



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 service 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 the Fresno Area Express (FAX) Manchester Transit Center, Clovis City Hall, Clovis Senior Center, Reedley Community Center, Sanger City Hall, and Fresno COG. 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 or California DMV issued Identification. Other forms of proof of eligibility may include a photo identification from another state with your Date of Birth printed on it (to prove age) as well as a letter or bill with a Fresno County address on it (to prove residency). You can call the Taxi Scrip main office at 559-233-4148 x216 for further information on other forms of identification that may be accepted.
- 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.
- 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>Fresno Area Express (FAX) Manchester Transit Center 3590 North Blackstone Fresno, CA <u>Business Hours:</u> Monday – Friday 8:00 AM – 4:00 PM Phone: 559-621-7433</p>	<p>Clovis City Hall 1033 Fifth Street Clovis, CA <u>Business Hours:</u> Monday – Friday 8:00 AM – 4:30 PM Phone: 559-324-2000</p>	<p>Clovis Senior Center 850 Fourth Street Clovis, CA <u>Business Hours:</u> Monday – Friday 8:00 AM – 5:00 PM Phone: 559-324-2750 TTY: 559-324-2753</p>	<p>Reedley Community Center 100 N. East Ave Reedley, CA <u>Business Hours:</u> Monday – Friday 8:00 AM – 5:00 PM Phone: 559-637-4203</p>
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In Person (continued):

Sanger City Hall
 1700 7th Street
 Sanger, CA
Business Hours:
 Monday – Friday
 8:00 AM – 5:00 PM
 Phone: 559-876-6300 option 1

In Person or By Mail:


Fresno Council of Governments (Fresno COG)
 2035 Tulare Street, Suite 201
 Fresno, CA 93721
 Phone: 559-233-4148
www.fresnocog.org

For mail orders, please send the completed eligibility application, copy of proof of eligibility (California driver’s license, California DMV issued Identification Card, etc.), 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 follows:
 1 Booklet: \$0.61 5 Booklets: \$1.01
 2-4 Booklets: \$0.81

**All forms are available at www.fresnocog.org
 or call 559-233-4148 to receive the application and order form via U.S. mail.**

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

You may utilize any of the following authorized taxi service providers that have completed a participation contract with Fresno COG. Currently, there are sixteen such taxi providers participating in this program.

A+ TAXI Ph: 559-433-9111	CALIFORNIA CAB Ph: 559-222-2223 559-266-6666	FARETTA CAB Ph: 559-434-8888 559-230-1000	LATINO CAB Ph: 559-233-3308 559-266-6611 	YELLOW CAB Ph: 559-275-1234 559-441-1020
ALPHA CAB Ph: 559-442-1245	CHECKER CAB Ph: 559-237-7007 559-436-8294	FRESNO CAB Ph: 559-301-5579 559-448-7158	SIERRA VISTA CAB Ph: 559-222-5555 	GREEN POINT TAXI Ph: 559-638-8595 <i>Service To/From REEDLEY</i> 
BULLDOG CAB Ph: 559-485-6000	CITY CAB Ph: 559-495-1234 559-228-8282	FRESNO EOC TAXI Ph: 559-263-8099 7am-7pm To/From Fresno/  Clovis and 	TAXI AMERICA Ph: 559-233-3383 	AMERICAN EAGLE TAXI Ph: 559-856-4944 <i>Service To/ From SANGER and SELMA</i> 

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 taxi service. At the end of the taxi trip, the driver will accept payment for the 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; you do not need to 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 Providers may not be able to pick you up outside of their service area, please inquire before scheduling).*

Is the taxi 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. If the driver refuses to give you change, you may file a complaint by calling 559-233-4148.

May I tip the driver with taxi scrip?

Yes! Our previous policy was to not allow patrons to tip with taxi scrip. We have changed that policy and it is now allowed. If you feel that the service provided by the driver has been good, you may tip the driver with taxi scrip, or cash.

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

Most of the Measure C program-approved taxi service providers have a meter that will display the fare for your trip. You are responsible for paying the entire fare displayed on the meter. Other Measure C program taxi service providers (one at this time) have flat rates that are rounded to the dollar and are not required to have meters. All providers are required to provide their rates upon request.

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 Fresno Council of Governments at 559-233-4148, during regular business hours. You may also send an email to Esperanza Velazco at evelazco@fresnocog.org.