Transportation for Evanston (T4E) - Update
Updated proposal for expanded transportation services for older adults and individuals with disabilities

March 5, 2018
The City sent letters inviting all individuals who have participated in taxicab program since 10/1/16 to focus groups to gain insight and ideas to create the best program for the majority.

**Conducted focus groups at the following sites:**

- Ebenezer Primm Towers
- Fleetwood-Jourdain Community Center (Foster Senior Club)
- Jacob Blake Manor
- Levy Center (2) – one focus group provided on Saturday afternoon
- Over the Rainbow
- Perlman Apartments
- Walchirk Apartments
WHAT WE LEARNED FROM FOCUS GROUPS…

• Riders want more service areas and do not want to be limited by the options chosen by the City.
• City must provide education for riders on how to diversify transportation options, how to use a debit/credit card and how to utilize smart technology.
• City should raise the amount of subsidy for lower income riders.
• To maximize program funds, only those who meet income requirements should be able to receive a subsidy.
TWO OPTIONS: COUPONS OR DEBIT/CREDIT CARD

Debit/Credit Card

- The City will match funds the rider loads on the card.
- Rider pays **full fare** of whatever ground transportation they choose (cab/Uber/Lyft, Amtrak, etc.), to **any location** in Illinois.
  - Group One: <$15,000/year, riders can load *up to* $125. City will match up to $125 for a total *not to exceed* $250 per month.
  - Group Two: $15,001+/year, riders can load *up to* $75. City will match up to $75 for a total *not to exceed* $150 per month.
- Unused funds can roll over to the following month, but cannot exceed the card’s total allowable amount.
- The transportation debit/credit card is limited to transportation services only.
- Transportation provider does not know the customer is receiving a subsidy from the City.
- If debit card is lost, it can be replaced within 7-10 business days with same value.
- Cap will allow funds to be distributed among more users as more older adults apply for benefit cards.
TWO OPTIONS: COUPONS OR DEBIT/CREDIT CARD

Taxicab Coupon

- Coupons may only be used in Evanston.
- Cost of coupon will be increased from $4 to $5 (50/50 match to coincide with card match).
- Users allowed 15 – 25 one-way rides/month.
- Program will be re-evaluated in April 2019.
- CJE will continue to accept coupons for riders who need a wheelchair accessible vehicle. Service areas for CJE will continue door to door service.
TRANSPORTATION OPTIONS WITH DEBIT/CREDIT CARD PROGRAM

- UBER
- lyft
- GO GO GRANDPARENT
- Metra
- cje SeniorLife
- Amtrak
- TAXI
- cta
- Regional Transportation Authority

City of Evanston

Parks, Recreation and Community Services
PROGRAM IMPLEMENTATION – TWO PHASES

First Phase (Current Users):

- Current users will be notified of new program/procedures during the week of March 19, 2018.
- Current users will be required to choose which program they would like to participate by April 2, 2018.
- Current users may begin exchanging coupons beginning April 16, 2018 at the Levy Senior Center during regular office hours Mon. through Fri.

Second Phase (All Other Eligible Cardholders)

- All other eligible Benefit Cardholders will be notified of new program procedures during the week of April 30, 2018.
- Ombudsman staff will visit long-term care communities beginning April 2018 to distribute cards and exchange coupons, if applicable.
- Staff will provide educational outreach to users with the assistance of the Age Friendly Evanston Task Force and First Bank and Trust beginning May 2018.
PROGRAM IMPLEMENTATION – DEBIT/CREDIT CARD

- All current users will be notified of the new program procedure during the week of March 19, 2018.
- Users must decide which program they would like to be enrolled and cannot be enrolled in both programs simultaneously.
- If user opts for debit/credit card and has cab coupons, user may transfer amount of the face value of coupons to debit/credit card not to exceed the allowable card amount.
- Any amount over allowable card amount will be credited to user’s account.
- User will be issued benefits based on income. Group One: City will match up to $125 for a total not to exceed $250 per month. Group Two: City will match up to $75 for a total not to exceed $150 per month.
PROGRAM IMPLEMENTATION – TAXICAB PROGRAM

- Users who want to remain on coupon program can exchange coupons for no additional amount until May 31, 2018.
- As of June 1, 2018, users will pay $1 for each coupon not exchanged before May 31, 2018.
- Users can purchase up to 25 coupons (Group One) or up to 15 coupons (Group Two) each month.
OTHER DETAILS

• As of January 2019, riders who are 80+ must provide proof of income to receive a transportation subsidy.

• Riders can contact 311 to learn how to file a complaint against transportation provider.

• Riders can contact 311 to learn the balance on debit/credit card.

• The City will develop a user guide and FAQ for the new program, once fully integrated.

• Tipping is not required, but encouraged; tips can be deducted from the transportation debit/credit card directly. Tips must be given in cash for coupon program.

• Lost/stolen cards can be deactivated by calling 311 during business hours; a replacement card will be mailed within seven to ten business days. Card will not lose its value when replaced.
QUESTIONS?