

MODE

MOBILITY ON-DEMAND EVERY DAY

PROGRAM



**MAKING YOUR TRAVEL
EASIER, FASTER,
AND
MORE CONVENIENT!**

**A SERVICE PROVIDED BY:
WISE & HEALTHY AGING
CITY OF SANTA MONICA
BIG BLUE BUS**



4-0419TB

WHAT IS SANTA MONICA'S MODE PROGRAM?

WISE & Healthy Aging and 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 wheelchair and door-through-door assistance with a specially marked 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 60 years old
- A person with a disability at least age 18 years old

You must register with WISE & Healthy Aging 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

SPECIAL TRIPS

Twice monthly trips for shopping and other excursions will be available by reservation only.

For more details, please call:

MODE Call Center
310.458.MODE (6633)

MODE HOURS OF OPERATION

On-demand Lyft Shared rides and MODE wheelchair van reservations:

| | |
|------------------------|------------------------|
| Monday – Friday | 8:00AM – 6:00PM |
| Saturday | 8:30AM – 3:30PM |
| Sunday | 8:00AM – 1:30PM |

We do not operate on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day or Christmas Day.

HOW DO I REGISTER FOR MODE?

You may register in-person, by phone or mail.

To register in-person:

Stop by the WISE & Healthy Aging office and pick up a MODE application.

To register by phone or mail:

Call WISE & Healthy Aging at **310.394.9871**, and ask for WISE Transportation & Mobility Program. We will take your information by phone or mail an application if you prefer.

Your application will be processed upon receipt. You will be invited to attend a mandatory transportation and mobility class for new members. The class will provide detailed information about how to use the service, and policies and procedures that enable you to access all aspects of the service. You will also receive a MODE ID card to be used each time you ride in the wheelchair van.

HOW DO I RESERVE A MODE RIDE?

In addition to scheduling same day pickup, wheelchair and door-through-door members can also contact the MODE Call Center (**310.458.6633**) to reserve a ride in advance.* Reservations must be made one to six days prior to the date of travel. All reservations are booked on a first-call, first-served basis, regardless of trip purpose.

*Saturday and Sunday trips are available by reservation only, and must be reserved at least two days in advance.

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 hours of operation:



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 Windows phones and Amazon Devices, 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 and door-through-door assistance can also phone the MODE Call Center to schedule pickup in a wheelchair van.

HOW MUCH DOES A MODE RIDE COST?

The Shared ride one-way fare for members is **\$0.50**. Members may travel with one (1) companion or one (1) Personal Care Attendant, at an additional cost of **\$0.25** per ride.



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 cancelling 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 and door-through-door members must pay for shared rides in advance by check or cash (\$5 minimum); rides must also be scheduled in advance.

Deliver checks and cash in-person to:

Blue: The Transit Store

1444 4th St., Santa Monica, CA, 90401

Please make all checks payable to:

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 cancelling a scheduled trip with less than two (2) hours notice. Failure to pay could result in suspension of riding privileges.

TRAVEL TIPS

- We 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 in 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, or call WISE & Healthy Aging (**310.394.9871**) to request door-through-door service.

IMPORTANT PHONE NUMBERS AND ADDRESSES

FOR MORE INFORMATION, VISIT:
bigbluebus.com/mode

**TO REGISTER FOR MODE,
VISIT OR CALL:**

**WISE & Healthy Aging
Transportation & Mobility Program
1527 4th St., Santa Monica, CA 90401
Phone: 310.394.9871
Fax: 310.395.0863
wiseandhealthyaging.org**

**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 4th St., Santa Monica, CA 90401**

*MODE program rules are subject to change.