

What Is the Wheels Para-Taxi Program & Who Is Eligible?

The Wheels Para-Taxi Program is a premium **same day** taxi service available for ADA paratransit certified Dial-A-Ride Riders. Para-Taxi is offered in addition to the Dial-A-Ride service. You are encouraged to use taxis for some or all of the trips you would normally make on Dial-A-Ride.

Para-Taxi is a reimbursement-based program, which means that you have to pay the full taxi fare up front to the taxi driver, ask for a receipt, fill out the Reimbursement Request Form, send the form along with your taxi receipts to Wheels, and you will get a portion of your taxi ride reimbursed by Wheels (similar to rebate programs available in stores).

What Are the Advantages of the Para-Taxi Program?

- Final cost after the reimbursement is often less than a Dial-A-Ride ticket
- More flexibility
- Same day service
- Direct ride

- Great for return trips
- Companions travel for free

Are There Any Wheelchair Accessible Cabs?

DeSoto Cab Company is currently the only participating taxi company that in addition to the regular cabs also has wheelchair accessible cabs available. There is a \$10 surcharge (in addition to the metered fare) when using this vehicle and Wheels will reimburse the \$10 accessible cab fee.

How Do I Schedule a Ride & Which Taxi Companies Can I Use?

To schedule a taxi ride please call one of the following participating taxi companies directly (do not call Dial-A-Ride):

1. **DESOTO CAB – 925-777-7777, 925-277-9999, or 925-606-4343 Serves Livermore, Dublin and Pleasanton.**
If you request a wheelchair accessible taxi, DeSoto Cab charges \$10 pick-up fee in addition to the meter fare.

Please request a wheelchair van in advance if you can. Wheels reimburses the \$10 wheelchair accessible cab fee.

2. **YELLOW CAB OF TRI-VALLEY – 925-833-8294 or 925-460-9999 Serves Livermore, Dublin and Pleasanton.**
3. **A LIVERMORE CAB COMPANY – 925-339-5233 Please note: Use this company only if your trip originates in Livermore.**
4. **SILVER CAB COMPANY – 925-734-8888 Please note: Use this company only if your trip originates in Pleasanton or Dublin.**

In order to get reimbursed, you can only use the taxi companies in this list. You can also hail a cab as long it is one of the participating taxi companies. As other taxi companies might sign up, please check our web site www.wheelsbus.com for updated list and any other program updates/information, including user satisfaction scores for the participating taxi companies.

How Do I Get Reimbursed & How Much Is the Reimbursement?

1. Call one of the four participating taxi companies to schedule a ride. You can also hail a cab given it is one of the participating companies.
2. Ask the driver for a taxi receipt (taxi receipts typically look like regular business cards). **Without the taxi receipt Wheels cannot reimburse you.**
3. Pay the full fare to the driver.
4. Fill out the Para-Taxi Reimbursement Request Form and mail it to Wheels along with your taxi receipts.
5. **Wheels will reimburse you 85% of the total taxi fare (meter fare plus up to 15% tip) up to \$20 maximum reimbursement per ride. Maximum reimbursement per person per month is \$200. Wheelchair accessible cab surcharge, if applicable, will be reimbursed in addition to the \$20 per ride and \$200 per month maximums.**

How Do I Get Reimbursed & How Much Is the Reimbursement? (Continued)

Wheels processes reimbursements every other week. The reimbursement requests and the taxi receipts must be submitted within 90-days of the trip taken. To receive reimbursement, you need to fill out and send in Taxi Reimbursement Request Form along with your receipts. The form asks you to fill out the following information:

- Date and Time of the trip
- Origin and Destination – address and type of place (home, drug store, etc.)
- Taxi company name
- Satisfaction rating for 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.

- How you would have travelled if not by taxicab?
- Meter fare, Tip (if applicable), Wheelchair Accessible Cab surcharge (if applicable), and Total Taxi Fare.

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

What Is the Service Area?

Your trip has to originate from the Wheels Dial-A-Ride service area (Livermore, Dublin or Pleasanton). You may go outside of that area, but please keep in mind that long distance trips can be quite expensive and your maximum reimbursement per trip is \$20.

What Are the Taxi Rates?

Tri-Valley taxis currently charge \$2.50 per flag drop and \$2.50 per mile. There is a \$10 surcharge for wheelchair accessible cabs.

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?

Attendants and companions may accompany you. No extra fares will be charged for the additional passengers.

Participating Taxi Company Scores, Reimbursement Request Form & Additional Information

Participating taxi companies' scores based on Para-Taxi user ratings, downloadable Reimbursement Request Form, and additional information about the program can be found on Wheels website at www.wheelsbus.com. You can also call 925-455-7555 for additional information and to request Reimbursement Request Forms.



Para-Taxi Program



Riders Guide

Serving ADA Paratransit Eligible Residents in Dublin, Livermore and Pleasanton