

ABOUT THE PROGRAM

It is important for seniors to stay mobile. Mobility can provide seniors with a means to remain engaged in their communities, countering the isolation that often comes with aging.

The Commission on Aging developed this program to supplement other national and county programs available to Concord seniors. For example, AARP Driver courses, County Connection routes, Monument Shuttle fixed routes and CC LINK for paratransit services.

This door to door option, allows seniors to get taxi service at an affordable rate. Concord residents that are 65+ can purchase a taxi scrip book for \$15, worth \$30 in rides.



Door to door service at affordable rates.

GENERAL INFO

You can purchase books at the Concord Senior Center.

THANK YOU to our partner, De Soto Cab of Concord

For more about the program:

Commission on Aging

Contact: Avis Connolly

Phone: 925-671-3419

Email:

avis.connolly@cityofconcord.org

"I use the scrip to get to all my appointments. It is very helpful to not have to always rely on others."



SENIOR CENTER

2727 Parkside Circle
Concord, CA 94519

Phone: 925-671-3320

Fax: 925-671-3392

Email: concordsc@cityofconcord.org

GET AROUND TAXI PROGRAM



SENIOR CENTER

Parks Make Life Better



SERVICE AREA & HOURS

HOURS: 24 Hours, 7 Days/Week

SERVICE AREA: Clayton, Concord, Martinez, Pleasant Hill, Walnut Creek



Service Area

ELIGIBILITY

- CONCORD RESIDENTS ONLY
- 65+ years
- Mobility device must be folded for transport in trunk of taxi
- Complete and submit Get Around Taxi Program application. (Photo ID is required for validation of birth-day and residency).
- Processing fee: \$5
- Must apply each year in January.

HOW TO SIGN UP

- **Fill out application.** Available at reception desk. Return with photo ID that shows residency and age.
- Once approved, purchase book(s). **(MAX 2 books/month)**
- Each book is \$15 for \$30 of taxi scrips. (Book includes 4-\$5 tickets and 10-\$1 tickets).
- **USE the phone# on books to schedule a ride.** "I am "YOUR NAME", and I am a Concord Get Around Taxi Rider".
- You will need to tell dispatcher:
 - ◆ Date and Time
 - ◆ Phone
 - ◆ Location (Walnut Creek Kaiser @ turn around by Newell St.)
 - ◆ Special Instructions (ex. Gate codes or other).
 - ◆ If you have a foldable wheel chair or walker. (Goes in trunk)
 - ◆ If you have a service animal or pet. (Read policy info on the right).
- **Use Scrip to pay fare displayed on the meter.** (Scrips cannot be used for tips. Scrips available as long as funds are available).

RULES AND POLICIES

Rider must be able to enter and exit the Taxi without assistance from driver. Those unable to do so should have a companion.

ATTENDANTS & COMPANIONS

Fares are charged by the trip, not by # of persons. Please know that taxi capacity is limited to the # of persons who can be safely transported while wearing a seat belt.

CANCELLATIONS

Cancellations must be given no less than 1 hour prior to designated pick up. \$15 cancel fee will be applied if not made in time. Cancel early as possible.

PETS & SERVICE ANIMALS

Service animals & well behaved pets are allowed to travel w/person for free. They must be under your direct physical control at all times. (Cages/Carriers recommended for small pets.) Driver has right to refuse transport of pet, so disclose to taxi dispatcher any intent to travel w/service animal/pet, so they may assign a driver who is ok with it.

TRANSPORTING PACKAGES

Space in the taxi is limited. Drivers will assist with loading and unloading of packages, but not responsible for transport to door or drop off.

REPORTING ISSUES

Issues about taxi service should go to the taxi company used when issue came up. Feel free to submit suggestions or feedback to Commission on Aging representatives. (See back page.)

EXPIRATION OF SCRIP

Dec 31 of calendar year purchased.