

October – November 2022
MOVING ALONG 4

Dear *Got Wheels!* member,

You're receiving this occasional newsletter as a *Got Wheels!* member, new or re-registered, by having completed and signed the updated application form we mailed out to all members in June.

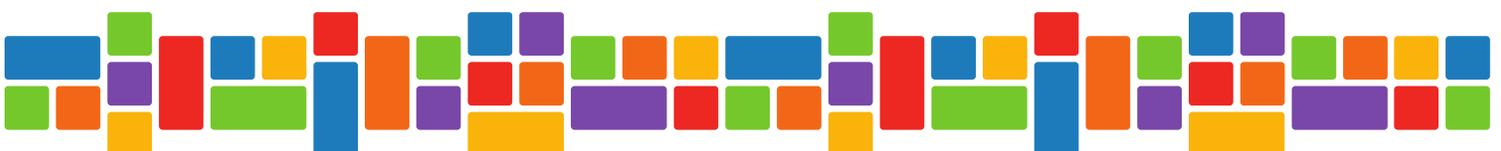
Autumn is in full flower and soon the holidays will be upon us! What a perfect time to use your maximum 6 rides a month at \$5 each one-way ride within our service area covering **12 cities: Daly City, Colma, Brisbane, San Bruno, South San Francisco, Millbrae, Burlingame, Hillsborough, Half Moon Bay, El Granada, Moss Beach, Montara and/or San Francisco International Airport.** Peninsula Family Service pays the remainder of the fare.

No need to worry that nighfall comes earlier. Leave it to *Got Wheels!* by calling the number on the back of your membership card for a ride to the fun activities to come. Your rides are not restricted to medical or health-related appointments. The program is here to free you from isolation and depression, to enable you to go where and when you would like to go.

Remember that *Got Wheels!* is a curb-to-curb contactless service. Drivers will help carry your bags, but they may not hold you or enter your property. Drivers may not wait for you for a long period as they have other orders and the wait time is \$75 an hour. They are happy to serve you within the bounds of their contract.

Please note that some cab machines may have trouble reading your card. Management of Serra Yellow Cab is aware of the matter; drivers are instructed to take down your information – your name, pick up and drop off address, and perhaps take a photo of your card. You will pay no more than the \$5 fare and optional tip if you are in the service area; as usual you will be charged additional regular fare if you go beyond the 12 cities above.

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We love hearing how *Got Wheels!* gets you going. Here's what your fellow members say about their experience with the program:

"The cab arrived promptly. Each driver is very courteous and we were very pleased with the service."

- I. A., Burlingame

"We're really happy about this service."

- K.. and T. Chan, Daly City

"The service could not be better. The drivers are polite and on time."

- N. D., Brisbane

On behalf of our partner provider Serra Yellow Cab, we thank you for the opportunity to serve you. If you would like to share observation of your trips, compliment a driver for good service or make a recommendation to improve the service, please feel free to contact me at my phone extension or my new shorter email address below. For more information, visit

<https://www.peninsulafamilyservice.org/our-programs/older-adult-services/>

Thank you for joining *Got Wheels!*

CHERIE M. QUEROL MORENO



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