

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 allows MODE to fully and efficiently meet peak demand for service.

02 WHAT IS LYFT?

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

03 WHAT CAN I EXPECT ON MODE?

- **ELIGIBILITY:** City of Santa Monica residents age 65 and older, or 18 and older with a disability, qualify for MODE.
- **TRIP CAPS:** Members are limited to a total of thirty (30) one-way trips per month, including Lyft Shared and wheelchair van rides.
- **RESERVATIONS:** Advance reservations are not required. Shared rides can 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:** Members who do not have computer or smartphone access, need a wheelchair van, or require door-through-door assistance can contact the MODE Call Center (**310.458.6633**) to schedule a pickup. Members using Lyft cars are encouraged to schedule trips using their smartphone or computer.
- **HOURS OF OPERATION:**
Weekdays 8:00AM – 6:00PM | Saturdays 8:30AM – 3:30PM | Sundays 8:00AM – 1:30PM



FREQUENTLY ASKED QUESTIONS

04 HOW MUCH DOES A MODE TRIP 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.

05 HOW DO I PAY MY FARE ON MODE?

- **LYFT CARS:** Payments for Lyft Shared rides 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 must 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 must pay for rides in advance by check or cash (\$5.00 minimum).

Deliver checks and/or cash in-person at:

Blue: The Transit Store

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

Please make all checks payable to:

Big Blue Bus

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, 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. However, 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.

07 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 MODE member fare, please call WISE & Healthy Aging at **310.394.9871**.



FREQUENTLY ASKED QUESTIONS

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 pay for Shared rides in advance by check or cash (\$5.00 minimum).

Deliver checks and/or cash in-person at:

Blue: The Transit Store

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

Please make all checks payable to:

Big Blue Bus

09 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

10 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 Shared 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.



FREQUENTLY ASKED QUESTIONS

11 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 pay for rides in advance by check or cash (\$5.00 minimum).

Deliver checks and/or cash in-person at:

Blue: The Transit Store

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

Please make all checks payable to:

Big Blue Bus

12 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).

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

Yes. MODE members may travel with up to one (1) companion or one (1) Personal Care Attendant on Lyft, at no additional cost.

14 CAN OTHERS REQUEST LYFT RIDES FOR ME?

Yes. Caregivers and relatives with access to your Lyft account can request Shared 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.

15 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.

16 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.

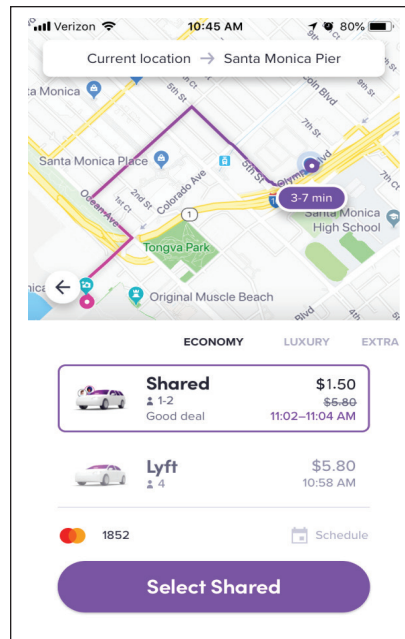
FREQUENTLY ASKED QUESTIONS

17 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.

18 CAN I REQUEST A MODE RIDE ON STANDARD LYFT OR LYFT XL?

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



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

For additional assistance with Lyft, please call the MODE Call Center at **310.458.6633**.