

# *SunLine Transit Agency*



## **TAXI VOUCHER PROGRAM**

*The Taxi Voucher Program provides taxi services within the Coachella Valley at a 50% reduced price for those who qualify. Taxi Vouchers are used as taxicab fare only. Value is placed on a Smart Card.*

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### **Who qualifies for the Taxi Voucher Program?**

- Seniors 60 years or older
- Persons with Disabilities

### **How do I apply for the Taxi Voucher Program?**

- **IN PERSON:** Bring a completed Taxi Voucher Program Application (included in this brochure) to our Administrative Office located at 32-505 Harry Oliver Trail, Thousand Palms, CA, Monday through Friday 9 a.m. to 5 p.m. You must bring current proof of age or disability. Your photo will be taken.
- **EMAIL:** Submit the completed Taxi Voucher Program Application along with current proof of age or disability and a color photo to [SRA@sunline.org](mailto:SRA@sunline.org) .
- **MAIL:** Mail the completed Taxi Voucher Program Application to SunLine Transit Agency at 32-505 Harry Oliver Trail, Thousand Palms CA 92276. Please include current proof of age or disability and a color photo.

**For more information call 760-797-8860.**

### **What documents do I need to provide to qualify for the Taxi Voucher Program?**

#### Proof of Age or Disability

Seniors 60 years or older need one of the following:

- Department of Motor Vehicle Driver license or Senior I.D. Card
- Current (not expired) government-issued photo identification verifying birth date
- SunLine Half-fare I.D. Card

Disabled applicants need one of the following:

- Current (not expired) government-issued photo identification verifying birth date
- Medicare Card
- SunLine ADA Certification Card
- SunLine Half-Fare I.D.
- SSI Award Letter
- SSDI Award Letter

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- Veterans Administration Letter for minimum 50% disability
- Physician Verification of Disability Form\* completed by physician

### **What is the purpose of this Program?**

The program is designed to offer eligible individuals same day “curb-to-curb” transportation service, providing them with a limited number of subsidized taxi rides to use seven days a week, twenty-four (24) hours a day to destinations within the service boundaries of SunLine Transit Agency. Riders do not have to be within the three-quarters of a mile boundary of a fixed bus route stop. The Taxi Voucher Program is not designed to supersede and replace existing fixed route bus service or existing paratransit service.

### **When can I begin to use the Program?**

Once you are approved for the Program SunLine will mail you the Taxi Smart Card.

You must then load value to the card. It is not a credit card. Up to \$75.00 can be added every thirty (30) days.

SunLine then doubles the value on your Smart Card, thereby providing you half fare taxi rides up to \$150.00 per thirty (30) day period. Maximum balance allowed on a card at any time is \$450.00.

### **How do I add value to my Smart Card?**

You can add value to the Smart Card by phone, 760-343-3451, with Visa/Mastercard or by mailing a check or money order to the address below. You can also pay cash in person at that same address. Allow 7 to 10 working days to receive the value on your Taxi Smart Card. Please do not send cash. Be sure to include your name, return address and telephone number.

SunLine Transit Agency  
32-505 Harry Oliver Trail  
Thousand Palms, CA 92276

### **What taxi company will accept the Taxi Smart Card?**

Your Taxi Smart Card is accepted by two Coachella Valley taxicab businesses; Desert City Cab and Yellow Cab of the Desert.

### **How do I pay the taxicab Driver?**

Taxis are equipped with a reader to accept the Smart Card. Swipe your Smart Card to pay your fare.

### **What if I don't have enough funds on my Smart Card to pay for the taxi fare?**

Participants are required to have enough funds on their Smart Card to cover the taxi fare for each trip. Should you not have enough funds on your Smart Card, you must provide the taxi driver with an alternative method of payment for your taxi fare at the time of service. You may check the balance on your Smart Card by contacting SunLine Transit Agency Monday through Friday 9a.m. to 5p.m.

### **Are there any restrictions on travel in the program that I should be aware of?**

\*Yes. Please see the below list of terms for travel within the Taxi Voucher Program.

- Each trip shall originate and end within the Coachella Valley.
- Each trip shall be a one way trip from one origin to one destination.
- Wait time is excluded.
- Round trips are excluded.

**\*SunLine Transit Agency retains the right to modify the Taxi Voucher Program as appropriate.**

### **How do I tip the taxicab driver?**

A standard tip is paid in cash. Taxi Smart Cards cannot be used for tips.

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# SUNLINE TRANSIT AGENCY TAXI VOUCHER PROGRAM APPLICATION

Applicants are advised that the information provided herein is not confidential and is open to SunLine and the U.S. Department of Transportation authorized officials for compliance reviews.

New Application     Re-certification

## Personal Data

Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Please provide the name and phone number of a friend or relative we may contact in case of emergency or if we are unable to reach you at your regular phone number:

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Alt. Phone: \_\_\_\_\_

Relationship: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness Signature (if necessary): \_\_\_\_\_

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I am applying for the TAXI VOUCHER PROGRAM because:

\_\_\_\_ / I am 60 years or older and do NOT have a disability.

\_\_\_\_ / I have a disability and I am NOT 60 years or older.

Is the disability permanent? \_\_\_\_ / Yes \_\_\_\_ / No

If No, please estimate the number of months of temporary disability: \_\_\_\_ months.

\_\_\_\_ / I have a disability and I am 60 years or older.

(Please provide documentation according to persons with disabilities)

Is the disability permanent? \_\_\_\_ / Yes \_\_\_\_ / No

If No, please estimate the number of months of temporary disability: \_\_\_\_ months.

Do you use any mobility aids or equipment? (check all that apply)  None

Manual Wheelchair  Power/Electric Wheelchair  Power Scooter  Walker  Cane

White Cane  Service Animal  Other: \_\_\_\_\_

**Persons with Disabilities**

To qualify, applicant must provide current (not expired) government-issued photo identification and one of the following as proof of disability:

- Current (not expired) government-issued photo identification verifying birth date
- Medicare Card
- SunLine ADA Certification Card
- SunLine Half-Fare I.D.
- SSI Award Letter
- SSDI Award Letter
- Veterans Administration Letter for minimum 50% disability
- Physician Verification of Disability Form\* completed by physician

\*Physician Verification of Disability Form: This form must be completed and signed by your doctor. You may print this form located on our website sunline.org or request this form in person at:

SunLine Transit Agency  
32-505 Harry Oliver Trail  
Thousand Palms, CA 92276

**Seniors 60 Years or Older and Not Disabled**

To qualify, applicant must provide a current (not expired) government-issued photo identification that shows proof of age, such as:

- Department of Motor Vehicle Driver license or Senior I.D. Card
- Current (not expired) government-issued photo identification verifying birth date
- SunLine Half-fare I.D. Card

<b>OFFICE USE ONLY</b>	Received: _____
____/ Complete	____/ Approved
____/ Need Supplemental Proof	____/ Denied