How to Order Fare Credits

Online or mobile app: Log into your account at beverlyhills.org/SeniorOnDemand or via the Ambiance Transportation iPhone/Android mobile app and select “Purchase Credits.”

Mail: Send a check or money order (DO NOT send cash) with your name and ID code written on it made payable to:
   Beverly Hills On-Demand Transportation
   P.O. Box 920427
   Sylmar, CA 91392

General Rules

If you were enrolled in the previous Taxi Coupon Program, your eligibility and Program Credits will transfer to the new system on January 1, 2019.

All Program Credits will be valid until June 30 of each year. Credits expire on June 30 and are not refundable or exchangeable.

Program Credits are not transferable. They are valid only for the client on the account. The misuse of credits may result in removal from the program.

Trips can be booked for immediate pickup or pre-scheduled up to 14 days in advance.

Beverly Hills On-Demand Program

In order to improve wait times and customer service, the Program will no longer use taxis. Instead, your ride will be completed by our transportation partner, Ambiance Transportation, or by a Lyft vehicle.

Wheelchair accessible vehicles with lifts and securement will also be available from Mon-Fri from 7am to 6pm, and must be booked 24 hours in advance of the pickup time.

We value your opinion! Please let us know of positive experiences, incidents, and complaints that relate to the program.

To share your opinion or for general information, or to check fare balance, please call: (310) 981-9318

Workshops

• Monday, December 17, 2018
  10:30 a.m. to 11:30 a.m.
  Roxbury Park Community Center

• Thursday, December 20, 2018
  10:30 a.m. to 11:30 a.m.
  Roxbury Park Community Center

• Monday, January 7, 2019
  10:30 a.m. to 11:30 a.m.
  Beverly Hills Library Mtg. Room North

Refreshments will be provided.
For more information, contact: (310) 285-1128
Eligibility Requirements

Must live in the City of Beverly Hills, and either be:

- Aged 62 or over, or
- Have documented evidence of a disability.

How to Enroll by Mail

- Existing participants of the Taxi Coupon Program do not need to re-enroll; existing account balances and benefits will remain the same
- A completed, signed application form
- A copy of your CA ID card, passport, or other government-issued photo ID
- A copy of your current utility bill or proof of residency
- If you are disabled, please enclose documented evidence of your disability (copy of current SSI, Disability Approval Letter, letter from doctor, or check stub)
- A check or money order for $6.00 (DO NOT send cash) payable to “Beverly Hills On-Demand Transportation”

Mail the above to:
Beverly Hills On-Demand Transportation
P.O. Box 920427
Sylmar, CA 91392

How the Program Works

Each month, participants may purchase:

- $24.00 of fare credits for $6.00.
- Participants may travel to and from locations that are within 10 miles of the borders of the City of Beverly Hills.

How to Enroll Online

- Existing participants of the Taxi Coupon Program do not need to re-enroll; existing account balances and benefits will remain the same
- Log onto the following site: beverlyhills.org/SeniorOnDemand
- Complete the application and follow the instructions
- Photos or scans of your government-issued photo ID and utility bill must be uploaded
- If you are disabled, documented evidence of your disability (copy of current SSI, Disability Approval Letter, letter from doctor, or check stub) must also be uploaded
- A credit card must be provided and will be charged $6 (for $24 of Program Credits)

How to Use Your Program Credits

- Book your rides in one of three ways:
  - Online: Log into your account at beverlyhills.org/SeniorOnDemand
  - Mobile app: Log into your account via your smartphone mobile app
  - Phone: Call (310) 981-9318
- If you do not have enough credits to book a ride, you will be asked to purchase additional credits.
- You will no longer need a Taxi Card.
- Rides in wheelchair accessible vehicles are available from M-F 7am-6pm with 24-hour advanced notice.

How do I Know my Current Program Credit Balance?

Fares will be deducted from your account after each ride is completed. Check your balance:

- Online/mobile app: Log into your account at beverlyhills.org/SeniorOnDemand or via the Ambiance On-Demand mobile app and your balance should appear on the left.
- Phone: Call (310) 981-9318