

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 may not use taxi scrip for your trip.**

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 that 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.

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 stamped, self-addressed Taxi Comment Cards available for your use.

Scheduling a Ride

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	
Yellow Cab	707-745-3211
City Cab	707-745-3399
Fairfield/ Suisun City	
Fairfield Cab	707-422-5555
Verteran's Cab	707-421-9999
Yellow Cab	707-428-4400
Dixon/Rio Vista/Vacaville	
AA Taxi	707-449-8294
Checker Cab	707-447-4444
Yellow Cab	707-446-1144
Vallejo	
Yellow Cab	707-642-2024
City Cab	707-643-3333
\$100 worth of Scrip for ADA certified individuals: \$40 (\$20 for low-income)	

For program concerns or suggestions, or if you are unable to resolve an issue with a taxi company, contact the **Solano Mobility Call Center at (800) 535-6883** or your local public transit provider listed below:

- Dixon Read-Ride**.....678-5020
- Fairfield/Suisun Transit**.....422-2877
- Rio Vista Delta Breeze**.....374-2878
- SolTrans (Benicia/Vallejo)**...553-7269
- Vacaville City Coach**.....449-6000

SOLANO COUNTY INTERCITY TAXI SCRIP PROGRAM

Rider's Guide 2016



The Solano County Intercity Taxi Scrip program is a flexible option for qualified ADA (Americans with Disabilities Act) certified individuals. 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 Intercity Taxi Scrip

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

Intercity Taxi Scrip 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. Limitations apply to the number of scrip books you may purchase in any given month and vary from city to city.

ADA certified individuals may use the reduced-fare intercity taxi program to travel between cities. Eligible members may purchase \$100 of taxi scrip (tickets) for \$40 (\$20 for low-income certified individuals).

For more details, contact the Solano Mobility Call Center at (800) 535-6883.

Eligibility

You must be an ADA certified resident of Solano County, be ambulatory or able to enter and exit a taxi without the help of another person, and 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 cannot use this service.

If you are not currently ADA certified, please contact the Paratransit Eligibility Center for Solano County at (707) 541-7184 to schedule an in-person interview and assessment. If needed, paratransit service will be provided for transport to the assessment center.

ADA Photo ID Card

When you receive ADA certification, you will get an ADA photo ID card. To purchase and use Intercity Taxi Scrip you need an ADA photo ID card. This card will allow you to use Intercity and Local Taxi Scrip as well as paratransit services throughout Solano County.

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

Service Areas & Hours of Operation

Taxi service operates 24 hours a day, 7 days a week. It should take 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 advised.

Intercity Taxi Scrip is valid for taxi trips originating and ending within Solano County. For instance, you can use Intercity Taxi Scrip between Benicia and 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).

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.

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 personal care assistance for rider, such as lifting or carrying a passenger.
- Perform errands for riders, such as picking up prescriptions or groceries.

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. Call the taxi company for rules and policies regarding cancellation and refused trips.

