



Para-Taxi Riders Guide

A NEW WAY FOR DIAL-A-RIDE USERS TO GET AROUND TOWN



Livermore Amador Valley Transit Authority
1362 Rutan Drive, Suite 100
Livermore, CA 94551

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*A portion of the Wheels Dial-A-Ride service is funded
By Measure B. Your transit tax dollars working for you*

What is Para-Taxi?

The Wheels Para-Taxi Program is a premium paratransit service, which provides flexible same day transportation service for ADA-certified Wheels Dial-A-Ride riders. Although it does not qualify as complementary paratransit service under the “Americans with Disabilities Act” (ADA), this service does provide convenient, same day service that may satisfy the transportation needs for many of our ADA-certified customers. Para-Taxi is offered in addition to the Dial-A-Ride paratransit service. You are encouraged to use taxis for some of the trips you would normally use Dial-A-Ride.

This service is provided by a select number of taxi companies who have agreed to follow the LAVTA's Performance Standards:

- Taxi cabs need to have working taxi meters and the taxi meters need to be turned on
- Taxi drivers need to charge the metered fare (tips are in addition to the metered fare)
- Drivers need to issue taxi receipts per customer request.
- Pick-ups need to be performed within 45 minutes of the trip request or within 10 minutes of a pre-scheduled trip.
- Taxi cabs need to be litter-free, clean, and absent of offensive odors
- Drivers need to deliver excellent customer service

What are the advantages of the Para-Taxi Program?

The Para-Taxi Program offers you many advantages over Dial-A-Ride.

- Final cost after the reimbursement is often less than a Dial-A-Ride ticket
- Same day service means you travel on your schedule, not Dial-A-Ride's
- Direct ride gets to your destination faster
- Great for return trips
- Your companions travel for free - - no charge for additional riders

Is Para-Taxi easy to use?

Para-taxi is convenient and easy to use. There are just 3 easy steps to using Para-Taxi services:

2. Pay your taxi driver the full meter fare at the end of your trip, as you would typically do when you use taxi service.
3. Ask the driver for a receipt at the end of your trip.
4. Fill out the Para Taxi Reimbursement Request Form, along with your receipt to Wheels to receive reimbursement for a portion of your taxi ride.

What is the service area?

Your trip has to originate from the Dial-A-Ride service area, which is Dublin, Livermore, and Pleasanton, California.

How do I schedule a ride and which taxi-companies can I use?

To schedule a taxi ride, please call one of the following participating taxi companies noted below. Please note: Dial-A-Ride does not schedule para-taxi rides). You may also hail a taxi on the street, as long it is one of the participating tax companies.

Taxi Company	Telephone #	Comments
DeSoto Cab	(925) 277-9999 (925) 245-9999	If you request a wheelchair accessible, DeSoto Cab charges \$10 pick-up fee in addition to the metered fare. If you require a wheelchair van, please make the request in advance, if possible. Serves Livermore, Dublin, Pleasanton
Yellow Cab of Tri-Valley	(925) 833-8294 (925) 460-9999	Serves Livermore, Dublin, Pleasanton
A Livermore Cab Company	(925) 339-5233	Use this company only if you trip originates in Livermore.
Silver Cab Company	(925) 734-8888	Use this company only if your trip originates in Pleasanton or Dublin.

What are the Taxi Rates?

Tri-Valley taxis currently charge \$2.5 per flag drop and \$2.50 per mile. There is a \$10.00 surcharge for wheelchair accessible cabs.

Are there any Wheelchair Accessible Cabs?

DeSoto Cab Company is currently the only participating taxi company that offers wheelchair accessible cabs in addition to their regular cab vehicles. There is a \$10.00 surcharge (in addition to the metered fare) when using this vehicle. LAVTA will reimburse the \$10.00 accessible cab fee.

How do I get reimbursed?

Wheels will reimburse the participants twice a month. For convenience, we recommend that you send in several receipts at once – about once per month, pending on how often you ride with taxis.

To help expedite your reimbursement, please complete the Wheels Para-Taxi Reimbursement Request form in its entirety, including the Satisfaction Rating section.

Please rate your satisfaction with your ride. Options are Very Good, Good, Fair, Not Good and Poor. The participating taxi companies have agreed to use taxi meters, charge the metered fare (extra fees for wheelchairs), issue taxi receipts per request, be on time (pick-up within 45 minutes of the trip request or within 10 minutes of a pre-scheduled trip), have clean cabs, and deliver excellent customer service.

Wheels will send you a new Taxi Reimbursement Request form with your reimbursement check. You can also download the form from our web site www.wheelsbus.com.

Please mail your completed reimbursement form and taxi receipts to:

**LAVTA Para-Taxi Program
1362 Rutan Drive, Suite 100**

Livermore, CA 94551

How much will I be reimbursed for my Para-Taxi ride?

Wheels will reimburse you 85% of the total taxi fare (meter fare plus up to 15% tip) up to \$20.00 maximum reimbursement per ride. Maximum reimbursement per person per month is \$200.00. Wheelchair accessible cab surcharge, if applicable, will be reimbursed in addition to the \$20.00 per ride and \$200.00 per month maximums.

May I travel outside of the service area?

Yes, you may go outside of this area, but please keep in mind that long distance trips can be quite expensive and your **maximum is reimbursement per trip is \$20.00.**

Am I required to tip the driver?

It is a common practice to tip taxi drivers. The amount depends on the passengers' satisfaction with the quality and efficiency of the ride and courtesy of the driver. Driver tips typically average 15% of the meter fare. Tips up to 15% can be included with the reimbursement request.

Can I have attendants and/or companions ride with me?

Yes, attendants and companions may accompany you. No extra fares charged for the additional passengers.

Who can I call if I have more questions?

If you have additional questions about the Para-Taxi Program, please contact the Wheels Paratransit Coordinator at (925) 455-7555.