



MOUNTAIN LIFT TAXI PROGRAM

WHAT IS THE MOUNTAIN LIFT TAXI PROGRAM?

The Mountain Lift Taxi Program is part of a host of services offered by Mountain Lift Paratransit. It is a taxi subsidy program for residents who live within the NAIPTA Service Area and qualify for Mountain Lift Paratransit service. The purpose of this program is to provide a transportation alternative that is within the control of the client, is flexible and relatively affordable. This program is not intended to serve all people or all trips but is intended to give Mountain Lift clients another option for their trips.

HOW DO I APPLY FOR THE MOUNTAIN LIFT TAXI PROGRAM?

To qualify for the Mountain Lift Taxi Program, all applicants must go through the Mountain Lift Paratransit eligibility determination process. The application process includes a self-assessment of mobility challenges, a professional verification of functional disability and an in-person interview with an ADA Specialist. A determination will be rendered within 21 days of receipt of a completed application. Once approved for Mountain Lift Paratransit a client is automatically eligible for the Mountain Lift Taxi Program. For more information about the eligibility process or to apply please call 928-679-8911.

WHAT ARE MOUNTAIN LIFT TAXI VOUCHERS?

Mountain Lift Taxi vouchers are a subsidized form of payment for taxi rides which begin or end within the NAIPTA Service Area. Please see attached map for further detail.

Each voucher has a maximum value of \$10.00 or \$15.00 and is preprinted with the participant name, identification number, expiration date. There are spaces to write in the pick-up and drop off address, number of passengers, date and time, metered fare amount, number of miles for the trip and trip purpose. The participant and the driver must sign each voucher. All vouchers expire on the last day of each month.

REQUESTING VOUCHERS

Vouchers may be issued after a client has been determined eligible for Mountain Lift Paratransit and the Mountain Lift Taxi Program. The guidelines must be agreed to and signed by the client and returned to NAIPTA prior to distribution of vouchers.





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A client may request vouchers once per month. Requests may be made between the 1st of each month through the 10th of each month. Vouchers will be distributed by the 1st of the following month and are valid from the 1st day of each month until the last day of each month.

Clients may purchase the following:

Quantity	Value	Client Cost per Voucher	Maximum Client Cost
15	\$10.00	\$2.00 Each	\$30.00
10	\$15.00	\$3.00 Each	\$30.00

OR ANY COMBINATION OF VOUCHERS NOT TO EXCEED \$30 IN COST OR \$150 IN VALUE

Payment may be made by debit or credit card if requesting funds by telephone at 928-679-8911. If paying with cash, funds must be requested in person at the NAIPTA office which is located at 3773 N. Kaspar Dr., Flagstaff, AZ 86004. If paying with a check, funds may be requested in person or by mail to the above location.

HOW DO I USE A TAXI VOUCHER?

- Contact a taxi provider from the list of participating companies to schedule a ride.
- Check to be sure the voucher has not expired.
- Complete the fields for pick-up and drop off addresses and trip purpose.
- Sign the voucher in the field labeled "Passenger Signature."
- Present the voucher with your Mountain Lift ID card or a picture ID when requested.

The driver will verify the expiration date and complete the fields for number of passengers, trip date, pick-up time, miles driven for trip and fare amount shown on the meter. The driver's signature is also required.

Multiple vouchers may be used to pay for a trip as long as the origin or destination is within the NAIPTA Service Area. Vouchers may be used by a client for any part of a trip such as wait times, round trips and trips with interim stops. Use of a voucher which would violate the conditions of this program are listed below.

If the total cost of the trip exceeds the value of the vouchers, the client is responsible for the remaining amount. A client may offer a tip which is paid to the driver in cash. A customary tip is 15% of the metered fare. Vouchers may not be used as a tip for the driver.



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PROGRAM VIOLATIONS

- Using Mountain Lift Taxi vouchers by anyone other than the client listed.
- Giving or accepting an expired voucher.
- Altering the voucher by the client or driver.
- Refusal by client to pay his/her share of the fare.
- Using a voucher as a tip for the driver.
- Exhibiting abusive language, profanity (either in language or gestures), disorderly conduct, or harassment of any kind.

Any violation listed above may immediately terminate a client’s Mountain Lift Taxi Program eligibility.

VOUCHER USE AND TRIP SCHEDULING

Program participants are responsible for arranging their own taxi trips. Vouchers may be used with providers listed below.

To arrange a trip, call the taxi provider to make the reservation. Please give the operator as much detail as possible, such as physical assistance required, special physical accommodations, wheelchair or walker transport, guide dog transport. Drivers may not have special training. If a higher level of service is required, participants should call the NAIPTA office for more information.

TAXI PROVIDERS THAT ACCEPT VOUCHERS

Please contact providers to check rates or with questions regarding trip cost.

APEX TAXI	928-779-0000
FRIENDLY CAB	928-774-4444
HURRY CAB	928-525-3333
SUN TAXI	928-779-1111
TOP HAT TAXI	928-719-0909

TAXI PROVIDERS

Participants have a right to expect prompt service from the taxi provider and should request an estimated arrival time. If a taxi provider fails to pick up program participants, participants must work directly with the taxi provider to resolve the issue, or they may want to call a different provider.



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GRATUITY OR BUSINESS FEE

NAIPTA does not pay a gratuity to the taxi provider in addition to the full value of the voucher. The full amount of the voucher is paid to the taxi provider regardless of the actual fare. Any amount above the actual fare, but below the amount of the voucher, should be considered a business fee paid to the taxi provider for doing business with the voucher program. It is the participants' decision whether to tip the taxi driver.

VOUCHER EXCHANGES/RETURNS

NAIPTA will not accept voucher exchanges or returns. There will be no refunds. If vouchers are not used during the 30-day period, they expire and should be destroyed. Drivers and taxi providers will not be reimbursed for expired vouchers.

PARTICIPANT RESPONSIBILITY

Participation of Mountain Lift clients and taxi providers in the Mountain Lift Taxi Voucher program is voluntary and subject to change. It is not the responsibility of NAIPTA to mediate between the Mountain Lift Taxi Voucher passenger and the taxi providers.

The Mountain Lift Taxi Program is grant funded. While NAIPTA will strive to maintain the program in future years, availability is subject to the award of a competitive grant. NAIPTA retains the right to modify this program at any time due to loss of funding, budget and/or other constraints.

Please call 928-679-8911 for Mountain Lift Taxi Program information.



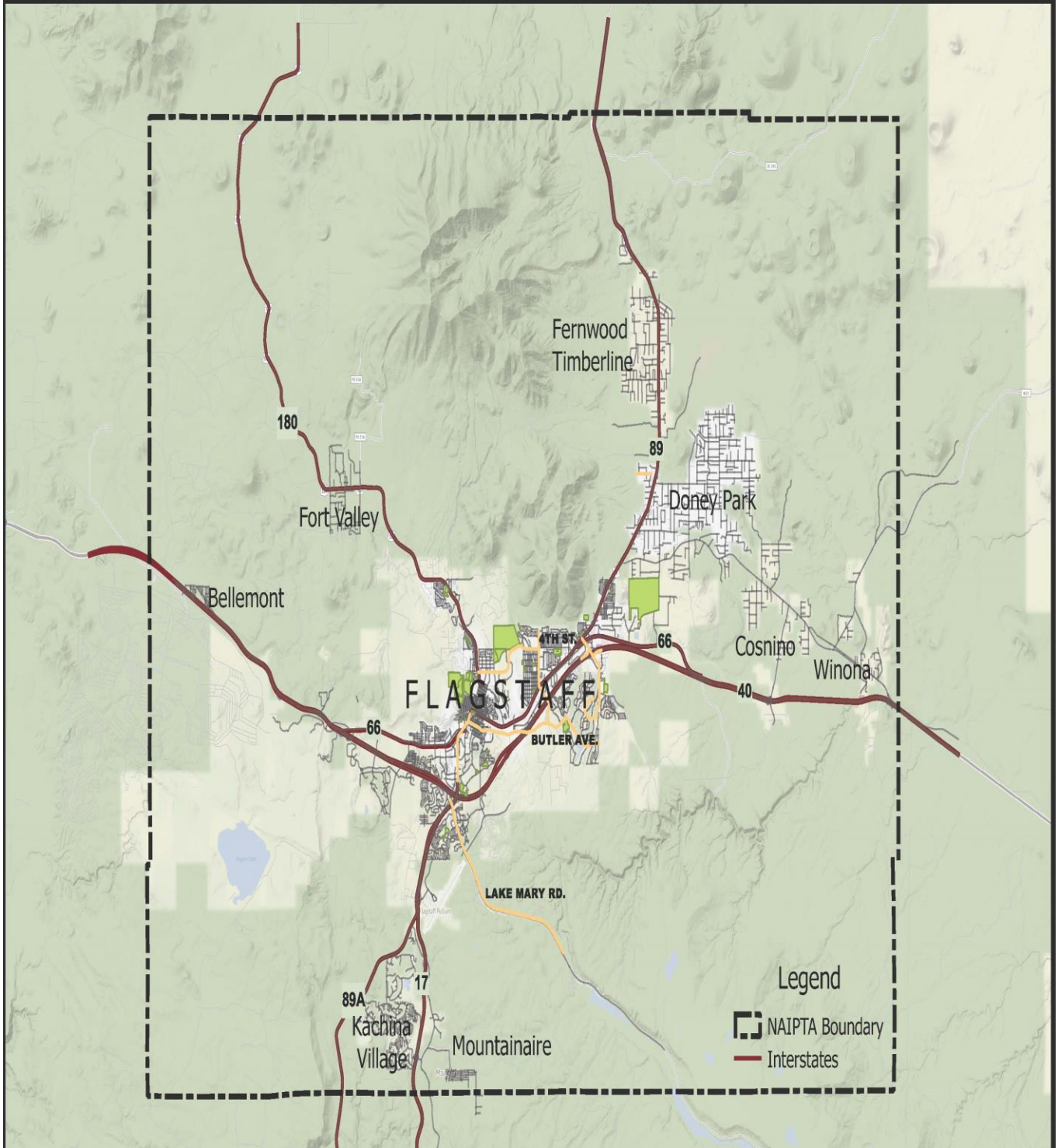
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NAIPTA SERVICE AREA



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TAXI VOUCHER AGREEMENT

I agree to the following responsibilities:

- To comply with the Guidelines. I acknowledge the Guidelines and affirm that I have read and understand the terms and conditions.
- I further understand that my improper use of vouchers may result in possible termination from the Mountain Lift Taxi Program.
- I understand that NAIPTA may terminate my privilege to use vouchers at any time for any reason in accordance with the Guidelines. I shall return any unused vouchers to NAIPTA immediately upon request or termination of eligibility.

User Name

User Signature

**Mountain Lift Taxi Program
Administrator Printed Name**

**Mountain Lift Taxi Program
Administrator Signature**



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