

## Conversation with Uber 3/18/25 re: changing to voucher system/dashboard

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- Options with vouchers
  - *Locked* (voucher has expiration date [can expire daily, weekly, monthly, etc.])
    - Useful for temporary need (i.e., voucher provides subsidy for duration of treatment, etc.)
  - *Credit* (voucher has defined amount of subsidy; can also be “locked” for defined period of time [see above]; individual can budget use for the period of time allotted; amount remaining is always visible on Uber app)
    - Individual can use for short, medium, long rides until subsidy is spent
    - No limit set by Sudbury for rides (i.e., only limit is amount of credit)
    - If individual has difficulty managing credit voucher, can set up a daily credit budget
  - *\$-off or % off voucher* (voucher good for certain \$ or % deduction of cost of ride)
  - *Uber eats* (not used by GoSudbury)
  - *Type of vehicle allowed* (limit GoSudbury to lower-cost vehicles)
- Characteristics of vouchers
  - They do not roll over. Unused vouchers “disappear” once set expiry date is passed.
  - Vouchers can be designed so not applicable to certain Sudbury program criteria (e.g., no subsidy for Logan Airport; subsidy for Logan Express)
  - Individual can provide tip for driver from credit voucher (or, this setting can be turned off)
- Concierge service
  - For visually impaired riders, Uber now provides an agent who responds to a telephone call (user must have mobile phone capable of texting). Fee is \$5 for each ride in which concierge is used.