

We've created this list of Frequently Asked Questions to help you navigate our new pilot program using Uber Vouchers

What is a voucher?

Innisfil Transit is launching a new pilot program that provides a flat rate discount to riders in the form of Uber Vouchers, good for use on eligible rides. This will run concurrently with Innisfil Transit and is not intended to replace the existing transit system.

How do I get a voucher?

To claim your voucher, you must have an active Uber Account. Click the "Claim a Voucher" link on the Town website at innisfil.ca/transit. The voucher will be automatically added to your Uber Wallet and it will be applied to your next eligible ride.

What is an eligible ride?

Eligible trips include rides to or from any location within the Town of Innisfil's municipal boundary or Barrie South GO when beginning or ending at one of the following three locations:

- Tanger Outlets Cookstown
- Innisfil IdeaLAB & Library in Cookstown
- Friday Harbour Resort

How much are the vouchers worth?

Each rider pays the first \$6 per eligible trip and the Town of Innisfil will cover an additional \$15 maximum per trip.

For example:

- **Trips \$21 or less:** The rider will pay \$6 and the Town will pay the balance up to \$15.
- **Trips \$21 or more:** The Town will pay \$15, and the rider will pay the balance.

How many trips can I take per month?

Innisfil Town Council is providing Uber Vouchers for up to 100 riders on a first come, first served basis. Each rider can take up to 30 eligible trips per month for the duration of the pilot program. At the beginning of each month, the voucher will reset back to 30 eligible trips. Any unused trips do not roll over to the next month. The pilot program will run for eight (8) months, from February to September 2024.

Once all 100 vouchers have been claimed. Is there a waitlist?

Yes, once all 100 vouchers have been claimed, there is a waitlist available. Riders can join the waitlist at innisfil.ca/VoucherWaitlist. However, it's important to note that registration for the waitlist does not guarantee a voucher.

Additionally, riders who claim a voucher but do not take any eligible trips within the first 30 days may have their voucher revoked to allow another rider to claim it. The usage of vouchers is monitored to evaluate the program's success and ensure appropriate distribution to the intended audience. Misuse of vouchers may result in termination.

Can I use a voucher in conjunction with Innisfil Transit discounts?

No. If a trip qualifies for both vouchers and Innisfil Transit, a rider will not be able to double up on discounts. When requesting an eligible ride with the voucher program, the Uber voucher will automatically be applied to the trip. Should a person prefer to use Innisfil Transit, they should disable the Uber Voucher for that single trip in the Uber app by toggling the voucher to the off position.

I work at Friday Harbour/Tanger Outlets and commute 5 days a week. What happens if I reach the voucher limit before the end of the month?

With this pilot program, each person can take up to 30 eligible rides per month. The number of eligible rides will reset at the beginning of each month and unused trips do not roll over to the next month. The intent of the pilot program is to provide staff with an opportunity to review data, determine participation rate, and forecast future limits that are practical and equitable. If riders frequently reach their monthly maximum in under 30 days, the number of monthly trips may need to be increased.

Will other riders be in the vehicle with this program?

Not necessarily. Unlike Innisfil Transit which only includes the option for UberPool, riders in this pilot program will be able to request a ride with any vehicle type available, such as UberX, UberXL, UberGreen, Comfort, UberPet or other Premium Uber vehicles.

Can I add another passenger or a pet using the pilot voucher program?

Yes. You will be able to select UberX, UberPet or any other available vehicle types. This is unlike Innisfil Transit which operates only using UberPool, a shared ride.

Are wait times different from Innisfil Transit with the voucher program?

Vouchers are intended to offer an additional ride subsidy option to residents. Currently, Innisfil Transit average wait time is approximately 9 minutes and it is anticipated that rides under the voucher program will follow this trend. A rider's wait time depends on time of the day and nearby driver availability.

Will a driver be available to take me home later in the evening using a voucher?

Program vouchers are available for use 24/7 within the eligible service area, as long as there is a driver available and the user is under the 30-trip monthly maximum. The number of drivers available during off-peak hours decreases, which may potentially result in longer wait times, or in some cases, no driver being available.

Riders are cautioned to plan any off-peak return trips accordingly and consider having an alternate option in the event that a driver is unavailable.

Who can I speak with if I need assistance beyond the 'help' function within the Uber app?

Program-related questions can be directed to the Town of Innisfil's Customer Service team at inquiry@innisfil.ca or by calling 705-436-3710 during regular business hours (Monday to Friday, 8:30 a.m. to 4:30 p.m.).

For Technical issues contact Uber's 24/7 customer support directly from your Uber app.

- Tap Help in the app menu
- Find the topic matching your concern
- Let us know how we can help

