

TAXI SCRIP PROGRAM USER GUIDE



The Taxi Scrip Program provides subsidized taxi fares, allowing registered users to receive a 40% discount when travelling with local taxi companies. Taxi Scrip is available to Accessible Transportation Services (ATS) registrants who reside in the City of Hamilton area: Ancaster, Dundas, Flamborough, Glanbrook, Hamilton, and Stoney Creek. (The Taxi Scrip Program is not available to non-residents.)

How to Apply for Service:

- The Application for Accessible Transportation Services (ATS) must be fully completed and submitted to ATS for approval.
- ATS will contact you by letter with determination of eligibility for service.
- Once approved for service, Taxi Scrip applicants are required to have an ATS Photo ID card made. This card is your proof of registration with ATS to use the Taxi Scrip Program.
- ATS Photo ID cards are made at the **HSR Customer Service Centre only: Hamilton GO Centre, 36 Hunter St. E.**
 - To obtain your ATS Photo ID card, bring the approval letter you received from ATS that confirms your eligibility for service with a piece of identification and confirmation of your address. Staff will take your photo and issue your card directly to you.
 - If you lose your ATS Photo ID card, there will be a cost to replace it. Refer to <https://www.hamilton.ca/ATS> or call 905-529-1212 for the current replacement cost.
- Carry this card with you and **be prepared to show it whenever you purchase or spend the Taxi Scrip coupons.**

Taxi Scrip Coupon Book:

- Taxi Scrip coupons cost \$24 per book. These coupons will provide you with \$40 worth of taxi fare. Passengers may only purchase up to three (3) Taxi Scrip books per calendar month.
- Each book contains a combination of \$1, \$2, and \$5 coupons, totaling \$40.

- For ease of identification, the coupons are punched with one (1) hole in the \$1 coupons, two (2) holes in the \$2 coupons, and three (3) holes in the \$5 coupons.
- After purchasing the Taxi Scrip coupons, write your ATS passenger number (as printed on your ATS Photo ID Card) on the back of each coupon in the book.

How Do I Use the Taxi Scrip Service?

- Contact one of the local taxi companies listed below and arrange your ride.
- You may wish to call ahead to inform the dispatcher if:
 - you are bringing a collapsible wheelchair or walker;
 - you have vision or hearing loss; or
 - you require any extra assistance to and from the vehicle.
- Wheelchair accessible taxis are available – **it is advisable to book accessible taxis in advance.**
- One or more persons may accompany you, up to the capacity of the vehicle, at no extra cost.
- At the start of your trip, **show the driver your ATS Photo ID card** as proof of registration with the Taxi Scrip Program. With your ATS Photo ID card, the driver is required to accept your Taxi Scrip as payment, according to the terms below.
- **Use your Taxi Scrip coupons to pay the full fare shown on the meter** (you already received a 40% discount when purchasing the Taxi Scrip coupons).
- If the meter fare is not an even dollar amount, be prepared to pay the extra amount in coins. If the Taxi Scrip value is higher than the meter fare, **the taxi driver will not provide change from Taxi Scrip coupons.**
- Under City of Hamilton By-law, senior citizens 65 years of age or older receive a 10% reduction on meter rates, calculated on the highest full dollar registered on the taxi meter.
- If you wish to tip the driver, **you must do so with your own money**, not using coupons.

- If you experience any problems with the taxi service, please record the cab number, time, date, and details of your trip, and contact the manager of the taxi company.

Taxi Companies Listed with ATS:

- **Blue Line:** 905-525-BLUE (2583) 905-525-0000
- **Hamilton Cab:** 905-777-7777

Terms and Conditions:

- Passengers are entitled to purchase a maximum of three (3) Taxi Scrip coupons books per month only; passengers must be on the current list of ATS clients in order to purchase Taxi Scrips.
- If you cannot produce your ID card at time of purchase, you will not be allowed to purchase the Taxi Scrips. If it is necessary for someone to purchase the Taxi Scrips on your behalf, they must produce your ID card or an image of your ID card in order to make the purchase.
- There is no expiry date on Taxi Scrip coupons; all Taxi Scrip coupons are fully refundable if service is no longer required.
- Lost or stolen Taxi Scrip coupons will not be reimbursed.
- Taxi Scrip coupons can **only be used by the ATS registrant and cannot be resold or used by another person.**
- Drivers will refuse payment by Taxi Scrip coupons without a valid ATS Photo ID card and passenger number.
- **Taxi Scrip coupons can only be used for trips which have an origin and destination within the City of Hamilton, or to any of the following cross-boundary transfer points:** Burlington GO Station, Aldershot GO Station, Joseph Brant Hospital, or Royal Botanical Gardens.
- Non-compliance with Terms and Conditions may result in suspension from the Taxi Scrip Program.

Locations for Purchasing Taxi Scrip Coupons:

- HSR Customer Service Centre - Go Station, 36 Hunter St E (Mon-Fri, 8:30am-4:30pm)

- Hamilton City Hall - Citizens Service Centre, 71 Main St W (Mon-Fri, 8:30am-4:30pm)
- Ancaster Municipal Service Centre, 300 Wilson St East (Mon-Fri, 8:30am-4:30pm)
- Dundas Municipal Service Centre, 60 Main St – (Mon-Thurs, 8:30am-4:30pm)
- Flamborough Municipal Service Centre, 163 Dundas St East (Mon-Thu, 8:30am-4:30pm)
- Glanbrook Municipal Service Centre, 4280 Binbrook Rd (Mon-Fri, 8:30am-4:30pm)
- Stoney Creek Municipal Service Centre, 777 Highway #8 (Mon-Fri, 8:30am-4:30pm)

Ordering Taxi Scrip Coupons by Mail:

Please fill out the re-order form (included in every Taxi Scrip book), make your cheque or money order payable to “City of Hamilton”, and mail to: Accessible Transportation Services, c/o 71 Main St. West, Hamilton, ON L8P 4Y5.

Your order will be processed within one business day of receipt of payment and will be mailed via Canada Post. For information about your order, call ATS at 905-529-1212, Ext. 3. **If a cheque is returned as “NSF”, you will be suspended from the Taxi Scrip program until all fees are paid, and we will no longer accept cheques from you. We do not accept post-dated cheques for Taxi Scrip allotments for future months. Lost or stolen Taxi Scrip coupons will not be reimbursed.** Note: The City of Hamilton cannot take responsibility for items once they are released to Canada Post. Any items lost in the mail are the sole responsibility of the customer.

Ordering Taxi Scrip Coupons by Telephone:

Visa and Mastercard are now accepted for the purchase of Taxi Scrip Coupons by telephone. Call 905-529-1212, Ext. 3, to place your order. If you leave a voice message, for your security **do not leave your credit card information on voicemail.** Please advise the Customer Care Representative of any change of address at the time of your call. **Lost or stolen Taxi Scrip Coupons will not be reimbursed.**