



City of Laguna Hills

Senior Dial-A-Taxi Program

User Policies & Service Guidelines

Updated 06/19/23

I. Program Overview

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

The City of Laguna Hills' Senior Dial-A-Taxi Program is funded by OCTA and is designed to provide door-to-door taxi service to eligible Laguna Hills residents. The current cab operator is *California Yellow Cab*. Both standard sedans and vans with lift equipment are available.

B. Who does it serve?

Service is provided to all Laguna Hills residents who are 60 years of age or older. Service will also be provided to seniors 60 years of age or older who qualify for the OCTA ACCESS program. This is only for the Dial-A-Taxi trips within the Service Area and the Satellite Destinations. Qualified residents must have an approved application on file and be issued a Senior Dial-A-Taxi photo identification card before being authorized to participate in this program.

C. Where does it go?

Service is provided within Laguna Hills, Mission Viejo, and Laguna Woods City limits ("**Service Area**") 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 medically-based transportation services.

The following *Satellite Destinations* outside of the Service Area are served by this program at no additional charge at this time:

- *Lake Forest Nursing Center, 25652 Old Trabuco Rd., Lake Forest*
- *Freedom Village, 23442 El Toro Rd, Lake Forest*
- *Laguna Niguel/Mission Viejo Metrolink Station, 28200 Forbes Rd, Laguna Niguel*
- *Irvine Metrolink Station, 15215 Barranca Parkway, Irvine*
- *Hoag Hospital, 16200 Sand Canyon Ave, Irvine*
- *Kaiser Hospital, 6640 Alton Pkwy, Irvine*
- *Kaiser Hospital, 6670 Alton Pkwy, Irvine*
- *Irvine Spectrum, 71 Fortune Dr., Irvine*

The following Airport Travel Destination outside of the *Service Area* are serviced by the program at an additional charge:

- *John Wayne Airport, 18601 Airport Way, Santa Ana*

D. When is it available?

The program operates *seven (7) days a week, twenty four (24) hours a day*, including holidays. 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 the *Service Area* and to all *Satellite Destinations* outside of the *Service Area* except for airport travel which are an additional cost. The total cost for a round trip (to and from a location within the *Service Area* and to all *Satellite Destinations except airport travel*) is \$10.00.

For airport travel, participants pay **\$20.00 per one-way** trip to John Wayne Airport.

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 the Service Area; 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 Laguna Hills Community Center and Sports Complex, 25555 Alicia Parkway, Laguna Hills, CA 92653. (Applications are available Monday through Saturday from 8:00 a.m. – 10:00 p.m., and Sunday from 12:00 p.m. – 6:00 p.m. at the Laguna Hills Community Center and Sports Complex, 25555 Alicia Parkway, Laguna Hills, CA. 92653; and online at www.ci.laguna-hills.ca.us. From the City's web-site, click on the "Departments" link and "Community Services"
2. Applications are reviewed and service eligibility letters are mailed to all applicants within five business days.
3. Residents tentatively approved for this service will be contacted for a *photo I.D. appointment* at the Laguna Hills Community Center and Sports Complex. City issued Dial-a-Taxi Photo identification cards are free at this time.
4. All applicants **must bring** the following information to the photo appointment to verify/confirm program eligibility:
 - *Proof of Laguna Hills residency*
 - *Proof of age*
5. Upon issuance of the Dial-A-Taxi photo identification card, the participant is authorized to use the service.

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

Purpose: this service has been designed to assist our most frail customers who need to be as efficient and productive as possible when using the 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 the Service Area 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 except for airport travel; 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 the Service Area 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* as noted in Section 1-Program Overview.)

B. When do I request service?

- Participants requesting “*demand response*” service are encouraged to make service reservations at least *60 minutes* in advance of pick-up 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*:

1-877-809-6587

2. You will receive an automatic attendant greeting stating:
“*You have received the City of Laguna Hills’ California Yellow Cab’s special accounts line. Please have your passenger I.D., pick-up 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. “May I please have the City account # listed on your I.D. card?”
 - d. “Is the passenger’s last name: XXXXXXXX”
 - e. “Is the phone number at the pick-up address: #####”
 - f. “Are we picking you up at: XXXXXXXXXXXXXXXX”
 - g. “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?
 - h. “What is the destination address?”
 - i. “What is the purpose of the trip?”
 - j. “How many passengers (including escort/attendant)?”
 - k. “At this point, the intake dispatcher confirms the pickup date/time, pick-up address, telephone number and the reservation is entered.”
4. All participants are encouraged to reserve a “return time” pick-up 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 pick-up 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. For riders traveling to John Wayne Airport, co-pay will be \$40 roundtrip.

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 preregistered 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 except for airport travel (see airport fare). One registered participant must be in the cab at all times. (Note: all riders must be at the *same* pick-up 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 **electric 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:

California Yellow Cab Complaints: **1- 714- 427-2555 (General)**
or 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

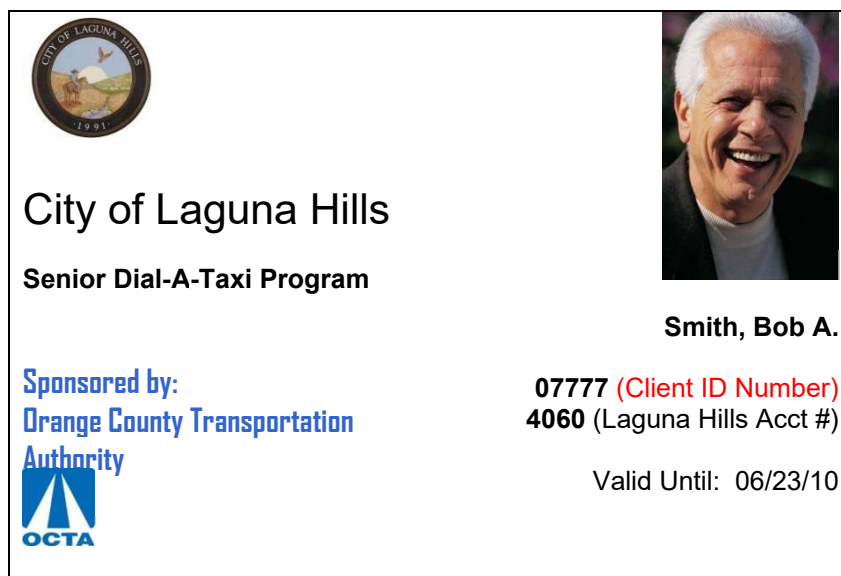
to resolve the problem. Within 48 hours of the registered complaint, the City representative will be notified of the steps being taken to address the client's concern.

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 Laguna Hills *Senior Transportation Administrator* at (949) 707-2681 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 Laguna Hills Community Center and Sports Complex.
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



Side Two / Program Information Side

Dial-A-Taxi Numbers

Taxi Cab Service	877-809-6587
Van with Lift Service	877-809-6587
Taxi Cab Concerns	714-427-2555
Program Information	949-707-2681

Schedule 24 hours in advance, if possible when scheduling	Reserve pick-up time Service 7 days a week 8 a.m. – 5 p.m.
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CARD IS NON-TRANSFERABLE

PHOTO IDENTIFICATION CARD NOT TO SIZE