

INSTRUCTIONS FOR USING CITY WHEELS

City Wheels is an alternative transportation system for **City of Fairfax** residents. It utilizes private taxicabs for curb-to-curb (not door-to-door) service within the service area for residents who, for medical reasons, find it difficult or impossible to use conventional bus services. Users purchase coupons from the City for a set fee, and the coupons can be used as full payment for the taxi fare.

The City Wheels service area includes the City of Fairfax, George Mason University's Fairfax campus, the Vienna/Fairfax/GMU Metrorail Station, and Fair Oaks Hospital.

To use the CITY WHEELS program:

1. Enrollees must obtain CITY WHEELS coupons to use the service. There are two ways for participants to obtain the coupons. You may use the Complimentary coupons enclosed immediately.
 - a. Participant may order the coupons by mail, enclosing a check or money order for the correct amount. It may take up to two weeks for an order to be processed and delivered.
 - b. Purchase coupons at the Treasurer's office in:

Fairfax City Hall
10455 Armstrong Street
Fairfax, VA 22030
 - c. Coupons may not be transferred to another person, but they may be returned for full credit at the Treasurer's office.
2. Once you have the identification card and coupons, you may call the taxi company at the number listed below to arrange transportation:

703-934-4444
3. If you plan to make the same trip on a regular basis, you can make an arrangement for regular pickups with the taxi company.
4. You should make reservations in advance whenever possible.
5. When the vehicle arrives at your location, show your City Wheels identification card and your coupon(s) to the driver. This will let the driver know that you are an approved rider.

INSTRUCTIONS FOR USING CITY WHEELS (continued)

City Wheels coupons are to be used **ONLY** by eligible persons with assigned ID numbers. We advise that you do not sign coupons in advance of actually using them to prevent fraudulent use by someone else.

6. If you require assistance, one additional person may accompany you on the same coupon. *Anyone who participates in fraudulent use of coupons will become ineligible for future City Wheels service.*
7. After you arrive at your destination, pay the driver with one coupon for *each destination* where a stop is made during your trip. For, example, if you stopped at a mail box, then went to the grocery store, and then went to a drug store, that trip would require three coupons. If you go to a destination and then return immediately to your original location, that would require two coupons.
8. **Fill in the back** of each coupon completely before giving it to the driver. Do not include a tip in the amount; tipping is at your option and expense.
9. If you have any questions or problems when using the City Wheels program, call the City of Fairfax Transportation Division at 703-385-7889.