

## Sr Taxi Q & A

How does the program work?

A: please click on the [Program flyer](#) for more information.

Where do I get an application for first time sign up and/or to buy more fares?

A: First time signup: You may visit our [website](#) to download the forms or request one by calling 703.746.5697.

A: To buy more fares: You can only buy fares one time per quarter. At the start of each quarter you will receive a letter with the form. If you don't receive one, you may [download it from our website](#) or request one by calling 703.746.5697. If your balance is more that \$500 you will not be able to purchase more fares even if it's a new quarter.

Where do I mail my applications?

A: Our mailing address is Division of Aging and Adult Services – Sr Taxi Program  
4850 Mark Center Dr. 9<sup>th</sup> Floor. Alexandria, VA 22311

What payment forms do you take?

A: At this time we only take Checks or Money Orders. No cash.

Who is the check or Money order made to?

A: Checks or Money orders should be made out to The City of Alexandria.

Who do I call to check the status of my applications?

A: The process of an application may take up to 4 weeks. If after 4 weeks you do not have a card or fares on your card, you may call the Sr Taxi line at 703.746.5697 to check on the status.

Who do I call to check my balance?

A: You can call Alexandria Yellow Cab at 703.549.2500 they are open 24 hours 7 days a week. Or online at [www.alexandriayellowcab.com/yellowcard](http://www.alexandriayellowcab.com/yellowcard)

Who do I call if I lose my card or need a replacement card?

A: If you lose your card you may call Brian at Alexandria Yellow cab at 703.549.1100 or the Senior Taxi program at 703.746.5697. Please note that we will only replace your card 2 times. After that you will be charged \$1.00 dollar that will be deducted from your balance.