



SOCIAL SERVICE DEPARTMENT



# Using A Taxi Voucher

## Setting Up Your Ride

The Social Service Department will set up the taxi rides for you. We use Town Taxi. Staff from other departments cannot set up these rides for you.

## Paying for Your Ride

When we pay for rides it is called a voucher. **The taxi voucher includes tip and any tolls. You should not pay anything.** Tell the driver to call the dispatcher with any questions.

## To Get Your Ride Home

- **Weekdays before 4:30PM call (617) 726-2643**

When your visit is over, please call the Social Service Department. We will arrange your ride home.

- **Weekdays after 4:30PM, and weekends, go to the Main Lobby**

The Main lobby is in the White Building. Tell the staff at the desk that they have a taxi voucher for you. Please wait nearby and listen for the taxi driver to call your name.

## Cancel The Taxi If Your Visit Is Cancelled For Any Reason

If the taxi comes to your home, even if you do not get into it, Town Taxi charges us.

### To Cancel:

- **Weekdays from 8:00AM to 4:30PM call us at (617) 726-2643.**

**We need at least one hour's notice to cancel the taxi.**

- **All other times, please call Town Taxi at (617) 562-4401 or (617) 536-5000.**

Please write down the name of the person you spoke with.

For example, if at 7:30AM you know you are too ill to come in and your pick-up time is 8:30AM, please call Town Taxi. Don't wait for Social Service to open.

We are glad we can help. Please help us use our funds wisely. If you do not call to cancel with enough notice, we may need to pass the charge on to you.

**Thank You.**