



**EASY AND
AFFORDABLE TRAVEL
FOR
SENIORS AND
ADULTS WITH
DISABILITIES**



WHAT IS SANTA MONICA'S MODE PROGRAM?

Big Blue Bus has 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.

WHO IS ELIGIBLE?

Any City of Santa Monica resident who is:

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

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

HOW DO I REGISTER FOR MODE?

Visit 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**

MODE HOURS OF OPERATION

Lyft Shared rides and MODE wheelchair van reservations are available:

Monday – Sunday

8:00AM – 6:00PM

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, Veteran's Day, Thanksgiving Day, Day After Thanksgiving, Christmas Eve, and Christmas Day.

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 and shopping areas 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, including DSW, CVS, Whole Foods, Smart & Final, Ralph's, and Ross Dress for Less

HOW MANY TRIPS CAN I TAKE ON MODE?

MODE members may take up to thirty (30) one-way trips per month.

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 in a sedan within minutes. There are two (2) options to request a Lyft Shared ride during MODE service hours:



SMARTPHONE

Shared rides may be requested on-demand using the Lyft app, for iPhone and Android smartphones.



PHONE

Members without a smartphone, computer, or credit, debit, or prepaid card, may contact the MODE Call Center (**310.458.6633**) to schedule a pickup.

HOW DO I RESERVE A WHEELCHAIR VAN?

Members may 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 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 (\$5 minimum) and contact the MODE Call Center **(310.458.6633)** 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 a suspension of riding privileges.



WHEELCHAIR VANS

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

Pay in person with cash or check at:

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 a 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, Medi-Cal card, proof of Lifeline, recent pay stub, SNAP, W-2), when submitting a MODE application. 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 more assistance may have a companion or Personal Care Attendant accompany them at no additional cost.

IMPORTANT PHONE NUMBERS AND ADDRESSES

- For more information, visit:
bigbluebus.com/mode
- To register for MODE in person, visit:
Blue: The Transit Store
1444 4TH 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 cash or check, visit:
Blue: The Transit Store
1444 4TH St., Santa Monica, CA 90401

IMPORTANT
MODE program rules are subject to change.

