



City of Mission Viejo Recreation and Community Services

Senior Dial-A-Taxi Program- Senior Mobility Program

User Policies & Service Guidelines

I. Program Overview

A. What is the Senior Dial-A-Taxi Program?

The Senior Dial-A-Taxi Program is city-sponsored and funded by OCTA, the Senior Mobility Program. The service is designed to provide curb- to- curb taxi service to eligible Mission Viejo residents. The current cab operator is *California Yellow Cab*. Both standard sedans and vans with lift equipment are available. Qualified residents must have an approved application on file and be issued a City photo identification card before using the service.

B. Who does it serve?

Service is provided to qualified Mission Viejo residents who are age **60 years or older** requiring basic transportation services. All participants must be self- sufficient in all aspects of travel or provide a personal attendant. *Program is not suitable for medical therapy transport.*

C. Where does it go?

Service is provided within the **city limits of Mission Viejo, Laguna Hills, Laguna Woods, Lake Forest and Ranch Santa Margarita** to the following types of locations: Standard medical appointments ONLY. NO medical treatments, (dialysis, chemo, etc). Restaurants, Parks, Lake Mission Viejo, Movie Theaters, Visit family and Friends, Places of Worship, City Hall, Library, Elks Lodge, Banks, Schools, Concert Venues, Funeral Homes, Hospitals, and Post Office.

Additional allowed **Satellite Destinations** served:

- *Age Well Adult Day Health Care, Laguna Woods*
- *Family Assistance Ministries, San Clemente*
- *Irvine Transportation Center (Amtrak/ Metrolink Stations), Irvine*
- *John Wayne Airport (\$20 co-pay each way)*
- *Kaiser Permanente In Irvine*
- *Mission Viejo – Laguna Niguel Metrolink Train Station*
- *Serving People in Need (SPIN), Costa Mesa*
- *South County Outreach, Irvine*
- *VA Community Resources and Referral Center, Santa Ana*

D. When is the service available?

The program operates *seven (7) days a week, twenty-four (24) hours* a day, including holidays. Schedule services at least 24 hours in advance.

E. What are the costs?

Participants pay **\$5.00 per one-way trip** for any distance traveled within city limits and to all satellite destinations outside of city limits, except for John Wayne Airport which will require a \$20 co-pay each way. The total cost for a round trip (to and from a location) is \$10.00. Fees are paid directly to the taxi cab operator via cash or authorized credit card.

Special Note: (*Tipping is not required; however, for “second stop” service within City limits; travel to satellite destinations outside of City limits or driver assistance with walker, shopping bags, etc, tipping is encouraged.*)

Free Trips to City Facilities:

- Animal Services Center
- Casta Del Sol Golf Course
- City Hall
- Felipe Tennis Center
- Library
- Marguerite Tennis Pavilion
- Montanoso Recreation Center
- Norman P. Murray Center
- Sierra Recreation Center

F. How Do I Use the “Second Stop” Trip option?

1. Must be requested by customer and scheduled by Customer Service Agent at the time of the initial service request.
2. Must be on the return portion of a round trip within City limits only.
3. The cab driver agreeing to provide this service will **wait a maximum of 20 minutes**. The "second stop" service option should be for the purposes of picking up medicine, dry cleaning or other quick "in and out" errands.
4. Cost to the customer remains at \$5.00 per one-way trip, \$10.00 per round trip; there is no additional charge for the “second stop” service. Users are encouraged to offer a tip to those drivers providing this service.

II. Usage

A. When do I request service?

- Customer should call for reservations at least 24 hours in advance of desired pickup time.
- Reserve a “return time” pick-up when scheduling an appointment to minimize the waiting period.
- Participants requesting a lift-equipped vehicle should request service **48 hours in advance**.

B. How do I request service?

The following procedures must be followed when using the taxi service:

1. Call the number noted on the back of the Senior Dial-A-Taxi photo I.D. card for both *sedan* and/or *van with lift service*:

1-866-424-1706

2. You will receive an automatic attendant greeting stating: “*You have reached Mission Viejo Dial-a-Lift. Please have your passenger I.D #., pickup and destination addresses ready. For quality assurance purposes your call may be monitored or recorded.*”

3. *Be prepared* to answer questions in this order:
 - a. “Operator ###, are you calling to schedule or confirm?”
 - b. “May I please have your **passenger I.D. number**?”
 - c. “Is the passenger’s last name: XXXXXXXX”
 - d. “Is the phone number at the pickup address: #####”
 - e. “Are we picking you up at: XXXXXXXXXXXXXXXX”
 - f. “What date are you traveling on?”
 - Where will you be waiting? (include entrance location and gate number, if relevant)
 - g. “What time are we picking you up?”
 - h. “What is the destination address?”
 - i. “What is the purpose of the trip?”
 - j. “How many passengers? (including escort/attendant)”
You are allowed up to 2 additional passengers
 - k. At this point, the intake dispatcher confirms the pickup date/time, pickup address, telephone number and the reservation is entered.
4. All participants are encouraged to reserve a “return time” pickup when scheduling an appointment so as to minimize the waiting period. Special Note: if the customer desires the “second stop”/cab wait service for a short errand *on the return portion* of their round trip, this special service **must be** scheduled at time of the initial booking.
5. By City contract, the cab shall arrive “on time” to a scheduled pickup location, but **no earlier than 30 minutes before or up to 45 minutes after** the scheduled appointment time. Excessive cab tardiness is cause for a registered complaint with the *California Yellow Cab*, (see Complaint Section).
6. When boarding the vehicle, the participant must immediately show their Dial-A-Taxi *photo identification card* to the cab driver and have their \$5.00 cash or credit card ready.
7. Drivers may assist participants with small packages; however, special assistance of this nature will vary among drivers. If assistance is needed on a regular basis, participants are encouraged to bring their own Personal Care Attendant (PCA.) The PCA can be a family member or friend; must be eighteen years of age or older; does not need to be pre-registered for the service and will *ride for free*.
8. Participants are instructed to be *ready and watching* at least 30 minutes before the scheduled pick up time to ensure timely service. (Note: please specify exact pick-up location, gate number, building/mall entrance, etc. to ensure timely service.)

III. Special Policies:

A. Instructions to Special Needs Passengers

1. Disabled and/or special needs passengers must be able to approach, enter and exit the cab or van without driver assistance. If unable to do so, a Personal Care Attendant (PCA) must accompany and assist the passenger at all times. **In addition, should a customer’s personal welfare and/or safety be identified as a concern, the City may require that a PCA accompany the customer at all times.**

2. Personal Care Attendants do **not** need a photo identification card and ride for free as long as their attendee is present at all times during the cab ride. Personal care attendants must be at *least eighteen (18) years* of age and must comply with all policies.
3. Collapsible wheelchairs, walkers, etc. are all permitted in the standard cab; however, cab driver assistance loading and unloading these devices **will vary** among drivers.
4. Vans with lift equipment are available for passengers with **electronic and/or non-collapsible wheelchairs and/or scooters**. Transportation arrangements must be made **at least 48 hours** in advance.

IV. Complaint Procedures:

A. When to file a complaint

1. If a Dial-A-Taxi participant or a concerned family member has a complaint about the service: (e.g.) courtesy of the driver, cleanliness of the vehicle, timeliness of the service, overcharging, he/she is instructed to **immediately** call:

Melissa Gomez, Director of Marketing: 1 -714- 427-2555, ext.307

2. Within 24 hours of a reported complaint, California Yellow Cab's assigned *Customer Service Representative* will contact the participant to resolve the problem. Within 48 hours of the registered complaint, the City representative will be notified of the steps being taken to address the client's concern.

B. How to file a complaint:

1. Participants are requested to document the date, time of day, and location of the incident, witnesses and any other valuable information including cab driver's name and vehicle number, etc.
2. Customers may also contact the City of Mission Viejo's *Senior Transportation Administrator* at **470-3062** or **470-3013** to follow-up on a registered complaint or discuss any program concerns or suggestions.
3. Once notified of the complaint, City staff will follow-up with the cab company to confirm that the problem has been investigated and the customer (or family member) contacted with the complaint resolution.