



Mountain Line

3773 N. Kaspar Drive · Flagstaff, AZ 86004 · 928-679-8900 · FAX 928-779-6868 · www.mountainline.az.gov

MOUNTAIN LINE PARATRANSIT TAXI PROGRAM

Paratransit certified riders have the option to use taxi service at a discounted rate. Program participants pay 20% of the cost of their trips. The purpose of this program is to provide a transportation alternative that is flexible and allows for greater independence. It is not intended to serve all people or all trips but is intended to give Mountain Line Paratransit clients another option for their trips.

ADA paratransit eligibility applies to people that have a travel limiting disability which prevents them from independently using the Mountain Line fixed route transit bus system for some or all trips. This may include traveling to/from bus stops; boarding, riding, or disembarking from fixed route transit buses; and/or navigating the fixed route transit bus system. The eligibility determination process includes a self-assessment of functional abilities, a professional verification of the applicant's functional abilities, and an interview with our Eligibility Specialist. For more information about paratransit eligibility or to apply, please call 928-679-8911.

Upon request to participate in the taxi program, Mountain Line Paratransit certified clients will be issued a taxi payment card which can be used as a form of payment for taxi rides which begin or end within the Mountain Line (NAIPTA) service area (see attached map). The Mountain Line Paratransit Taxi Program Payment Cardholder Agreement must be agreed to and signed by the client and returned to Mountain Line prior to use of the card. Please note that it takes 7-10 business days after ordering for the card to be received by Mountain Line. The taxi payment card is restricted for use with companies that are classified as a taxi service and serve the Mountain Line (NAIPTA) service area. The taxi service provider must be able to accept credit cards as payment for services.

Getting you where you want to go



The credit limit on the Alliance Bank taxi payment card is determined by the participant and may be requested once a month by calling Mountain Line Paratransit at **928-679-8911**. Program participants are responsible for paying 20% of the requested taxi credit amount via personal debit/credit, check, or cash prior to it being made available on the taxi payment card.

Example:

Taxi credit requested	\$25	\$50	\$75	\$100	\$125	\$150	\$200	\$250	\$300 (max)
Participant Payment (20%)	\$5	\$10	\$15	\$20	\$25	\$30	\$40	\$50	\$60

Participants have the option to provide a payment card authorization form to keep a personal debit/credit card on file to use for the 20% payment. The authorization can be for a one-time payment by request only or automatic monthly payments. If requested, automatic payments are processed on the 11th of the month (or next business day) for taxi credit which becomes available on the Alliance Bank taxi payment card the 1st day of the following month.

Available credit on the taxi payment card can be checked 24 hours a day using the Alliance Bank automated phone service at **1-866-839-3409**.

- When prompted, enter or say your 16-digit Alliance Bank credit card number.
- When prompted to enter “your” zip code. **Use Mountain Line’s zip code: 86004**

Contact Mountain Line Paratransit at 928-679-8911 for all other inquiries regarding the card account including reporting a card lost or stolen. (The Alliance Bank taxi payment card is a Mountain Line company account and Alliance Bank does not have any personal information other than the cardholder’s name).

It is the responsibility of the paratransit client to schedule trips directly with the taxi service provider. When scheduling a taxi ride, provide as much detail as possible about any accommodations needed such as space for a mobility device, service animal, etc. The taxi service providers are not Mountain Line (NAIPTA) providers or contractors. Drivers may not have special training. If a higher level of service is required, participants should call the Mountain Line Paratransit Dispatch office at (928) 679-8905 at least one day in advance to schedule a Mountain Line Paratransit ride.

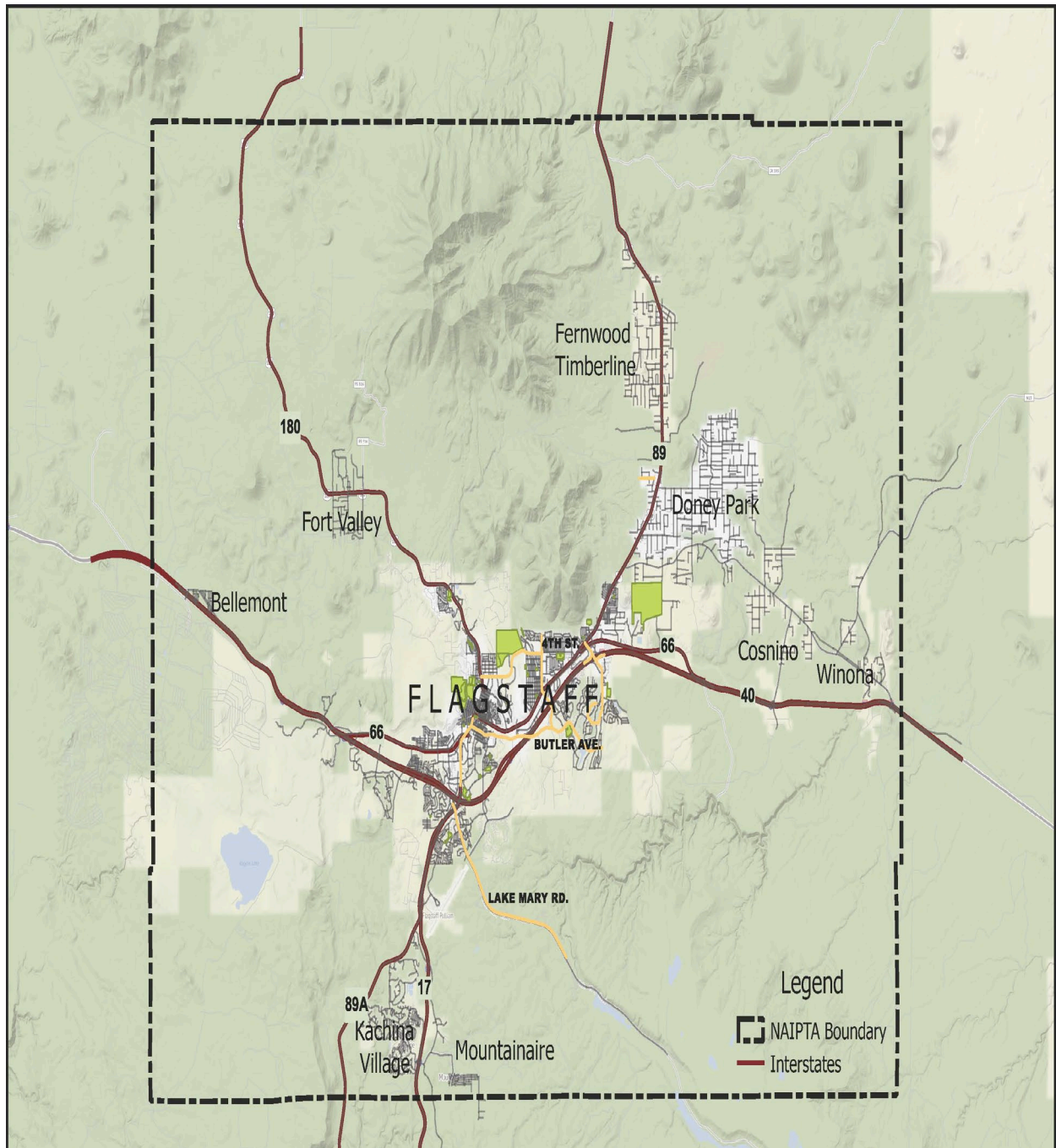
TAXI SERVICE PROVIDERS:

SUN TAXI	928-779-1111
APEX TAXI	928-779-0000
BURLY CAB	1-877-287-5922
SWWOOP	928-525-3333 (Call 1 day ahead)
Smart phone app/website:	
UBER	www.uber.com/cities/flagstaff/
LYFT	www.lyft.com/cities/flagstaff-az

This list of known taxi companies may not be all inclusive.

The Alliance Bank taxi payment card should be provided to the taxi driver for processing of payment at the end of each trip. A tip may be paid in cash or added to the cost of the trip on the taxi payment card.

MOUNTAIN LINE PARATRANSIT TAXI PROGRAM (NAIPTA) SERVICE AREA



COPY TO KEEP FOR YOUR REFERENCE

**MOUNTAIN LINE PARATRANSIT TAXI PROGRAM
TAXI PAYMENT CARDHOLDER AGREEMENT**

I, _____ agree to the following taxi program guidelines:

Printed cardholder name

1. Participation in the Mountain Line Paratransit taxi program is voluntary. Participants do business directly with the taxi service provider of their choice and are responsible for arranging their own trips. The taxi service providers are not Mountain Line (NAIPTA) providers or contractors. It is not the responsibility of Mountain Line (NAIPTA) to mediate between program participants and taxi service providers.
2. Mountain Line Paratransit certification must be maintained in good standing in order to continue participation in the paratransit taxi program.
3. The Mountain Line Paratransit taxi payment card and the taxi credit on the card is not transferable and may only be used by the paratransit certified client listed on the card. The taxi payment card is only valid for companies classified as taxi/limousine service for trips that begin or end within the Mountain Line/NAIPTA service area. The taxi payment card is for transportation purposes only.
4. The client portion (20%) of the requested taxi credit must be paid prior to the credit being made available on the card. Requests for taxi credit are limited to one request per month and can be made by contacting our eligibility specialist at 928-679-8911. Payments can be made by personal debit/credit card, check, or cash.
5. The Mountain Line Paratransit Taxi Program is subject to the availability and award of a competitive grant. Mountain Line (NAIPTA) retains the right to modify this program at any time due to funding, budget, and/or other constraints.
6. A taxi payment card that has not been used for 1 year may be placed in inactive status or closed.
7. Promptly report a lost or stolen taxi payment card by contacting Mountain Line Paratransit at 928-679-8911.
8. Mountain Line (NAIPTA) may terminate my privilege to use the paratransit taxi program and taxi payment card for any reason in accordance with the guidelines. The participant will be responsible for reimbursing Mountain Line (NAIPTA) for improper use of the card.
9. Should I fail to use the taxi payment card properly, I authorize Mountain Line (NAIPTA) to collect any amounts owed by me. If Mountain Line (NAIPTA) initiates legal proceedings to recover amounts owed by me under this Cardholder Agreement, I agree to pay legal fees incurred by Mountain Line (NAIPTA) in such proceedings.

Cardholder Signature: _____ **Date:** _____

This signed agreement must be received prior to taxi credit being made available on your card.

Return via:

Mail: Mountain Line Paratransit
3773 N Kaspar Dr
Flagstaff AZ 86004

Email: Eligibility@naipta.az.gov or

Fax: 928-779-6868



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