

# 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**



5-1019TB

## 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 65 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

Members are encouraged to schedule these trips between 10:00AM and 3:00PM, to ease the challenge of traveling in the wheelchair van during rush hour.

## 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:

<b>Monday – Friday</b>	<b>8:00AM – 6:00PM</b>
<b>Saturday</b>	<b>8:30AM – 3:30PM</b>
<b>Sunday</b>	<b>8:00AM – 1:30PM</b>

MODE service is unavailable on New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving and Christmas Day.

## HOW DO I REGISTER FOR MODE?

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

### To register in-person:

Visit 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?

Wheelchair and door-through-door members can contact the MODE Call Center (**310.458.6633**) to reserve a ride in advance.\* Reservations must be made one 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.

\*Saturday and Sunday trips are available by reservation only, and must be reserved at least two (2) days in advance.

## 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 Windows phones and Amazon Devices, by visiting [m.lyft.com](https://m.lyft.com).



## COMPUTER

Visit [ride.lyft.com](https://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?

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 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., 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.

## HOW DO I QUALIFY FOR LOW-INCOME FARES?

Eligible MODE 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]. It may take up to thirty (30) days to receive the Low-Income fare, following verification of low-income status.

Members may submit proof of income in three (3) convenient ways:

### **1. Online**

Members may submit proof of income via email to:

**mode.mailbox@smgov.net**

### **2. By Mail**

Members may submit proof of income by mail to:

**Attn: MODE Program Manager**

1660 7th St., Santa Monica, CA 90401

### 3. In-Person

Members may submit proof of income in-person during MODE Office Hours, hosted by WISE and Healthy Aging:

#### **Ken Edwards Center**

1527 4th St., Santa Monica, CA 90401

Every Friday 10:00AM–12:00PM

#### **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, 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](http://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](http://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.