



## Senior Taxi Yellow Card Program

This information contains details about the Senior Taxi Yellow Card Program which is operated in partnership with Yellow Cab of Alexandria, Inc. This program will be available to individuals age 60 or older who live in the City of Alexandria and whose annual gross household income is \$48,508 or below.

The Senior Taxi Yellow Card program will allow eligible riders to schedule and take taxi rides directly with Alexandria Yellow Cab 24 hours a day, 7 days a week with no restrictions as to destinations. Once approved to participate in the Senior Taxi Yellow Card Program and once you have purchased discount fares, you will be mailed a Senior Taxi Yellow Card. The Senior Taxi Yellow Card works very similar to a debit card or gift card. Each time you take a taxi trip, you will swipe the card through the machine in the back seat of the cab. The actual cost of the taxi fare is electronically deducted from the value on your Senior Taxi Yellow Card.

Four times a year, each eligible Senior Taxi Yellow Card rider can purchase up to \$170 worth of taxi fares at a discounted cost. Here are the details on what values of discounted fares can be purchased, the cost to the Senior Taxi Yellow Card rider and the time frame for purchases:

Value of taxi fares	Cost to Senior Taxi Yellow Card Rider	Discount fares can be purchased one time during each of these time frames:
\$170	\$25	June 16 - September 15
\$90	\$15	September 16 - December 15
		December 16 – March 15
		March 16 - June 15

### **Here is how the program works:**

- You will fill out and return the Senior Taxi Yellow Card Application Form.
- If you are not approved, you will receive a letter stating the reason. If you do not receive correspondence back from the City, then your application was approved. Once you purchase discount fares, you will receive your Senior Taxi Yellow Card in the mail from Alexandria Yellow Cab along with more detailed information about how to use your Senior Taxi Yellow Card.
- To purchase discount fares, fill out and return the form to purchase discounted taxi fares along with a check or money order. You can do this at the same time that you send in the application form, or you can wait until you need to use the service. If you send in a purchase request and are not approved for the program, your check or money order will be returned to you.
- Once the Division of Aging and Adult Services receives the request to purchase discounted fares, the value you purchased will be electronically added to your Senior Taxi Yellow Card balance within about 10 business days. You can purchase discount fares four times a year.

- The City reserves the right to decline requests for purchase of discounted fares if the balance on the Senior Taxi Yellow Card is excessively high.

### **Some Program Highlights:**

1. To make a reservation there are several options:
  - A. Call Alexandria Yellow Cab Company directly at 703.549.2500. You need to identify yourself as a Senior Taxi Yellow Card rider.
  - B. Book a reservation online at [www.alexandriayellowcab.com](http://www.alexandriayellowcab.com)
  - C. Show your Senior Taxi Yellow Card to an Alexandria Yellow Cab driver and request a trip.
2. You must have your Senior Taxi Yellow Card with you to utilize the benefits of the Senior Taxi Yellow Card Program to pay for a fare.
3. You can use your Senior Taxi Yellow Card to pay for a driver tip or you can tip using cash.
4. If the balance on your Senior Taxi Yellow Card is not sufficient to pay for the entire fare, you will need to pay the difference in cash or by credit card. Drivers cannot accept personal checks.
5. Your Senior Taxi Yellow Card is not transferable to another rider.

Alexandria Yellow Cab reservationists take pride in taking reservation requests quickly and efficiently. With 46 phone lines ready to take your reservation, you may never hear a busy signal. Alexandria Yellow Cab reservationists will provide you with excellence customer service, but they will not be able to answer your questions or concerns about aging services in general. For answers to those questions, please call the Division of Aging and Adult Services at 703.746.5999.

While it is exciting that ride destinations are not restricted for this program, we urge you to use your Senior Taxi Yellow Card wisely and suggest you prioritize your rides to make sure you can get to medical appointments and to the grocery store when you need to. We suggest that if you have a lot of medical appointments that you consider registering for the DOT program which may be able to provide additional low cost transportation services for you. For information about DOT, please contact the DOT office at 703.746.4079.

We hope the Senior Taxi Yellow Card Program will help you to continue to Age Well in Alexandria. For more information about the new Senior Taxi Yellow Card Program or to request an application and/or purchase of discount fares form, please call the Division of Aging and Adult Services at 703.746.5999.