



WILLIE

Age: 83 years | Rider

Hometown: Oakland, California

A challenge Willie faces is the reliability of the taxi drivers. He remedies this issue by using a scooter to get to his appointments.

Willie wishes his medical group had additional services for seniors.

Willie sits on an an advisory board for patient services and wants to advocate for equal access to transportation.

QUOTE

"Sometimes they come and sometimes they don't, it's not perfect... Sometimes they say 'we don't have drivers'... or a driver is hung up. So it's not so dependable, but it's there!"

Willie was a drug and alcohol counselor for 15 years and understands the challenges of accessing healthcare. Due to various health conditions, he has to see different providers from various parts of the San Francisco Bay Area. Fortunately, he was provided with taxi scrips* through the American Cancer Society, which is a subsidized taxi program offering cheaper fares.

However, accessing services and technology can be a learning curve and affordability issue. Before COVID-19, Willie could purchase taxi scrips at an office, but now he has to wait for them by mail, which may cause him to delay care while waiting for them to arrive.

*Taxi scrip is a coupon or other document for the purpose of paying for ride services.