



GUIDE BOOK

City of Toronto Vaccine Equity Transportation Supports

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City's Vaccine Community Engagement Strategy

In response to growing inequities from the impacts of COVID-19, the City of Toronto is investing in outreach and engagement activities in neighbourhoods across Toronto, with a specific focus on the communities that have been hit hardest by the COVID-19 pandemic.

Vaccine engagement teams are consortiums of local community-based organizations, grassroots groups and resident-led groups. Funding was issued to 155 not-for-profit organizations in 16 clusters/consortiums to mobilize and outreach to residents. The vaccine engagement plan plays a critical role in minimizing COVID-19 disparities by providing access to resources, supports and amplifying City messaging.

Approximately 280 trusted resident leaders will be recruited to help with messaging and directly outreach to Toronto residents. Their focus is on reducing barriers to the COVID-19 vaccines, and increasing vaccination uptake among our most vulnerable residents. Resident ambassadors:

- Help amplify City messaging on vaccines
- Act as local/place-based point of contact for local residents
- Support residents to increase vaccine knowledge
- Support residents to get vaccinated.

Why did the City create the Vaccine Equity Transportation Plan?

The city's senior population, and others who are frail, have underlying health conditions (immuno-compromised), have a disability, or live in poverty, may be unable to access or afford existing transportation options to get to their vaccination appointments.

Access to transportation may also be a barrier to members of equity-seeking groups who live in areas with high rates of COVID 19. The City of Toronto's Vaccine Equity Transportation Plan offers transportation services to Toronto residents who may be unable to access or afford existing transportation options to get to their vaccination appointments.

These programs are intended **for those who have no other options** for transportation to vaccination appointments. However, residents are encouraged to help their family members, friends and neighbours with booking their vaccination appointments and providing a ride to their appointments.

Who are the Equity Transportation Partners?

- Community Transportation Programs:
 - Toronto Ride
 - iRide
 - Scarborough Ride
- Uber Canada
- TTC/Metrolinx
- Facedrive

List of Free Rides:

Community Transportation Programs	<ul style="list-style-type: none">• Free rides booked through three community ride partners:<ul style="list-style-type: none">• Toronto Ride• iRide• Scarborough Ride
Uber Canada	<ul style="list-style-type: none">• Uber vouchers for free rides to and from vaccine clinics.• Vouchers are available in \$15, \$20, \$25 denominations.• Two vouchers needed for a return trip.
TTC/Metrolinx	<ul style="list-style-type: none">• One PRESTO card, loaded with \$6.40 for one ride to and from a vaccine clinic.

List of Subsidized Rides (Reduced Fare):

Co-Op Taxi	<ul style="list-style-type: none">• Reduced fee rides to and from vaccine clinics
Facedrive	<ul style="list-style-type: none">• Reduced fee rides (50% off) to and from vaccine clinics

Information on each ride program is outlined in the following pages.

Free Rides - Community Transportation Programs

Transportation through the City's community ride partners is available to seniors, people with disabilities and others who have underlying conditions that put them at greater risk from COVID-19 and/or render them unable to safely access other modes of transportation.

- This program is intended for those who have no other options for transportation to vaccination appointments.
- Residents are encouraged to help their family members, friends and neighbours with booking their vaccination appointments and providing a ride to their appointments.

Eligibility

- Transportation to and from vaccination clinics such as City-run immunization clinics, pop-up clinics, mobile clinics, hospitals or pharmacies.
- A support person or family member can accompany the resident on the ride, if needed.
- Transportation vehicles are not accessible and clients should be able to **step into the vehicles** (with assistance).
- There will be approximately one hour between drop off at the vaccination clinic and pick up after the appointment.
- The ride will wait and take the resident home after the vaccine appointment.

How to Book a Ride to and from a Vaccination Appointment:

1. The resident can call the transportation program in their area to arrange for a ride to and from their appointment.
2. Book the vaccination appointment at [a clinic location](#) that is in the resident's area of the city.
3. Appointments should be booked no later than **48 hours before the appointment time**.
4. Availability is limited and rides are not guaranteed.

If the resident lives in Central Toronto or Etobicoke – book with Toronto Ride

- If the resident lives in central Toronto or Etobicoke, visit [Toronto Ride](#) or call **416-481-5250**.
- Toronto Ride boundaries for vaccine clinics are:
 - highway 401 to the north
 - the Lake to the south
 - Etobicoke Creek / Highway 427 to the west
 - Victoria Park to the east.

- areas within Etobicoke that are outside the above listed boundaries

If the resident lives in North Toronto – book with iRide

- If the resident lives in north Toronto, visit [iRide](#) or call **1-844-474-3301**.
- iRide boundaries for vaccine clinics are:
 - Steeles Ave to the north
 - John St. to the north
 - St. Clair Ave West to the south
 - Dufferin St./Allen to the west
 - Don Valley Parkway to the east.

If the resident lives in Scarborough – book with Scarborough Ride

- If the resident lives in Scarborough, visit [Scarborough Ride](#) or call **416 736-9372**.
- Scarborough Ride boundaries for vaccine clinics are:
 - Steeles to the north
 - the Lake to the south
 - Victoria Park to the west
 - Pickering/Scarborough Border to the east.

Free Rides - Uber Codes

Uber wants to help you get to your vaccine appointment! Uber Canada has made a generous donation of \$150,000 in voucher codes for individual rides.

Torontonians are encouraged to help their family members, friends and neighbours with booking their vaccination appointments and providing a ride to their appointments.

Eligibility:

- **Expiry Date:** Uber Codes will expire on September 30, 2021
- Provide people who cannot afford transit or taxi fares with no-cost rides to and from vaccination sites.
- This program is intended for those who have limited transportation options or who cannot afford transportation to vaccination appointments.
- The resident will need to have access to the internet to book the Uber ride, or need to have someone (family member, friend, neighbour) to book the Uber ride for them to and from the clinic.
- One resident could use two separate Uber codes for their round-trip to and from a vaccination centre.

Uber Codes- Frequently Asked Questions (FAQ)

1. Who is eligible to receive a Uber vouchers through this initiative?

- This program is intended for those who have no other options for transportation to vaccination appointments, including the City's senior population, and others who are frail, have underlying conditions, have a disability, or live in poverty, and may be unable to access or afford existing transportation options to get to their vaccination appointments.
- Torontonians are encouraged to arrange a ride on their own, and to help their family members, friends and neighbours with booking their vaccination appointments and providing a ride to their appointments, if possible. This will help ensure resources are available to those who have no other options for travel to a vaccination centre.

2. What is the criteria for a resident to receive an Uber voucher?

- The resident must not have any other means to travel to a vaccine appointment and the Uber voucher is to be used for one return trip to and from a vaccine appointment. The ambassador *may* require the resident to show proof of vaccine registration. The Uber voucher may also be used as an incentive to a resident who may otherwise is hesitant to book a vaccine registration.
- The Uber vouchers will be distributed to individuals who have been contacted through Resident Ambassadors through their vaccine outreach efforts.

- The availability of the Uber vouchers is not advertised.

3. How does a resident redeem their Uber voucher?

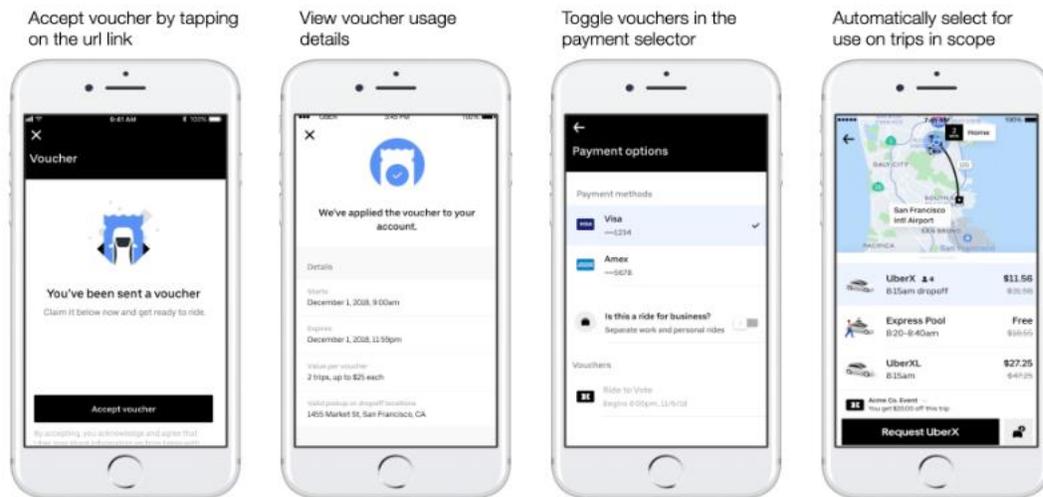
Uber vouchers codes will be accepted in the Uber app. If the individual using the voucher does not have Uber, they will be prompted to create an account to open the app.

- Users can enter promo codes under “Wallet” in their app menus.
- Promo codes apply automatically; once the code is entered in the app, it will automatically apply to the first eligible ride.
- The only way to “save it for later” is to wait on entering it into the app.

[Picture Below: Screen capture of Voucher Rider Redemption. Steps outlined in screen capture:

1. Accept voucher by tapping on the URL link
2. View voucher usage details
3. Select vouchers in the payment selector
4. Automatically select for use on trips]

Voucher Rider Redemption



4. What instructions do I share with residents when they get Uber Vouchers?

Please email each resident who receives the two codes the following instructions:

- **Step 1:** You will be emailed two voucher codes (promo codes) for a specific amount per ride (\$15, \$20 or \$25). **ADDITIONAL CODES WILL NOT BE SENT** if lose your voucher codes.

- **Step 2:** Enter your promo code when you request a ride to your vaccine appointment.
 - You will enter the first promo codes under “Wallet” in your app menus.
 - Promo codes apply automatically; once the code is entered in the app, it will automatically apply to the first eligible ride.
 - The only way to “save it for later” is to wait on entering it into the app.
- **Step 3:** Enter the second promo code when you request your return ride to return home.

5. What if a resident is having technical issues?

You are not required to provide technical assistance. Residents will need to go the Uber Canada website (link provided below) to troubleshoot their technical issue. You can provide any resident who may be having technical issues with the following instructions:

Double check that you've done the following:

1. Claimed the voucher. Open the link in the email you received to redeem your voucher and add it to your account.
2. Requested a qualifying ride. Check the details of the voucher through the original "Accept voucher" link.
3. Used your personal ride profile. Don't use your company business account; vouchers don't work on a business profile.
4. Have the latest version of the Uber app. Update your app or uninstall then reinstall it from the App Store or Google Play Store. If your app is already updated, try force stopping and restarting the app.

Please refer the resident to the following Uber Canada troubleshooting link:

- For more **Uber information (troubleshooting)**, click on this Uber Canada link: <http://t.uber.com/promo-help>

6. How many Uber Vouchers are provided per consortium?

- There are 3 value types of Uber Vouchers: \$15, \$20, and \$25 denominations of Uber Vouchers. All three value denominations have been equally divided between all 15 consortiums.
 - Uber Vouchers are allotted equally among the Vaccine Engagement Teams of organizations. In total there are: 6,000 - \$15 vouchers, 2,250 - \$20 vouchers, and 600 - \$25 vouchers.
 - Each team will get:
 - 400 - \$15 vouchers
 - 150 - \$20 vouchers
 - 40 - \$25 vouchers
- Each consortium/team will decide how to equitably distribute their codes to the partner agencies.

7. What vaccine clinic locations can residents choose from?

- A resident may choose the vaccine clinic of their choice (City-run clinic, hospital, pharmacy, pop-up or mobile clinic run by Ontario Health Teams). For locations & hours, click here: <http://Toronto.ca/COVID19Testing>

8. How do organizations distribute the vouchers?

- The Agency will safeguard all Uber vouchers in its possession and ensure that they are distributed to vulnerable residents and seniors facing challenges in accessing transportation supports to and from their first vaccine appointment.
- Agencies are responsible for tracking the Uber voucher distribution.
- Consortium Coordinators will discuss the donation with member agencies of their Vaccine Engagement Consortia and determine sub-allocation priorities and quantities per agency/ambassador.
- Vouchers will be disbursed to ambassadors by Consortium Coordinators or other member agencies.
- **Documentation and tracking is required** using the template provided.
- Consortium Coordinators will report back to the City of Toronto on July 31st, 2021 on allocation using the template provided.
- Unallocated vouchers may be reallocated at that time.
- Agency must track the distribution of these codes as they have monetary value.

9. How are Uber Vouchers distributed by Ambassadors?

- Ambassadors will be provided a set number of Uber Vouchers for distribution to vulnerable residents who can't afford to travel to a clinic and can't take public transit.
- These Uber Vouchers will be sent to ambassadors via email along with the instructions on how to use it.
- Ambassadors are not required to support residents in redeeming the Vouchers using the process listed above. Encourage the resident to get help from family members, friends or neighbours to help with redeeming the vouchers.

10. What are the reporting requirements for the Vouchers?

- Engagement Team Coordinators must track the voucher distribution using a template provided.
- Ambassadors must report on the use of Uber vouchers in their Ambassador Report submission.
- If Uber Vouchers have not been used by the end of July, Coordinators must provide an update to the City on the total number of unused vouchers.
- The City will distribute unused vouchers to vaccine related community programs that are deemed priority.
- Please maintain the allocation template provided for your records and reporting. This template is embedded along with the Uber voucher codes for your easy-of-reporting.

11. What happens with unused Uber vouchers?

- All unused Uber vouchers must be tracked and the Coordinators must inform the City by the end of July, 2021.
- Unused vouchers will be reallocated.

12. What types of Uber Vouchers denominations are there?

- There are 3 value types of Uber Vouchers: \$15, \$20, and \$25 denominations of Uber Vouchers.

13. How many Uber Vouchers can be distributed to one resident?

- Ambassadors can provide up to two Uber Vouchers per resident.
- One Uber Voucher is to support residents in travelling to the vaccination site to get vaccinated and the other Uber Voucher is for each resident to return back to their original location.

14. Does the resident need access to the internet or a smartphone in order to use the Uber voucher?

- Yes, the resident will need to have access to the internet to book the Uber ride.
- Ideally, they can download the Uber application onto their smartphone (with internet) to book their ride to the clinic. And, when their clinic appointment is over, book their ride at the clinic for the return ride.
- Or, they will need to have someone they know (family member, friend or neighbour) book the Uber ride for them to and from the clinic.

15. When can the Uber voucher distribution start?

- Community agencies will begin distribution of the Uber vouchers to their partner agencies at any time. Uber vouchers will expire at the end of September.

16. How are the cards paid for?

- Uber vouchers are generous donation to City of Toronto from Uber Canada. The City did not purchase any of the Uber rides.

17. Who will residents call if their Uber voucher is lost or stolen?

- A resident can only receive up to 2 Uber vouchers. There will not be any replacement Uber vouchers.

- The agency, the Resident Ambassador, Uber Canada nor the City are liable or responsible for replacing any lost or stolen Uber vouchers.

18. Will the residents have to return their unused Uber voucher?

- No. We want to encourage the resident to use the Uber vouchers for their vaccine appointment. If they are not able to use it, they can return it to the ambassador. They have until end of September to use their Uber voucher.

19. Which vaccination clinics can the resident go to?

- It is strongly recommended that people using this program book vaccination clinic appointments close to home if possible.
- Residents can use the Uber vouchers to take them to the clinic where they have booked their vaccination, such as one of the City-run mass immunization clinics, a hospital, your local pharmacy or doctor's office.

20. Is the resident guaranteed a PRESTO card if they qualify?

- Uber vouchers are very limited and are not guaranteed to be available for a resident's vaccination date/time.
- The resident can connect with their Resident Ambassador if they require assistance for other options if available (TTC tokens, subsidized taxi rides through Facedrive).

21. Who can residents call if they have questions?

- After following all of the above steps, if technical difficulties persist then contact the Vaccine Engagement Team Coordinator.

Free Rides - TTC Rides

- The City is distributing 15,050 PRESTO cards through a network of partner community agencies across Toronto to provide to people who cannot afford transit fare, with no-cost rides to and from vaccination sites.
- This program is intended for those who have limited transportation options or who cannot afford transportation to vaccination appointments.
- For inquiries about the PRESTO cards, email COVIDpartner@toronto.ca.

TTC PRESTO - Frequently Asked Questions (FAQ)

1. How many cards will be distributed to agencies?

The City of Toronto will distribute 1,075 pre-loaded PRESTO cards to each of the 14 lead City-funded agencies across Toronto.

2. How will the PRESTO cards be distributed to residents?

The Agency will safeguard all PRESTO cards in its possession and ensure that they are distributed to vulnerable residents and seniors facing challenges in accessing or purchasing a PRESTO card and requiring transportation supports to and from their first vaccine appointment.

Agencies are responsible for tracking the PRESTO cards distribution. Agencies may decide to distribute the cards to residents through agency staff or through Resident Ambassadors.

3. Who is eligible to receive a PRESTO card through this initiative?

This program is intended for those who have no other options for transportation to vaccination appointments, including the City's senior population, and others who are frail, have underlying conditions, have a disability, or live in poverty, and may be unable to access or afford existing transportation options to get to their vaccination appointments.

Torontonians are encouraged to arrange a ride on their own, and to help their family members, friends and neighbours with booking their vaccination appointments and providing a ride to their appointments, if possible. This will help ensure resources are available to those who have no other options for travel to a vaccination centre.

4. What is the criteria for a resident to receive a card?

The resident must not have any other means to travel to a vaccine appointment and the PRESTO card is to be used for one return trip to and from a vaccine appointment. The agency may require the resident to show proof of vaccine registration. The PRESTO card may also be used as an incentive to a resident who may otherwise is hesitant to book a vaccine registration.

The cards will be distributed to individuals who have been contacted through Resident Ambassadors through their vaccine outreach efforts.

The availability of the PRESTO cards is not advertised.

5. Is the resident guaranteed a PRESTO card if they qualify?

PRESTO cards are limited and are not guaranteed to be available for a resident's vaccination date/time. They are limited to one trip to and from a vaccine clinic.

The resident can connect with their Resident Ambassador if they require assistance to attend their second clinic for other ride options.

6. How will I travel to my second dose vaccine appointment?

These PRESTO cards are only being distributed for a person's first vaccine. The Ambassador can link the resident to other transportation programs that are available for when its time for them to get their second shot, such as free rides through community ride programs for seniors, people with disabilities, and those who are immunocompromised; subsidized taxi and ride program vouchers (50% fee from Facedrive); free Uber rides; and if available a second Presto card if needed. It is recommended that residents book their second ride using these programs when the second appointment is confirmed.

Ride programs are not guaranteed and are subject to availability. PRESTO cards are limited and are not guaranteed to be available for a resident's vaccination date/time.

7. When the PRESTO card distribution start?

Community agencies will begin distribution of the PRESTO cards to their partner agencies starting mid-June.

8. How are the cards paid for?

To decrease financial burden for the City's funded agencies, the City of Toronto's Social Development, Finance and Administration Division paid for the 15,050 PRESTO cards.

Each card is pre-loaded with enough funds for a return adult fare, \$6.40 paid from funds ear-marked for transportation in the grant funds to the funded agencies.

9. What is the value of the Presto cards?

Each PRESTO card will be pre-loaded with one round-trip adult fare (\$6.40).

10. Will the cards be ready for use by residents?

Yes. Each card has been pre-loaded with \$6.40 that can be used to travel to and from their first appointment.

The resident is encouraged to register their card with PRESTO. Registering your PRESTO card protects the card balance if the card is lost or stolen. If the card is lost or stolen, the resident can block it and transfer their funds to a replacement card.

11. Is there a time limit in which the PRESTO cards needs to be used?

No. The card is already activated and ready to be used by the resident on any TTC bus, subway or streetcar to get to their vaccine appointment.

12. Who will the agencies call if the cards are lost or stolen?

Agencies can contact the City of Toronto at COVIDpartner@toronto.ca if they have any issues or questions about the PRESTO cards issued to them.

Agencies will not be required to contact the City or TTC if cards are stolen or lost or repay the City or TTC for the value of the cards.

The agency may decide to replace the resident's card, subject to availability.

13. Who will residents call if their card is lost or stolen?

The resident will contact the agency or Resident Ambassador who issued the card to them.

The agency, the Resident Ambassador, TTC, PRESTO nor the City are liable or responsible for replacing any lost or stolen cards.

14. Will the residents have to return their Presto card?

No. The resident may keep their pre-loaded PRESTO card and may load additional funds if they would like. The cards are transferable, as long as they are being shared with another adult. If someone wants to change the card to a different fare type, such as Youth or Senior, they must take their card to a Shoppers Drug Mart location, or the TTC's Customer Service Office at 1900 Yonge Street, along with government issued identification to have their fare type changed.

15. Which vaccination clinics can the resident go to?

It is strongly recommended that people using this program book vaccination clinic appointments close to home if possible. Residents can use the ride services to take them to the clinic where they have booked their vaccination, such as one of the City-run mass immunization clinics, a hospital, your local pharmacy or doctor's office. Additionally, clients should book their rides to deliver to their vaccination appointments on time, and not earlier than their appointment time slot.

16. What if the resident receives social assistance?

City of Toronto residents between the age of 20 to 64, and receiving assistance through Ontario Works (OW), Ontario Disability Support Program (ODSP), or a Child Care Fee Subsidy through Toronto Children's Services, may be eligible for the Fair Pass Transit Discount.

People who receive social assistance may be eligible for medical transportation funds to help cover costs of travel to receive their COVID-19 vaccination. Social assistance recipients should contact their caseworker to access transportation funds they may be eligible for.

17. Who can residents call if they have questions?

Residents can email COVIDpartner@toronto.ca for any questions. They can also contact 211 and a City staff person will call them back to connect them with a local agency who can let them know of the availability of PRESTO cards.

