**Standard Operating Procedure for Taxi Utilization**

Addiction Research Center (ARC) staff will make taxi reservations for participants who report they are unable to attend study visits due to lack of transportation **AND** who live within 10 miles or less from campus. ARC staff will follow the steps below when making reservations.

1. Contact the participant 2 business day before the scheduled appointment to confirm that the participant still needs a taxi to attend their visit. You must receive verbal confirmation from the participant prior to making the taxi reservation. If you leave a message for the participant, please let them know that you will need to get verbal confirmation that they still plan to attend the appointment before reserving the taxi.
2. Once the visit is confirmed, staff will contact Union Cab at 608-242-2020 to order the taxi. You will need to give the dispatcher ARC’s account number (#8057), and our account password (12769), when making reservations.
3. Track the taxi reservation, and the visit outcome, here: *P:\Admin\Financial\Purchase Contracts\ARC Taxi Reservation Log*

**A few things to keep in mind:**

* We will be charged a $4.00 minimum for pick-up, and then $3.00 a mile.
* If a participant is a no-show when the taxi arrives ARC will be charged $4.00.
* If a participant cancels their appointment after you have made the taxi reservation, please contact Union Cab ASAP to cancel the reservation so that ARC will not be charged the no-show rate.
* Union Cab will only take riders to the destinations authorized by ARC.
* ARC staff will not promise participants that a taxi will be reserved for all study appointments. Taxi reservations are only to be used for people who will be unable to attend an existing scheduled appointment due to their inability to arrange transportation of their own. In other words, reserving a taxi is a last resort option. ARC staff will try their best to reserve ordering taxis for on-study participants to help with participant retention.