

TRIP REMINDERS...

- Please be ready when the taxi arrives to ensure timely service. The taxicab operator may alert you when he or she has arrived. If the taxi is more than 25 minutes late, you may withhold your payment and ride at no charge.
- You are free to reward good service, but tipping is not required. Swipe cards do not allow tips, so tipping would have to be out-of-pocket.



For Registration &
Program Information
PLEASE CALL

(310) 618-2536

Mail Checks To:

West Annex Transit Center
Torrance City Hall
3031 Torrance Blvd. Torrance,
CA 90503

Torrance Community Transit Program



Senior Taxi
&
Dial-A-Taxi

EFFECTIVE May 01, 2015

BACKGROUND INFORMATION

- The three taxicab companies listed below provide same-day service, 24 hours a day, 7 days a week.
- Participants may purchase, once a month, a maximum of 12 ride credits. Purchase price ranges from \$1.00–\$5.00, depending on your total household income level and taxi program.
- All ride credits expire 90 days from that the date the order is processed. **Once expired, ride credits are invalid and have no value. Ride Credits will not be exchanged or refunded for any reason.**
- Shared rides are strongly encouraged and require only 1 (one) ride credit as long as the pickup and drop-off locations are the same for all passengers.
- Participants will be enrolled in either Senior Taxi *or* Dial-A-Taxi (**for disabled patrons**). Duplicate enrollment is prohibited.
- Rainy Day Credits are special ride credits that can be only purchased once. Up to eight (8) of these credits may be purchased, and these credits do not expire.
- Questions? Call **(310) 618-2536** for more information about the Torrance Community Transit Program.

Providers

for the Torrance Community Transit Program

All Yellow Taxi (310) 807-8888
Bell Cab (800) 999-9977
South Bay Yellow/United Checker Cab Co-Op..... (866) 400-4103

TCTP INFORMATION

Senior Taxi

- Participants must be a resident of Torrance and be 65 years or older.
- Ride Credits are available for \$5.00, \$3.00, or \$1.00 depending on your total household income.



Dial-A-Taxi

- Participants must be a disabled resident of Torrance.
- Regular ride credit cost is \$1.00 regardless of household income.
- Eligibility must be renewed every year for those on temporary disability.
- For non-ambulatory participants, you must inform the taxi company that you need a lift equipped vehicle. Reservations should be made at least 24 hours in advance. Same day service may be available.

REGISTRATION

To register you must apply *in-person* at:

West Annex Transit Center
3031 Torrance Boulevard
Torrance, CA 90503

Monday through Thursday between:
10:00 am–1:00 pm or 2:00–5:00 pm
Alternating Fridays (call in advance):
10:00 am-1:00 pm or 2:00-4:00 pm
(310) 618-2536

Please bring:

- A government-issued photo I.D.
- A current utility bill
- If applying for the senior taxi program, please also bring income verification documents, such as:
 - Tax documents
 - Paystubs
 - Bank Statements

You can find our brochure and applications at the West Annex Transit Store or online at:

<https://transit.torranceca.gov/our-city/transit/services/senior-and-dial-a-taxi-program>

PROGRAM RULES

- The maximum number of ride credits that can be purchased per calendar month is 12.
- Ride credits are non-refundable, non-transferrable and expire ninety (90) days after the date of purchase.
- Each ride credit has a value of up to \$13.00 in taxi fare.
- Patrons have the option to pay partially out-of-pocket, or to instead use more than one ride credit per trip.

Example: Your trip costs \$17.00. You can use one ride credit, and pay the remaining \$4.00 out-of-pocket with cash. Alternatively, you can simply use two ride credits (after your first receipt prints, swipe again) and pay nothing.

- Requests for additional ride credits for medical reasons will be evaluated on a case-by-case basis. Additional ride credits will be available for a specified, limited period of time, and are not to exceed 12 additional ride credits, as determined by a physician and staff evaluator.

FREQUENTLY ASKED QUESTIONS

- Are there any costs for obtaining a swipe card?*
Swipe card registration is free. If you lose your swipe card, we initially will replace it for free. After that, any future replacements will cost \$5.00. You would not lose any of your ride credits; rides credits will be transferred from your old card to your new card.
- How do I purchase ride credits?*
Send a check to or visit the West Annex Transit Center. Make sure to write your swipe card ID number on the memo line of your check. Please send your check at least two weeks in advance to allow time for mailing and processing.
- How do I use this service?*
Call one of the three taxi company phone numbers that are listed on the front of this brochure and on the backside of your swipe card. Provide them your swipe card ID number, and provide them the details of your desired commute.

There are no boundaries in terms of where you travel to.