



## 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 both Mission Viejo and Laguna Hills** for shopping, recreational/social activities, personal business, standard medical appointments, etc. (Note: transportation for regular chemotherapy, cancer treatments or kidney dialysis therapy is **not permitted** and will be referred to other providers.) Additional **satellite destinations** served:

- *Lake Forest Nursing Center, Lake Forest*
- *Freedom Village, Lake Forest*
- *Age Well Adult Day Health Care, Laguna Woods*
- *Mission Viejo-Laguna Niguel Metrolink Train Station*
- *South Coast Orthopedic Specialist, Laguna Woods*
- *Irvine Transportation Center ( Amtrak/ Metrolink Stations), Irvine*

D. When is it available?

The program operates *seven (7) days a week, twenty four (24) hours a day*, including holidays. Schedule services 24 hours in advance preferably. Service can be scheduled one (1) hour ahead of time, or weeks or months 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. 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 shopping bags, etc, tipping is encouraged.*)

F. What are the usage restrictions?

There are *no restrictions* on the number of trips allowed per month.

G. How do I register?

1. Complete a *Dial-A-Taxi Application* form and return it to the Norman P. Murray Community and Senior Center 24932 Veterans Way, Mission Viejo, CA 92692. (Applications are available Monday through Friday from 8:00 a.m. – 5:00 p.m. at the Community & Senior Center; City Hall, 200 Civic Center Drive, and online at [www.cityofmissionviejo.org](http://www.cityofmissionviejo.org). From the City’s web-site, click on the “Departments” link and “Recreation & Community Services”
2. Applications are reviewed and service eligibility phone calls will be placed to all applicants a week to process their application.
3. Residents tentatively approved for this service will be contacted for a *photo I.D. appointment* at the Norman P. Murray Community and Senior Center.
4. All applicants **must bring** the following information to the photo appointment to verify/confirm program eligibility:

- *Proof of Mission Viejo residency (i.e. driver's licence/utility bill, check book)*
  - *Photo ID with your name (i.e. driver's license, passport, CA state ID)*
5. Upon issuance of the Dial-A-Taxi photo identification card, the participant is authorized to use the service. City issued Dial-a-Taxi Photo identification cards are free at this time.

#### H. What is the "Second Stop" Trip option?

Purpose: this new service has been designed to assist our **most frail customers** who need to be as efficient and productive as possible when using the City's cab service. The intent is to permit users to complete **quick errands** to the pharmacy, dry cleaners, shoe repair shop, etc. instead of scheduling another separate trip to these locations. It has been determined that a maximum of 20 minutes would be needed by a frail customer (possibly using a walker/wheelchair or cane) to navigate into the store, locate item, wait in line, process their purchase and navigate outside of the store to their awaiting cab. Therefore, the cab driver agreeing to provide this service will be required to **wait a maximum of 20 minutes**. The City will be billed separately for this enhanced service. In addition, benefited users will be encouraged to offer a tip to those drivers providing this service.

#### I. How Do I Use the "Second Stop" Trip option?

1. Must be requested by customer and scheduled by Cab dispatcher at the time of the initial service request.
2. Must be on the return portion of a round trip within City limits only.
3. Must be within **one mile** of the initial destination. (Customers need to know the approximate distance of the errand stop from their initial destination.)

4. The cab driver **will not wait over 20 minutes**. The "second stop" service option should be for the purposes of picking up of medicine, dry cleaning or other quick "in and out" errands.

5. If the actual wait time exceeds the 20 minutes as outlined, the information shall be carefully documented by the driver and submitted to the City for reimbursement at \$15.00 per trip (for any time over the 20 minute period) instead of the going rate of \$10.00 per trip. Customers will be notified of the "overage" of time and advised that any future violation of the policy may result in the removal of this service option.

6. 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.

7. Individuals will be encouraged to provide a tip to cab drivers agreeing to participate in the "second trip" option

## II. Usage Section

### A. How far can I travel with the City's Dial-A-Taxi service?

Each registered participant can travel *any distance* within Mission Viejo (92691-92692 zip codes) and Laguna Hills (92653 zip code) city limits provided that the trip is for a **standard** medical appointment, shopping, social/recreational purposes and/or personal business. (Travel is also permitted to and from *authorized satellite destinations only*)

### B. When do I request service?

- Participants requesting "*demand response*" service are encouraged to make service reservations at least *60 minutes* in advance of pickup time. (Tip: reserve a "return time" pick-up when scheduling an appointment to minimize the waiting period.)
- Participants with *fixed time* appointments are encouraged to make service reservations at least *24 hours* in advance.
- Participants requesting a *vehicle with lift* are encouraged to place their call *48 hours* in advance.
- Participants with *standing appointments* are permitted to make service reservations as far as *one year in advance*.

### C. 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 received California Yellow Cab’s special accounts line. 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 are the major cross streets?”
    - Where will you be waiting? (include entrance location and gate number , if relevant)
    - What date are you traveling on?
    - What time are we picking you up at?
  - g. “What is the destination address?”
  - h. “What is the purpose of the trip?”
  - i. “How many passengers (including escort/attendant)?”
  - j. “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 the trip of the initial booking*; (refer to Section I-“Second Stop”/Cab Wait Service.)

5. By City contract, the cab shall arrive “on time” to a scheduled pickup location, but **no earlier than 30 minutes before or 30 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. (Note: 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. *Unless arranged ahead of time with the Second Stop/Cab Wait service on the **return portion** of the trip; the taxi driver will not wait for individuals to finish their grocery shopping or other errands nor will they engage in “stand-by” time.*
9. 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.)

D. How do I conserve my “out of pocket” costs?

1. *Share a taxi ride* with family member/friends. Up to **three (3) individuals** can ride in the cab for one \$5.00 fare per one-way trip. One registered participant must be in the cab at all times. (Note: all riders must be at the *same* pickup and/or drop-off locations; no “piggy back trips” are allowed.)

2. Where possible, use other forms of public transportation to off-set your out of pocket costs: (e.g.) public bus, car pooling and other area-wide transportation resources.
3. Use the “*Second Stop*” *service option* which allows you to request the cab driver to “wait for you” to complete a quick errand on the way home from your primary destination at no additional costs. This special service must be requested at the time of initial scheduling, be on the return portion of an in-city trip and must not exceed a total wait time of 20 minutes. Tipping is encouraged for this extended 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**. Service 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:

**Tim Conlon, Operations Manager: 1 -714- 427-2555, ext.112**

2. Once the participant registers a complaint, a Complaint Form will be completed by the intake operator based on the information received.

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, 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.

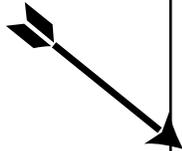
3. A complaint form is attached to the back of this document. Additional copies are available at the Community and Senior Center.

4. 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.

# DIAL-A-TAXI PHOTO IDENTIFICATION CARD

## Side One / Photo Side

**ID Number**





City of Mission Viejo  
Recreation & Community Services  
**Senior Dial-A-Taxi Program**

Citizen, Jane Q.

**0555**



## Side Two / Program Information Side

**Dial-A-Taxi Numbers**

Taxi Cab Service	1-866-424-1706
Van with Lift Service	1-866-424-1706
Taxi Cab Concerns	1-714-427-2555
Program Information	1-949-470-3062

Schedule 24 hours in advance, if possible  
Reserve pick-up time when scheduling  
Keep track of trip usage per month  
Service 7 days a week –24 hours/day

**CARD IS NON-TRANSFERABLE**

**PHOTO IDENTIFICATION CARD NOT TO SIZE**



<b>Office Use Only</b>	
Date	_____
Received	_____
Date Reviewed	_____

**CITY OF MISSION VIEJO-Recreation & Community Services  
Dial-A-Taxi Program**

**COMPLAINT FORM- Call 1-714-427-2555, ext 112**

PASSENGER'S FULL NAME: \_\_\_\_\_ Photo ID # \_\_\_\_\_

ADDRESS: \_\_\_\_\_ APT. # \_\_\_\_\_ ZIP \_\_\_\_\_

HOME PH#: \_\_\_\_\_ Family Member: \_\_\_\_\_ Ph # \_\_\_\_\_

1. **Date of Trip:** \_\_\_\_\_

2. Trip **Destination:** \_\_\_\_\_  
Address/Cross streets (if known) \_\_\_\_\_

3. Date/time call was **placed:** \_\_\_\_/\_\_\_\_/\_\_\_\_ For **Date/Time:** \_\_\_\_/\_\_\_\_/\_\_\_\_

4. Time cab **arrived:** \_\_\_\_\_ Cab number: \_\_\_\_\_ Driver: \_\_\_\_\_

5. If cab was **later than 30 minutes**, did you contact the Cab Company/complaint number at **(714) 427-2555 ext 112** to register a formal complaint? **YES**\_\_\_\_ or **NO**\_\_\_\_

(number is on the back of the Dial-A-Taxi Photo ID card and noted in the Program Policies)

Please explain the cab company's response: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Did a Cab Company Customer Service Representative contact you? **YES**\_\_\_\_ **NO**\_\_\_\_

Explain: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

6. Please describe any **other complaints** you may have (e.g.) discourteous driver, uninformed driver, unclean vehicle, etc. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

7. City Follow-up: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_