

EVANSTON ILLINOIS

Transportation for Evanston (T4E) - **Update**

Updated proposal for expanded
transportation services for older adults
and individuals with disabilities

March 5, 2018

SINCE 12/05/17 HUMAN SERVICES COMMITTEE MEETING

- 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



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?