

GC2016 TAXI USAGE PROCEDURE

- **Purpose:** Provide transportation for:
 - Bishops, their spouses and families and for delegates who need assistance getting from and to the airport
 - Delegates and other official GC2016 persons who have a pressing need to get to a particular place and have no other means of getting there
 - Delegates needing extra assistance to get to medical appointments and the Providence Care Center

- **Parameters:** We are providing this service for all Bishops (and their spouses and families) and official delegates as needed
 - Areas where taxis might be needed:
 - Airport
 - Oregon Convention Center
 - Official Hotels
 - Cab Company: Radio Cab 503-227-1212
 - General information: When ordering a cab try to give Dispatch at least 1/2 an hour or more before you need the cab, this way you know that the cab will be where you need it to be in a timely matter. If you know the day before that you will need a cab you can call and Dispatch will put that order into the system so again the cab will be there in a timely matter.
 - Steps to get a cab
 - At the airport - There is a customer service desk that can call a Radio cab for you. Please make sure your travelers check with the driver picking them up to make sure it's the cab that was ordered for them.
 - At hotels – call dispatch 503-227-1212
 - At OCC – call dispatch 503-227-1212

- **PROCEDURE:** A core value of the 2016 General Conference Host Team is to provide extravagant hospitality for our all our guests connected to the General Conference. Providing taxi service is one component through which we fulfill this core value.
 - **Airport**
 - When a Bishop, their spouse and/or their family arrive at the Airport Welcome Desk they will be issued a taxi voucher and instructed on how to find a Radio Cab and use the voucher (list of Bishops will be at the desk to check)
 - When someone other than a bishop (their spouse and/or family) come to the Airport Welcome Desk requesting a cab they will need to be politely screened for the following:
 - Are they an official delegate?
 - If their answer is yes we will operate on the honor system and believe them
 - If no offer alternatives at their own expense – free MAX tickets can be given to these individuals
 - If the answer to the above question is yes then
 - Determine why they feel they need a Taxi.
 - Acceptable reasons are:
 - They have handicapping or mobility issues
 - The amount of luggage they are trying to manage is too great for them to reasonably handle on the MAX
 - There are no other acceptable reason but the need can be appealed to the Airport Coordinators (Bob & Mary Pearson 503-697-6912) their decision is final
 - Offer alternatives at their own expense

- **Hotels**
 - Politely determine who they are:
 - If official delegate or bishop (their spouse and/or family) determine the need
 - Acceptable needs for taxi voucher usage are:
 - To get to a medical appointment
 - To get to the airport for a flight if they are
 - a Bishop (their spouse and/or family)
 - an official delegate with handicapping or mobility issues
 - an official delegate with too much luggage to reasonably manage on their own
 - To run an errand that is vital to the General Conference.
 - There are no other acceptable reason but the need can be appealed to the Hotel Coordinators (Mary Foote 503-648-3072 and Janice Stevens 503-860-1452) their decision is final
 - Offer alternatives at their own expense
- **Oregon Convention Center**
 - Two ways to get a Taxi voucher:
 - From Local Host Team Office – Belinda or her designate
 - From OCC Coordinators Eilidh Lowery or Dottie Escobebo-Frank
 - Politely determine who they are
 - If official delegate or bishop (their spouse and/or family) determine the need
 - Acceptable needs for taxi voucher usage are:
 - To get to a medical appointment
 - To get to the airport for a flight if they are
 - a Bishop (their spouse and/or family)
 - an official delegate with handicapping or mobility issues
 - an official delegate with too much luggage to reasonably manage on their own
 - To run an errand that is vital to the General Conference.
 - There are no other acceptable reason but the need can be appealed to the Convention Center Host Coordinators (Eilidh Lowery 541-654-1876 or Dottie Escobebo-Frank 602-502-4509) their decision is final
 - Offer alternatives at their own expense
- **Appeal of Last Resort:** In any and all cases if there is any question about acceptable usage and the person requesting a Taxi voucher will not accept the decisions made contact City Services Coordinator Tim Overton-Harris (503-330-3372) for a final judgment and he will share the decision with the person in question.
- **Important to Note:**
 - Concerning Bishops:
 - Bishops, their spouses and/or families are **not** to be given taxi vouchers for personal needs.
 - There are other systems in place for Bishops' errands and business needs. Have them contact Jo Ann (301) 509-4327 for assistance in these matters
 - Taxi vouchers are like cash. Anyone can use them and any amount can be charged on them so guard them well
 - They are only useable with Radio Cab.
 - All Bishops and official delegates will have TriMet passes (issued to them once they check in to their hotel) good on all buses, Max Light Rail lines, and the Street Car system for the duration of General Conference so this is always an acceptable alternative for their transportation needs and should be the first offer to meet their transportation need