



NAPA VALLEY TRANSPORTATION AUTHORITY

Board Agenda Memo

TO: NVTA Board of Directors
FROM: Danielle Schmitz, Executive Director
REPORT BY: Rebecca Schenck, Director of Transit
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SUBJECT: Taxi Scrip Program Guidelines

RECOMMENDATION

That the Napa Valley Transportation Authority (NVTA) Board approve Taxi Scrip Program Guidelines.

COMMITTEE RECOMMENDATION

None

EXECUTIVE SUMMARY

NVTA has been operating a Taxi Scrip program for over 20 years. The program provides subsidized taxi rides for City of Napa residents 65 years and older as a lifeline service to supplement regular fixed route transit service. Staff recommend removing specific language from the Transit Policies and request the Board adopt the Taxi Scrip Program Guidelines that can be updated periodically with Board approval. This will make it easier for the Program to undergo adjustments without having to amend the Transit Policies in their entirety.

FISCAL IMPACT

Is there a fiscal impact? Not with this action, as the Taxi Scrip Program is already budgeted.

CEQA REQUIREMENTS

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (California Environmental Quality Act (CEQA) Guidelines) and therefore CEQA is not applicable.

BACKGROUND

The NVTA Taxi Scrip Program is a valuable component of NVTA's suite of transportation services. The program was created to provide a lifeline service to supplement the regular Vine fixed route system for seniors and persons with disabilities who have evening trips after the bus goes out of service, or a day when the rider may not feel well enough to take the bus.

Recently, NVTA implemented a debit card payment system (Pex card) in place of physical taxi scrip booklets. Staff are also proposing to increase the allowable Taxi Scrip to \$18 dollars per ride (formally \$12 dollars/ride).

ALTERNATIVES

The Board could not approve the Guidelines and then the Taxi Scrip Program would not have any formally approved Guidelines.

COUNTYWIDE PLAN GOALS MET BY THIS PROPOSAL

Goal 1: Serve the Transportation Needs of the Entire Community Regardless of Age, Income or Ability.

The Taxi Scrip program is largely used by seniors and disabled individuals and provides lifeline support to appointments and essential services.

Goal 3: Use Taxpayer Dollars Efficiently.

The Taxi Scrip program is more cost effective than operating a fixed route system or on-demand door-to-door system to get individuals to specific appointments, etc.

ATTACHMENT(S)

- 1) Taxi Scrip Program Guidelines



Taxi Scrip Program Guidelines

The Taxi Scrip Program is designed to enhance mobility, independence, and access to essential services for eligible residents to supplement the regular Vine bus system for seniors and/or persons with disabilities that have evening trips after the bus goes out of service, or on a day when the rider may not feel well enough to take the bus. By providing subsidized transportation through participating providers, the program ensures that seniors, individuals with disabilities, and other qualifying community members have reliable, flexible, and affordable travel options within the service area.

These guidelines establish the procedures and responsibilities necessary to administer the program consistently and effectively. They are intended to ensure fair access, promote responsible use of public funds, and maintain high-quality transportation services for all participants. The Taxi Scrip Program supports the region's commitment to equitable mobility and the well-being of its residents.

Eligible Users

City of Napa residents taking trips to, from or within the City of Napa and are any of the following:

- 65 years or older
- ADA certified
- Disabled of any age

Applicants 65 years of age or older are required to provide proof of age, such as a copy of a California driver's license, California Identification Card or birth certificate. Individuals who are already ADA certified must provide their VineGo ID Number. Individuals seeking enrollment who have not sought ADA eligibility may still apply for the Taxi Scrip program by completing Part II of the Taxi Scrip Application (Appendix I).

Service Area

Trips that begin and/or end in the City of Napa

How the Program Works

You must complete the Taxi Scrip Program application and mail or take to NVT/ Vine, 625 Burnell St., Napa, CA 94559. Or, complete a fillable form found at www.vinetransit.com/taxi-scrip.

Once an application is approved, a combination PEX Taxi Scrip Payment/ID card for the sole use of the Taxi Scrip Program will be sent to the participant. After the participant activates the card, they can purchase Taxi Scrip that will be added to their card. Participants may opt to create an online account to check their Taxi Scrip balance. They may also call the Vine Customer Service Office to get their balance. Only enrolled



participants of the program may use Taxi Scrip and individuals may not give their Taxi Scrip Payment/ID card to anyone else to use. Taxi Scrip program participants may

purchase a maximum of \$30 of Scrip each month, in \$10 increments, which will be added to their Taxi Scrip Payment/ID Card. The actual Scrip value per \$10 increment is \$20, for a maximum of \$60 per month, but there is no limit to the amount of unused Taxi Scrip that can accumulate on the card, nor the amount of the participant's Taxi Scrip card balance that can be used per month. It is important to remember that Taxi Scrip is non-refundable.

Key Program Rules

- Tipping with scrip is prohibited.
- Purchase three increments of \$10 worth of scrip per month per client maximum.
- All scrip users must be enrolled and follow the rules of NVTa Taxi Program.
- All users must show Taxi Program ID with photo (or Taxi Program ID w/o photo and another Picture ID) every time they wish to pay with scrip.
- Use of Scrip may not exceed \$18 per trip.
- Scrip expires 5 years from issuance.
- Taxi Scrip is non-refundable or exchangeable.
- Only residents meeting the established program criteria are eligible to enroll.
- All program applicants must complete a Taxi Scrip application (Appendix I). Applications may take up to 21 days to process.

Outside Agencies

Agencies wishing to have their clients participate in the NVTa Taxi Scrip Program must direct their clients to NVTa to enroll and follow the same rules as individual participants.

Participating Providers

- Taxis may wait up to 5 minutes for passengers.
- Taxi drivers will not provide change for taxi scrip.
- Taxi companies are required to show complete street addresses for all trips.
- Drivers will not give change for rides paid by scrip, accept the balance of scrip as a tip, or wait for a passenger with the meter running in excess of 5 minutes

Appendices

Appendix I – Taxi Scrip Application

Taxi Scrip

Napa Valley Transportation Authority's Lifeline Taxi Program: Application



The NVTa Taxi Scrip Program is a valuable taxpayer-funded component of our agency's transportation services. While not intended as a primary means of transportation, this program was created to provide a lifeline service to supplement the regular Vine Transit bus system for seniors and/or persons with disabilities who have evening trips after the bus goes out of service, or on a day when the rider may not feel well enough to take the bus. NVTa uses public transit tax dollars to subsidize taxi rides for participants. Under the program, eligible City of Napa residents may take a cab ride anywhere to, from or within the City of Napa and NVTa will pay up to 50% of the first \$18 of the cab ride fare. The Taxi Scrip Program provides services only to City of Napa residents.

WHO QUALIFIES?

To be eligible, you must be a resident in the City of Napa and be ONE of the following:

- **65 years of age or older, OR**
- **ADA certified, OR**
- **Disabled of any age**

Applicants 65 years of age or older are required to provide proof of age, such as a copy of a California driver's license, California Identification Card or birth certificate.

Individuals who are already ADA certified must provide their VineGo ID Number. Individuals seeking enrollment who have not sought ADA eligibility may still apply for the Taxi Scrip program by completing Part II of the Taxi Scrip Application, evidencing their disability, and signed by a California licensed medical professional. **WE DO NOT ACCEPT COPIES OF DISABLED PLACARDS AS PROOF OF DISABILITY WITHOUT FILLING OUT PART II OF APPLICATION.**

HOW THE PROGRAM WORKS:

You must complete the Taxi Scrip Program application and mail or take to NVTa/Vine, 625 Burnell St., Napa, CA 94559. Or, if you prefer, a fillable form may be found at www.vinetransit.com/taxi-scrip.

Once an application is approved, a combination PEX Taxi Scrip Payment/ID card for the sole use of the Taxi Scrip Program will be sent to the participant. After the participant activates the card, they can purchase Taxi Scrip that will be added to

Taxi Scrip Application



their card. Participants may opt to create an online account to check their Taxi Scrip balance. They may also call the Vine Customer Service Office to get their balance.

Only enrolled participants of the program may use Taxi Scrip and you may not give your Taxi Scrip Payment/ID card to anyone else to use.

Taxi Scrip program participants may purchase a maximum of \$30 of Scrip each month, in \$10 increments, which will be added to their Taxi Scrip Payment/ID Card. The actual Scrip value per \$10 increment is \$20, for a maximum of \$60 per month, but there is no limit to the amount of unused Taxi Scrip that can accumulate on the card, nor the amount of the participant's Taxi Scrip card balance that can be used per month. It is important to remember that Taxi Scrip is non-refundable.

OTHER KEY PROGRAM RULES:

- Taxi Scrip cannot not be used to pay for tips.
- Taxis are permitted to wait a maximum of 5 minutes per trip.
- No refunds of Taxi Scrip.
- Lost or stolen Payment/ID cards must be reported immediately. Participants will be charged \$5 per replacement card

TAXI SCRIP MAY BE PURCHASED IN PERSON, BY PHONE OR MAIL

Vine Customer Service Office

Phone: (707) 251-2800 | Address: 625 Burnell St., Napa, CA 94559

Taxi Scrip Application



Part I — Basic Information

Name: _____

Address: _____

City, State, Zip: _____

Phone: _____

Date of Birth: _____

Email address: _____

Please select **ONE** of the required fields:

I am age 65 or older (provide proof of age), **OR**

I am ADA certified by VINEGO: ADA # _____

OR I am not ADA certified but I have a disability (as defined in the attached 'Disabled Eligibility Guide'). If applying under this category **Part II** of this application **must** be completed by a licensed California medical professional.

Napa has an extensive public bus system and a travel training program to help people learn how to ride the bus. A trainer will ride with you on the bus to places you need to go, and all participants receive a complimentary 31-day pass to explore the bus routes! Please call (707) 259-8631 for more information or to schedule a travel training.

I am applying for the NVTa Taxi Scrip program and have reviewed and agree to abide by all program rules:

Signature

Date

***Please return completed application to
NVTa/Vine,
625 Burnell St., Napa, CA 94559
For additional information, call (707) 251-2800***

Taxi Scrip Application



Part II — For non-ADA certified individuals applying as having a disability (To be completed by a licensed medical professional in the State of California)

After reviewing the attached Disabled Eligibility Guide, the person named herein meets one or more of the eligibility criteria as set forth in Section number(s) _____ found in the Disabled Eligibility Guide (pages 5-6).

The condition is:

Permanent

Temporary - if temporary, provide length of time:

Print or Type the name of Certifying Person

Signature of Certifying Person

Medical License Number

Address

City, State, Zip

Phone

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Taxi Scrip Application



TAXI SCRIP PROGRAM: Disabled Eligibility Guide

Taxi Scrip Program discount fares are available to persons with disabilities who are certified by a licensed medical professional (California) as meeting definitions described in this guide.

Follow the procedures below:

- Determine if the disability is permanent or temporary.
- For a temporary disability, provide duration (example: 5 weeks, 3 months).
- Complete in full Part II of the Taxi Scrip Program Application.
- Return the Taxi Scrip Program Application to: NVT/Vine, 625 Burnell St., Napa, CA 94559.

Section 1 Mobility Aids

Impairments that causes an individual to use a mobility aid, with the exception of a 3 or 4 wheel scooter. Wheelchair users must be transferable.

Section 2 Musculo-skeletal

Musculo-skeletal impairment such as muscular dystrophy, osteogenesis imperfecta or rheumatism restrictions; such as therapeutic Grade III, functional Class III or anatomical State III.

Section 3 Amputation

Amputation disability or anatomical deformity of: (1) both hands; or (2) one hand and one foot; or amputation of lower extremity at or above the tarsal region of one or both legs. (*Loss of major function due to degenerative changes associated with vascular or neurological deficits; traumatic loss of muscle mass or tendons and X-Ray evidence of body or fibrous ankylosis at an unfavorable angle, joint subluxation or instability*).

Section 4 Stroke

Cerebrovascular accident with one of the following: (1) Pseudobulbar Palsy; or (2) functional motor deficit in any of two extremities; or (3) Ataxia affecting two extremities substantiated by appropriate cerebellar signs or proprioceptive loss.

Section 5 Pulmonary

Respiratory impairments of Class 3 or greater.

Section 6 Cardiac

Cardiovascular impairments of functional Class III, IV or therapeutic Class C, D or E.

Section 7 Dialysis

Individuals whose disability requires the use a kidney dialysis machine.

Section 8 Vision

Individuals whose vision in the better eye, after best correction, is 20/200 or less; or those individuals whose visual field is contracted (commonly known as tunnel vision).

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Taxi Scrip Application



Section 9 Hearing

Deafness or hearing incapacity that makes an individual unable to communicate or hear warning signals (hearing loss is 70 dba or greater in the 500, 1000, 2000 Hz. ranges).

Section 10 Incoordination

Individuals suffering faulty coordination of palsy from brain, spinal or peripheral nerve injury; and any person with a functional nerve injury; and any person with a functional motor deficit in any two limbs; or who suffers manifestations that significantly reduce mobility, coordination and perceptiveness not accounted for in previous categories.

Section 11 Developmental Disability

Refers to subaverage general intellectual functioning which originates during the developmental period and is associated with impairment in adaptive behavior.

Section 12 Cerebral Palsy

A disorder dating from birth or early infancy, nonprogressive, although if not treated there is marked regression in functioning characterized by examples of aberration of motor functions and often other manifestations of organic brain damage such as sensory disorders, seizures, mental retardation, learning difficulty and behavioral disorders.

Section 13 Epilepsy/Convulsive Disorder

A disorder involving impairment of consciousness, characterized by major motor seizures substantiated by EEG, occurring more frequently than once a month in spite of prescribed treatment.

Section 14 Infantile Autism

A syndrome described as consisting of withdrawal, very inadequate social relationships, language disturbance and monotonously repetitive motor behavior.

Section 15 Neurological Disabilities

A syndrome characterized by learning, perpetual and/or behavioral disorders of an individual who's IQ is not less than two standard deviations below the norm. These characteristics exist as a result of brain dysfunctions, neurological disorder, or any damage to the central nervous system, whether due to genetic, hereditary, accident or illness factors. Includes persons with severe gait problems who are restricted in mobility.

Section 16 Mental Health

Mental impairment substantially limiting one or more of major life activities.

Section 17 Chronic Progressive Debilitating Disorders Section 18 DMV Handicap Placard

Individuals possessing a DMV Handicap placard ID card are eligible. A photocopy of their DMV placard is required.

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