



COMMISSION ON AGING

Share-The-Fare

Subsidized Transportation Program

with Greenwich Taxi and Uber

What is Share-the-Fare?

- The Share-the-Fare program offers expanded transportation opportunities through a subsidized program with Greenwich Taxi and Uber.
- Participants book rides directly with either Greenwich Taxi or Uber and pay the fare with either Greenwich Taxi vouchers or Uber gift cards.
- Share-the-Fare taxi vouchers or Uber gift cards may be used for transportation to any desired location.
- The Share-the-Fare program was created to supplement existing transportation options for older adult residents of the Town of Greenwich. It is not intended to meet individual needs or be the sole source of transportation for eligible residents.

Where do you purchase Share-the-Fare vouchers?

- Greenwich residents age 62 and older can purchase either Greenwich Taxi vouchers or Uber gift cards from the Commission on Aging office located in the Wallace Center, 299 Greenwich Avenue, Greenwich, CT, during normal operating days and hours Monday through Friday from 9:00 a.m. – 3:00 p.m.

Who is eligible to participate in the Share-the-Fare program?

In-order-to purchase Greenwich Taxi vouchers or Uber gift cards, all participants must register with the Commission on Aging and provide proof of eligibility which includes:

- Verification of age and identity:
A valid Driver's License, DMV-ID or Passport
And
- Verification of residency:

A recent (within the past 6 months) utility bill, credit card bill, bank statement or cable bill. Registration will be updated annually.

- **Wallace Center members and Town of Greenwich Senior Beach Pass holders age 62 and older are automatically qualified but must register to participate.**

How many taxi vouchers or Uber gift cards can I purchase?

Greenwich Taxi Vouchers

Five \$10 taxi vouchers (\$50 value) are available for purchase at the subsidized rate of \$30. Vouchers can only be purchased in groups of 5. Individual vouchers will not be sold. Eligible individuals may purchase a maximum of 10 taxi vouchers (2 groups of 5) for \$60 (\$100 face value) per month.

Uber Debit Cards

Uber debit cards in the amount of \$50 are available for purchase at the subsidized rate of \$30. Eligible individuals may purchase a maximum of 2 Uber debit cards for \$60 (\$100 face value) per month.

- Participants may purchase a maximum of \$100 of either taxi vouchers or Uber gift cards per month. (\$100 taxi vouchers OR \$100 Uber debit cards OR \$50 taxi vouchers AND \$50 Uber debit card).
- **Cash will not be accepted.** Personal checks made payable to Share-the-Fare or credit cards will be accepted.

Terms of Use:

- Share-the-Fare taxi vouchers and Uber gift cards are for the personal use of the purchaser. Vouchers and gift cards cannot be resold or transferred and used by anyone other than the purchaser. Suspected or proven abuse of the policy will result in permanent dismissal from the Share-the-Fare program.
- Lost or stolen vouchers and/or gift cards will not be replaced or reimbursed.
- Unused vouchers cannot be returned, exchanged or credited.
- All sales are final. Once purchased, the Commission on Aging takes no responsibility for lost, stolen, expired, or unusable taxi vouchers or Uber gift cards.

- The Commission on Aging reserves the right to suspend sale of taxi vouchers and Uber gift cards at any time in-order-to operate within the yearly budget for the program.

How do you use Greenwich Taxi vouchers and arrange for taxi service?

- Telephone Greenwich Taxi directly at 203-869-6000 to schedule a ride.

How do you pay the taxi driver?

- Use your Share-the-Fare taxi vouchers to pay the fare shown on the meter.
- If the meter fare is \$14 you would give the driver one \$10 voucher and pay the difference in cash or give the driver 2 (\$10) taxi vouchers. The taxi driver will not provide change from Share-the-Fare vouchers.
- Minimum one-way fare is \$10.
- If you want to tip the driver, you must do so with cash **NOT** taxi vouchers.

How do you use Uber gift cards and arrange for a ride?

Gift cards apply Uber credits to an Uber account. To redeem a gift card:

1. Make sure you have the latest version of the Uber app
2. Tap the menu icon and select "Payment"
3. Tap "Add Payment Method" and select "Gift Card"
4. Enter your gift code (no spaces)

To use Uber you need to follow these simple steps:

- Download the Uber app on your device and enable location services.
- Open and log into the Uber app on your device.
- Type your destination into the "Where to?" section.
- Select the type of vehicle you would like at the bottom of the screen.
- Tap "request" and then confirm the pickup location.
- Wait for your request to be accepted by a driver and check the estimated time of arrival.
- Wait for your driver to arrive.

How to identify a driver and their vehicle

When you request a ride, your app sends your request to nearby drivers. After you're matched with a driver, your app shares info about the vehicle and driver headed to your pickup location.

Viewing driver and vehicle details

Tap the bar that has the driver's name, photo, and vehicle. This will display:

A photo of your driver

The vehicle's make, model, and license plate number

Confirming the vehicle

When you see your driver's vehicle at your pickup location, confirm that the license plate number displayed in your app matches the actual vehicle. Drivers will often ask your name before starting the trip.

Concerns or Questions?

- Contact Greenwich Taxi management at 203-869-6000 or info@greenwichtaxiinc.com if you have any concerns with the taxi service.
- Contact the Commission on Aging at 203-862-6710 if you have any questions about the Share-the-Fare program.

Effective: 7-1-23