

Community Voucher Program

Essential Local Transportation Assistance for Weatherford Residents

Dispatch & Booking: (580) 219-5687

VOUCHER VALUE & ALLOCATION

\$10.00 / Ride

3 vouchers/month per approved rider + 3 vouchers/month per eligible child.

PROCESSING TIMELINE

72 Hours

Applications undergo vetting within 3 business days prior to physical mailing.

1. PROGRAM OVERVIEW & CHILD ALLOCATION

The **Buller Taxi Services Community Voucher Program** provides subsidized transportation for Weatherford residents needing essential local travel (medical, work, grocery, social services). Voucher rides receive the same prompt service and priority as standard paid fares.

Family & Child Voucher Policy: If a family has children, we will issue up to **3 vouchers per child per month**. Child vouchers will explicitly feature the child's name and are **only valid for use when the named child (or children) is physically present with the rider**.

2. ELIGIBILITY & APPLICATION REQUIREMENTS

To qualify, applicants must demonstrate Weatherford residency and state/local assistance eligibility:

- ✓ **Proof of Weatherford Residency:** Current OK Driver's License/ID or local utility bill.
- ✓ **Proof of Assistance:** Active enrollment in SNAP, Medicaid/SoonerCare, SSI/SSDI, TANF, or housing assistance.
- ✓ **Child Information:** Names and details of dependent children to generate named child vouchers.

3. BOOKING, CALL-IN & CANCELLATION POLICIES

- **24-Hour Advance Booking Policy:** Voucher trips must be booked at least **24 hours in advance** by calling dispatch at **(580) 219-5687** to guarantee scheduling and driver availability.
- **Call-In Policy:** When calling dispatch, clearly state that you are using a Community Voucher, confirm the number of passengers (including children), and specify if you have a service animal.
- **Cancellation Policy:** To cancel or reschedule, notify dispatch at least **2 hours prior** to your scheduled pickup time. Failure to cancel in advance or no-shows may result in voucher forfeiture.

4. PASSENGER, CHILD SAFETY & ANIMAL POLICIES

- **Child Passengers & Capacity:** Drivers can transport a **maximum of 3 children at a time**.
- **Car Seat Responsibility:** Drivers are **not responsible for providing car seats or booster seats**. Providing and securing appropriate car seats for children is entirely the responsibility of the rider.
- **Service Animals:** Service dogs assisting disabled riders are fully welcome in all vehicles.
- **Emotional Support Animals (ESAs):** Emotional support animals are **not permitted** to ride unless prior explicit approval is granted by the driver.

5. RIDER RESPONSIBILITIES, FARE RULES & CHAMBER BUCKS

- **Physical Voucher Required:** Present the official, embossed voucher to the driver upon entering the vehicle. Named child vouchers require the presence of the named child.
- **Fare Difference:** Each voucher covers up to \$10.00 of the trip fare. If the meter exceeds \$10.00, the rider is responsible for paying the remaining balance (cash/card).
- **Weatherford Chamber Bucks Acceptance:** We proudly accept **Weatherford Chamber of Commerce – Chamber Bucks** towards fare payments.
 - The rider is responsible for paying any remaining balance if total fare exceeds the Chamber Bucks value.
 - Chamber Bucks will **not be exchanged for cash value**.
 - If all Chamber Bucks are not used during a trip, the remaining Chamber Bucks will be turned over to the **City of Weatherford**.
- **Voucher Voiding:** Upon receipt, the driver will verify the embossed seal and void all four corners of the voucher.

Program Integrity Notice: Vouchers are strictly non-transferable. Duplication, alteration, resale, or misuse of vouchers (including attempting to use child vouchers without the named child present) will result in immediate disqualification from the program.

