



## Open Door Taxi Voucher Program FAQ

### How do I order taxi vouchers from the IndyGo Customer Service Center?

- Vouchers can only be ordered by mail. (No phone or internet orders)
- Vouchers must be ordered in bundles of 10; only 10 vouchers per client per month.
- Cost is \$3.50 per voucher (\$35.00 per bundle).
- Use the enclosed order form. (Available on web site)
- Form of payments:
  - Check (Payable to [IndyGo CSC](#))
  - Visa or Master Card
- Mail to:
  - [IndyGo CSC, PO BOX 441689, Indianapolis, IN 46244](#)
- Must be mailed and post marked between the 10<sup>th</sup> and 20<sup>th</sup> of each month.
- The first 68 clients (based on post mark) that send in their request and payment will be mailed their vouchers for the following month.
- All requests received after the first 68 clients will be mailed back their order with a new order form for next month.
- Vouchers will be good until the 5<sup>th</sup> day of the following month. (Example: Vouchers for July would expire August 5<sup>th</sup>)
- Vouchers are non-transferable.

### What is the next step once I have my vouchers?

- You must find a taxi company that will accept the IndyGo Taxi Voucher, as a form of payment.

Find a Taxi Company in the yellow pages.

Visit the following web site:

<http://www.indygov.org/eGov/City/Controller/Licensing/Taxi/home.htm>

- **What should I ask the Taxi Company when I call them?**

Do you accept the IndyGo Taxi Voucher?

Ask if they have a vehicle that is wheelchair accessible if needed.

- **What do I need to remember when I find a Taxi Company that accepts the voucher and I need to schedule a ride?**

This will be a same day service.

**Service is restricted to Marion County.**

PCA's ride free but companions may be charged regular cab fare. Let the Taxi Company know if you have a PCA (your ID must say you are PCA approved) or a companion that will be riding with you.

Know your address for your pick up location and your destination address.

- **What do I do when the driver arrives?**

Be ready to depart when taxi arrives to your location.

Have your voucher and your valid Open Door ID ready for the driver. (If you do not have your Open Door ID, you will not be allowed to take the taxi)

1. Voucher must be signed by you and given to the driver. (If you are unable to sign, a care taker, or driver may initial the voucher)
2. Driver will then fill out all information requested on voucher.
3. Driver will keep voucher and it will be turned into IndyGo.

- If a return trip is needed the same procedures are followed.

**Any questions that you still may have please contact our Customer Service Center at 317-635-3344 or visit our web site at [www.indygo.net](http://www.indygo.net).**