

## Frequently-Asked Questions

### PROGRAM PARAMETERS:

- Rides must begin and end in Daly City.
- All locations within the City of Daly City, and rides to and from the South San Francisco Kaiser facility, are covered under the \$5.00 fee each one-way ride.

### SCHEDULING A RIDE:

#### 1. Who do I call when I need a ride?

This program is in partnership with Serra Yellow Cab. Participants contact Serra Yellow Cab directly at number of back of their membership card – 650-222-2222- to arrange for rides. When calling to arrange for a ride, immediately inform the dispatcher you are a member of the *Got Wheels!* program.

#### 2. May I schedule my rides in advance?

Yes! A perk of being a *Got Wheels!* member is that you can schedule your rides in advance. In fact if you need an accessible vehicle, making the appointment AT LEAST 24 hours in advance is strongly recommended. Please inform the dispatcher that you are a member of the *Got Wheels!* Program.

### MEMBERSHIP CARD INFORMATION:

#### 3. Will I receive a new card every month?

Participants will receive a *Got Wheels!* membership card when they register. The card will be active while the participant is registered in the program.

#### 4. Do I have to request to have my 6 trips loaded on to my card every month?

No, the card will be loaded automatically with up to 6 rides per month at 12:01am on the 1<sup>st</sup> of every month.

#### 5. What happens if my card is declined or if there is a system malfunction?

Although we do not anticipate any major issues with the card system, if something ever does happen the drivers have been instructed to accept the ride with the same *Got Wheels!* fee structure (\$5 per one-way trip). This ride will be tracked, and all the information will be entered manually at the end of the day. *If a participant takes additional rides past the 6 allotted due to a malfunction, those rides will be deducted from the following month. Please note that it is your responsibility to keep track of the number of rides you have remaining.*

**6. If there are more than one person taking the same ride, do each of us have to use our cards and pay \$5 each?**

One card-bearing member may be accompanied by up to 3 non-member companions regardless of age and residence, and pay only \$5 for the whole group. All passengers must embark from and disembark at same location together.

**7. May I lend my card to a friend if I don't take all 6 rides?**

No, the card is for *Got Wheels* registered participants only. Please keep your card with you at all times to minimize potential for fraud.

**8. What do I do if my card is lost or stolen?**

If you have lost your card or believe it has been stolen, notify Cherie at (650) 403-4300 Ext.4329 immediately. The old card will be inactivated. A new card may be requested for a \$5 replacement fee.

## **RIDES: MAXIMUM, TRACKING, & LOADING QUESTIONS**

**9. If I don't use all 6 rides, will they carry over to the following month?**

No, the card resets to 6 rides per month at 12:01am on the 1<sup>st</sup> of every month.

**10. How can I track the number of rides I have remaining?**

Make sure to request a receipt after every ride; your receipt will have the remaining balance listed. If you are unsure of your ride balance before taking a ride, please ask the cab driver to check the balance on your card first. *Please note the dispatchers do not have access to this information*.

**11. Do I have to pay for all 6 rides up front?**

Participants will pay the driver \$5.00 per one-way trip on the day of the trip after swiping their card.

**12. Is there a penalty if I don't take all 6 rides in one month?**

No, there is not a penalty for not taking the 6 rides.

## **THE DAY OF YOUR RIDE:**

**13. Is the cab wheelchair/scooter accessible?**

Some of the vehicles are wheelchair/scooter accessible. Please inform the operator that you require a wheelchair accessible vehicle when making the reservation.

**14. What form of payment can I use?**

Participants may pay with either cash or credit card.

**15. My friend lives a couple of blocks away; can the driver pick her up if we want to share a ride?**

If participants want to share a ride, they need to be picked up/dropped off at the same location.

**16. I live in an apartment building; will the driver come to my unit to get me?**

This is curb-to-curb service. The driver will meet you outside and cannot enter buildings or any property to assist.

**17. I need assistance putting my walker in/out of the cab, will the driver help me?**

Yes, the drivers will put the walker in/out of the cab.

**18. How long do I need to wait for my ride?**

The drivers will make every effort to arrive at the requested time. Please note, during peak traffic times they may take between 30-45 minutes to arrive.

**TRAVELING OUTSIDE PROGRAM PARAMETERS:**

**19. May I use the program to travel to the SFO airport?**

The card and \$5.00 fee will be honored up to the Daly City border at which time the meter will be reset and the participant will have to pay the driver the charges incurred during the remainder of the trip to the airport.

**20. May I use the program to travel outside of the program parameters?**

The card and \$5.00 fee will be honored up to the program borders, which include trips to Kaiser Hospital in South San Francisco, at which time the meter will be reset and the participant will have to pay the driver the charges incurred during the remainder of the trip. *It is the participant's responsibility to provide the correct address to dispatch and know the parameters.*

**For more information, contact Program Coordinator:**

**(650) 403-4300 Ext.4329 or email**

***cqmoreno@peninsulafamilyservice.org***