transit provider for details.

**Benicia: City Hall Finance Department**  
250 East "L" Street  
(707) 746-4300

**Dixon: City Hall**  
600 East "A" Street  
(707) 678-7000

**Fairfield: Fairfield Transportation Center**  
2000 Cadenasso Drive  
(707) 428-7635

**Rio Vista: City Hall Finance Department**  
One Main Street  
(707) 374-6451

**Suisun City: Amtrak Station**  
177 Main Street  
(707) 374-2878

**Vacaville: City Hall Public Works Dept.**  
650 Merchant Street  
(707) 449-5170

**Vallejo: City Hall 1st Floor Cashier's Office**  
555 Santa Clara Street  
(707) 648-4315

**Vallejo: Florence Douglas Senior Center**  
333 Amador Street  
(707) 643-1044

## SERVICE RESTRICTIONS

The Intercity Taxi Scrip program offers curb-to-curb transportation service. Please note, taxi drivers are not required to assist passengers. If you require assistance, please travel with an attendant.



### Drivers are NOT Permitted To:

- » Enter the residence of a rider.
- » Perform any personal care assistance for any rider, such as lifting or carrying a passenger.
- » Perform errands for riders, such as picking up prescriptions or groceries.

## SCHEDULING RECURRING TRIPS (SUBSCRIPTION TRIPS)

Taxi availability is dependent upon overall demand for service in your community. When demand is high, wait times may be longer. You are encouraged to schedule recurring trips in advance.

Subscription service may be available for recurring trips on the same day(s) and time(s) each week. To request information about subscription service, contact the taxi dispatcher.

## CANCELING A TRIP

Early trip cancellations provide more service opportunities for other customers. Please make every effort to cancel your trip as early as possible. Persons who repeatedly refuse taxi trips at the door when the taxi has arrived within 10 minutes of the requested pick up time, may be denied future service or charged a fee by the taxi company. For rules and policies regarding cancellation and refused trips, please call the taxi company.

## TAXI FARES

Taxi fares are set by local City Councils. Rates are posted within each taxi and vary throughout the county. Taxis accept cash in addition to Intercity Taxi Scrip. No change is given for scrip. Taxi drivers may not have exact change for cash fare.

**At the time of your trip, you must show your ADA photo ID card to the driver. If you do not have your ADA photo ID card, you must pay the full taxi fare.**

## TAXI WAIT-TIME & TIPS

Drivers are not allowed to accept Intercity Taxi Scrip as payment for wait time or tips. You may use cash to have a taxi cab wait for you or to pay a tip.

## ATTENDANT AND/OR COMPANION

Fares are charged by trip, not per person. There is no additional charge for extra passengers; however, taxi capacity is limited to the number of persons who can be safely transported while each is wearing a seat belt.

## TRANSPORTING PACKAGES

The amount of space in a taxi is limited. You are responsible for loading and unloading your packages or other carry on items. Drivers are not required to assist riders with their carry on items. If you require assistance, please travel with a companion.

## SEAT BELTS

All passengers must wear lap and shoulder belts as required by California Motor Vehicle law.



## TRAVELING WITH CHILDREN

When traveling with a child under the age of six who weighs less than 60 pounds, you must provide the child's safety seat and properly secure the child in it.



## SERVICE ANIMALS AND PETS

Both service animals and well behaved pets are allowed and travel free. Service animals must be under your direct physical control at all times. Small pets must be fully enclosed in a secure container you can manage.

A driver may refuse to transport an animal if it is not under your control, is disruptive or behaves in an aggressive or threatening manner. Please tell the taxi dispatcher you will be traveling with a service animal or pet when scheduling your trip.



## SUSPENSION OF SERVICE

Suspension from our program can result when a rider obtains or uses service under false pretenses; for example, provides false information on the eligibility application, allows others to ride in their place, or misuses taxi scrip.

“ For rules and policies regarding cancellation and refused trips, please call the taxi company. ”





THE INTERCITY TAXI SCRIP PROGRAM  
IS PROVIDED BY:



VACAVILLE  
**CITY COACH**

