



Things to know about SAIL's Taxi Account Program



- Application forms must be submitted in person at the SAIL office. Please bring a valid ID and/or a VIP Bus Pass or some other proof of age/disability when applying.
 - ❖ Our Taxi Program funding is contingent upon our customers using this program as a **supplementary service** to and not a replacement of Care-a-Van or Capital Transit. Please remember to use CAV and/or Capital Transit when available and only use your taxi account when those two options are unavailable.
 - ❖ Misuse or abuse of the program, its partners or staff could cause you to lose your eligibility to participate in this program.
 - ❖ To ensure there are enough funds for the entire grant year, we must limit the amount we use each month. Once that limit is reached, no further funds will be available until the first of the next calendar month. We do not make personal phone calls when we are out of taxi funds.
 - ❖ Office hours are 9:00 AM to 5:00 PM Monday-Friday, excluding regular holidays.
 - ❖ **Please note that taxi funds have an expiration date. Participants should try not to over-pay to their taxi account in case you are unable to use all of them before they expire.**
 - ❖ Every taxi account card shows the cab company's name, telephone number and the usual expiration date of the funds.
 - ❖ **There are no refunds available.**
 - ❖ You may expect a receipt from the cab driver for every trip taken.
 - ❖ Cash, checks, Debit and/or Credit cards can be used to pay for taxi account funds. TVR, 477, and DVR can authorize case services.
 - ❖ Taxi funds can be used to pay fares for rides in the Juneau area only, and only with Juneau Taxi & Tours cabs. You do not need to tell the dispatcher that you will use vouchers to pay your fare. Nor should you be asked to pay anything extra to use your taxi account and/or to load a wheelchair.
- If you require an attendant, he/she may accompany you in the taxi. You may pay his or her fare with your taxi account funds as long as you travel & remain together the entire trip. You will not be charged extra for your attendant.
- You may not give your Taxi Program Card to anyone for any reason. Your friends & relatives may **NOT** use your funds to pay their taxi fares, even if they are running errands for you.
- Please note that your best chances to access the wheelchair accessible vehicle is by calling in advance, preferably at least an hour or two if not a day, in order to ensure another patron is not using the vehicle. Again, the wheelchair cab is a **supplement** to Care-A-Van and Capital Transit, not a replacement of those services.
 - Please notify SAIL if you encounter any problems with the using the Taxi Program. We will be logging issues and complaints at our office. Our phone number is 586-4920.