MODE

MOBILITY ON-DEMAND EVERY DAY

MAKING YOUR TRAVEL EASIER, FASTER, AND MORE CONVENIENT!

**A SERVICE PROVIDED BY:
CITY OF SANTA MONICA
BIG BLUE BUS**

mode

JAN 2024

WHAT IS SANTA MONICA'S MODE PROGRAM?

Big Blue Bus partnered with Lyft to provide curb-to-curb, on-demand transportation for seniors and individuals with disabilities who live in the City of Santa Monica. MODE also offers transportation for members needing assistance in a wheelchair van. Members may use the service for any transportation purpose, such as:

- **HEALTH CARE**
  Visit a doctor, therapist, medical facility or hospital

- **EDUCATION**
  Take a class, attend school, a lecture or a discussion group

- **FOR FUN**
  Visit friends and relatives, go to the movies, a show, the park or any other recreational or social activity

- **SHOPPING**
  Go to grocery stores, department stores, the mall or any shopping area in Santa Monica

WHO IS ELIGIBLE?

Any City of Santa Monica resident who is:

- At least age 65 years old
- At least age 18 years old with a disability

You must register with Big Blue Bus to use the service.

WHERE CAN I GO ON MODE?

You may use the service to go anywhere within the Santa Monica city limits. We also provide access to the following medical facilities during regular hours of operation:

- UCLA Medical Center
- Kaiser Medical Centers in West Los Angeles and Culver City/Marina del Rey
- V.A. Greater Los Angeles Healthcare Center
- Select shopping destinations on Lincoln Blvd. in Venice

HOW MANY TRIPS CAN I TAKE ON MODE?

MODE members receive a total of thirty (30) one-way trips per month, including Lyft Shared and wheelchair van rides.

MODE HOURS OF OPERATION

Lyft Shared rides and MODE wheelchair van reservations are available:

Monday–Friday	**8:00AM – 4:30PM**
Saturday	**8:30AM – 3:30PM**

MODE service is unavailable on New Year's Eve, New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Cesar E. Chavez Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, and Christmas Day.

HOW DO I REGISTER FOR MODE?

Visit the Blue: The Transit Store at the GoSaMo Center (**1444 4TH St., Santa Monica, CA 90401**) to complete a MODE application, or apply online at: **bigbluebus.com/mode**

HOW DO I RESERVE A MODE RIDE?

Members can contact the MODE Call Center (**310.458.6633**) to book a wheelchair van ride. Rides may be scheduled in advance or requested on-demand. Reservations must be made one (1) to six (6) days prior to the date of travel. All reservations are booked on a first-call, first-served basis, regardless of trip purpose.

HOW DO I USE MODE?

Most trips on MODE are provided by Lyft, an on-demand ride service that matches you with a nearby driver who will pick you up within minutes. There are three (3) options to request a Lyft Shared ride during MODE service hours:

SMARTPHONE

Shared rides may be requested on-demand using the Lyft mobile app, available for iPhone and Android smartphones. You can also use Lyft on on your mobile device by visiting **m.lyft.com**.

COMPUTER

Visit **ride.lyft.com**, enter the phone number and email address associated with your Lyft account, and then request a Shared ride. Please note that you must have a mobile phone capable of receiving text messages to use Lyft on a computer.

PHONE

Members without a smartphone, computer, or credit, debit, or prepaid card, can phone the MODE Call Center (**310.458.6633**) to schedule a pickup. Members needing wheelchair assistance can also phone the MODE Call Center to book a ride in a wheelchair van.

HOW MUCH DOES A MODE RIDE COST?

MODE offers two (2) fare types for a one-way ride:

1. Low-Income Fare: $0.75
2. Regular Fare: $1.50

Members may travel with one (1) companion or one (1) Personal Care Attendant at no additional cost.

LYFT CARS

Payments can be made through your Lyft account, with either a credit, debit, or prepaid card; your card will automatically be charged after each eligible ride.

Members without a credit, debit, or prepaid card must pay for Shared rides in advance by check or cash ($5 minimum), and call for pickup.

CANCELLATION FEE

You may be charged a $5 fee for canceling a Lyft Shared ride or failing to meet the driver at your pickup location. Failure to pay could result in suspension of riding privileges.

♿ WHEELCHAIR VANS

Wheelchair members must pay for shared rides in advance by check or cash ($5 minimum); rides may be scheduled in advance or requested on-demand.

Deliver checks and cash in-person to:
Blue: The Transit Store
1444 4TH St., Santa Monica, CA 90401

Please make all checks payable to:
City of Santa Monica – Big Blue Bus

CANCELLATION FEE

You will be charged a $5 no-show fee for failing to meet the wheelchair van at the scheduled time, or canceling a scheduled trip with less than two (2) hours notice. Failure to pay could result in suspension of riding privileges.

HOW DO I QUALIFY FOR LOW-INCOME FARES?

Eligible members who wish to qualify for the Low-Income fare must provide proof of income [e.g. CalFresh, EBT Card, Federal Tax Return (page 1), Medi-Cal Card, Proof of Lifeline, Recent Pay Stub, SNAP, W-2], when submitting a MODE application in-person or online. It may take up to thirty (30) days to receive the Low-Income fare, following verification of low-income status.

◗ TRAVEL TIPS

- A driver will pick you up at the address that you designate.

- You should be at the designated location at least five (5) minutes before the scheduled pickup time.

- Drivers may assist you with boarding and alighting the vehicle; however, they cannot escort you beyond the sidewalk.

- Members who require additional assistance may have a companion or Personal Care Attendant accompany them at no additional cost.

◗ IMPORTANT PHONE NUMBERS & ADDRESSES

- **For more information, or to register for MODE online, visit:**

  bigbluebus.com/mode

- **To register for MODE in person, visit:**

  Blue: The Transit Store
  1444 4ᴛʜ St., Santa Monica, CA 90401
  Phone: 310.451.5444

- **To schedule or cancel a trip, call:**

  MODE Call Center
  310.458.MODE (6633)

- **To pay in advance with check or cash, visit:**

  Blue: The Transit Store
  1444 4ᴛʜ St., Santa Monica, CA 90401

*MODE program rules are subject to change.