

F.A.Q.

FREQUENTLY ASKED QUESTIONS

01 WHAT IS MODE?

MODE (Mobility On Demand Every Day) is a transportation program for seniors and individuals with disabilities who live in the City of Santa Monica.

WISE & Healthy Aging and Big Blue Bus have partnered with Lyft to provide curb-to-curb, on-demand transportation through the MODE program. Lyft's flexible network of drivers will allow us to fully and efficiently meet peak demand.

02 WHAT IMPROVEMENTS CAN I EXPECT ON MODE?

- **RESERVATIONS:** You will no longer be required to schedule rides in advance. Instead, rides will be requested on-demand, and nearby Lyft drivers will arrive at your pickup location within minutes. Caregivers and relatives with access to your Lyft account can request rides for you online, by visiting ride.lyft.com. Those needing wheelchair and door-through-door assistance are encouraged to make advanced reservations by phone, as they will require use of the wheelchair van.
- **MODE CALL CENTER:** Customers who do not have computer or smartphone access, need a wheelchair van, or require door-through-door assistance can phone the MODE Call Center (310.458.6633) to schedule a pickup. Riders using Lyft cars are encouraged to schedule trips using their smartphone or computer.
- **SAME HOURS OF SERVICE:**
Weekdays 8:00 am – 6:00 pm | Saturdays 8:30 am – 3:30 pm | Sundays 8:00 am – 1:30 pm
- Program eligibility, cost, and service area will also remain **unchanged**.

03 AM I ALLOWED TO BRING OTHERS TO MY MODE REGISTRATION APPOINTMENT?

Yes. Caregivers and relatives are strongly encouraged to attend monthly MODE registration sessions at the Ken Edwards Center (1527 4th St., Santa Monica, CA 90401).

04 HOW MUCH DOES A MODE TRIP COST?

The one-way fare for members is \$0.50. Members can travel with up to three (3) companions at an additional cost of \$0.50 each, or one (1) Personal Care Attendant for \$0.25.



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05 HOW DO I PAY MY FARE ON MODE?

- **LYFT CARS:** Payments for riders using Lyft cars can be made with all major credit, debit and prepaid cards (Visa, MasterCard, Discover, and American Express), using the Lyft mobile app on your iPhone or Android smartphone, or using a computer to access your Lyft account online. Those without a smartphone or computer may pay for rides in advance by check or cash (\$5.00 minimum), and must call for pickup.
- **WHEELCHAIR VANS:** Wheelchair and door-through-door members may pay for rides in advance by check or cash (\$5.00 minimum), or pay on board using cash or a Senior/Disabled/Medicare TAP card.

Deliver checks and/or cash in-person at:

Blue: The Transit Store

1334 5th St., Santa Monica, CA, 90401

06 WHERE CAN I GO?

- Anywhere within the Santa Monica city limits during hours of operation, as well as select shopping destinations on Lincoln Blvd. in Venice (including the 99 Cents Only Store, Whole Foods, Smart & Final, Ralph's and Rite Aid, and Ross Dress for Less).
- **MEDICAL TRIPS:** Access to approved medical facilities outside of the Santa Monica service area will be permitted at all times during hours of operation.
- **SPECIAL TRIPS:** Bi-weekly excursions and monthly Culver City shopping trips will still be available by reservation via the MODE Call Center.

07 WHAT IS LYFT?

Lyft is an on-demand ride service that matches you with a nearby driver who will pick you up and take you to your destination. Rides are requested using the Lyft mobile app for iPhone and Android smartphones, or online with a Lyft account.

08 I DO NOT HAVE ACCESS TO A SMARTPHONE OR CREDIT, DEBIT, OR PREPAID CARD. CAN I STILL REQUEST A RIDE ON LYFT?

Yes. Members without a computer or smartphone must phone the MODE Call Center to schedule a pickup, and may pay for rides in advance by check or cash (\$5.00 minimum).

Deliver checks and/or cash in-person at:

Blue: The Transit Store

1334 5th St., Santa Monica, CA, 90401



FREQUENTLY ASKED QUESTIONS

09 I HAVE A CREDIT CARD, DEBIT, OR PREPAID CARD, BUT DO NOT HAVE ACCESS TO A SMARTPHONE. CAN I STILL REQUEST A RIDE ON LYFT?

Yes. Members unable to use the Lyft mobile app can instead request rides online. Simply visit ride.lyft.com on your computer or mobile browser to request a ride. Please note that you must have a mobile phone capable of receiving text messages to request rides online.

10 HOW CAN I RESERVE A RIDE IN A WHEELCHAIR VAN OR REQUEST DOOR-THROUGH-DOOR SERVICE?

Wheelchair and door-through-door members must phone the MODE Call Center to schedule a pickup, and may pay for rides in advance by check or cash (\$5.00 minimum), or pay on board using cash or a Senior/Disabled/Medicare TAP card.

Deliver checks and/or cash in-person at:
Blue: The Transit Store
1334 5th St., Santa Monica, CA, 90401

11 CAN OTHERS REQUEST LYFT RIDES FOR ME?

Yes. Caregivers and relatives with access to your Lyft account can request rides for you online, by visiting ride.lyft.com. Please note that you must have a mobile phone capable of receiving text messages in order for them to request your ride online.

12 CAN I USE MY EXISTING LYFT ACCOUNT ON MODE?

Yes. Please provide the email address and phone number associated with your existing Lyft account where indicated on the MODE application; a discount code will be applied to your Lyft account within thirty (30) days of your completed registration for MODE.

13 CAN I SCHEDULE RIDES USING MY LYFT ACCOUNT FOR SOMEONE ELSE?

No. Only registered members and their companions or Personal Care Attendants are eligible for subsidized Lyft rides on MODE. By participating in the MODE program, you agree not to share your Lyft account information for any purpose other than to have someone schedule rides on your behalf. Failure to comply with these rules may result in termination from the program.

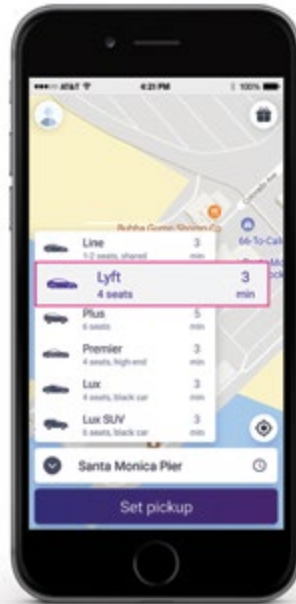
14 HOW WILL MODE RIDES ON LYFT BE SUBSIDIZED?

All eligible rides taken on Lyft will be subsidized through the MODE program. A discount code will be applied to your Lyft account within thirty (30) days of your completed registration for MODE; a one-way fare is just \$0.50 for MODE members!

FREQUENTLY ASKED QUESTIONS

15 CAN I REQUEST A MODE RIDE ON LYFT LINE OR LYFT PLUS?

Not right now. Only rides taken on Lyft qualify for the MODE program. When using the Lyft app or website, be sure to select the Lyft ride type when requesting a ride (as shown below). You will be charged full fare for trips taken on any other ride type.

**16 CAN I TRAVEL WITH A COMPANION OR PERSONAL CARE ATTENDANT ON LYFT?**

Yes. MODE members can travel with up to three (3) companions or one (1) Personal Care Attendant on Lyft.

17 HOW CAN I RECEIVE ADDITIONAL ASSISTANCE WITH REQUESTING RIDES ON LYFT?

For additional assistance with Lyft, please call WISE & Healthy Aging at **310.394.9871**.

18 CAN I USE MY LYFT ACCOUNT TO GO SOMEWHERE ELSE?

Yes, but you will be charged regular Lyft rates if you travel outside of the times and places specified in the MODE program. If you have any questions about a specific trip and if it is eligible for a \$0.50 fare, please call WISE & Healthy Aging at **310.394.9871**.