

F.A.Q.

FREQUENTLY ASKED QUESTIONS



1 WHAT IS MODE?

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

Big Blue Bus has 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.

2 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.

3 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.
- **RESERVATIONS:** Advance reservations are not required. Rides can be requested on-demand, and nearby Lyft drivers will arrive at your pickup location within minutes. Those needing assistance in a wheelchair van may also request rides on-demand, or make advanced reservations by phone.
- **MODE CALL CENTER:** Members who do not have a smartphone, or need a wheelchair van can contact the MODE Call Center **(310.458.6633)** to schedule a pickup. Members using Lyft sedans are encouraged to schedule trips using their smartphone.
- **HOURS OF OPERATION:** Monday – Sunday | 8AM – 6PM

4 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.

5 HOW DO I PAY MY FARE ON MODE?

- **LYFT CARS:** Payments for shared rides using Lyft 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. Those without a smartphone must pay for rides in advance with cash or check (\$5.00 minimum) and call for pickup.
- **WHEELCHAIR VANS:** Members using the wheelchair van must pay for rides in advance by check or cash (\$5.00 minimum).

Pay in person with cash or check:

Blue: The Transit Store

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

Please make all checks payable to:

City of Santa Monica – Big Blue Bus

6 WHERE CAN I GO?

- You may travel anywhere within the Santa Monica city limits during hours of operation, and to select shopping destinations on Lincoln Blvd. in Venice (including the DSW, CVS, Whole Foods, Smart & Final, Ralph's, and Ross Dress for Less).
- **MEDICAL TRIPS:** Access to the VA Hospital, UCLA Hospital, Kaiser Cadillac, and Kaiser Marina are permitted at all times during hours of operation.

7 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 fare, please call the MODE Call Center (**310.458.6633**).

8 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 smartphone must phone the MODE Call Center (**310.458.6633**) to schedule a pickup, and pay for rides in advance with cash or check (\$5.00 minimum).

9 HOW CAN I RESERVE A RIDE IN A WHEELCHAIR VAN?

Wheelchair members may book a ride on-demand directly in the Lyft app or through the MODE Call Center (**310.458.6633**). Members may also reserve a ride between one (1) and six (6) days prior to the date of travel. All reservations are booked on a first-call, first-served basis, regardless of trip purpose. Members must pay for rides in advance with cash or check (\$5.00 minimum).

Pay in person with cash or check:

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10 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.

11 CAN OTHERS REQUEST LYFT RIDES FOR ME?

Yes. Caregivers and relatives may contact the MODE Call Center (**310.458.6633**) to request a ride for you and may prepay for rides in person with cash or check (\$5.00 minimum).

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.

15 CAN I REQUEST A MODE RIDE ON STANDARD LYFT?

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. You will be charged full fare for trips taken on any other ride type.

For additional assistance with Lyft, please call the MODE Call Center:
310.458.6633