

Policies regarding Taxi Vouchers

Information compiled December 21, 2007

The Question: Do you use taxi vouchers for supplemental services? If you don't, is there a reason you haven't considered it? If you do, can you please respond to the following: Did you go out to bid? Do you have a contract with your taxi company? Have there been any abuses or notable problems either with your company or passengers?

Ben Franklin Transit says...At Ben Franklin Transit we do have a contract with a taxi service. We had tickets that are given to the riders by the bus drivers or they pay when they get to the bus. One large area has tickets that are given to the taxi rider and then given to the bus so that we know they came from that area. We did, and do go out for bid and have a contract. We have very little abuse, next to none.

C-Tran says...We use vouchers for a connection between the Amtrak station and our nearest transit center. We do not have a contract. It was our understanding that to contract with one provider would subject them to FTA drug/alcohol testing regulations. We allow the passengers to select the cab company and reimburse them through the use of a voucher. We do not have a contract with a taxi company. There have not been any abuses that I am aware of.

Columbia County Public Transportation says... We don't have any taxi's in our area so this question would be irrelevant to us.

CUBS says...No, we don't use taxi vouchers for supplemental services; however, our ADA plan provides for the use of taxi service for passengers who live in the outer reaches of our service area and for those who schedule trips toward the end of the service day. Unfortunately, our area doesn't have a respectable taxi service that we feel comfortable with providing service for our most vulnerable population.

Everett Transit says...We use taxi services for the Commute Trip Reduction (CTR) Guaranteed Ride Home program (rideshare participants in our jurisdiction are allowed two emergency trips home per year), and we use an open Purchase Order process with Yellow Cab. We did not go out to bid, since the services provided do not exceed our minimum requirements for a bid. We do not use vouchers for the program - we have a controlled process through the employers and their respective Employee Transportation Coordinators, and we have a paperwork trail through them which allows for a more streamlined process. We review invoices and usage on a monthly basis, and we have not had any notable problems with the taxi company or the usage of the services by the rideshare participants.

In terms of using taxi services as supplemental to our bus service, we have not done so for our fixed route service. We have used the open Purchase Order to provided taxi services to Para Transit customers on occasion, but not on a regular basis.

Grays Harbor says...Grays Harbor Transit does not use taxi voucher's, we have never had the need to do so.

Link Transit says....We currently do use taxi vouchers for a limited service area, however we have changed our service delivery mode for this area and are phasing out the voucher program at the end of March, 2008. We did go out to bid to select the preferred taxi provider for this program and there is a contract in place. No abuses have been recorded. In fact, we found the opposite as passengers would share their vouchers and multiple passengers would take a trip from a common origin to a common destination using one voucher, thereby making the trip more efficient and cost effective. Our long term plan, when funding becomes available, is to reinstate the taxi voucher program for our entire service area.

Mason Transit says...Mason Transit does not use vouchers

Twin Transit says....Twin Transit has never had a request for or need to use taxi vouchers.

Valley Transit says....Valley Transit does not use taxi voucher for supplemental services. We have talked about it, but do not see the need at this time.