

January - February 2023 MOVING ALONG 5

Dear *Got Wheels!* member,

Happy New Year!!!

Have you made your New Year's resolutions yet? Hope you include being mobile – getting out of bed, out of the house and into the community.

As a *Got Wheels!* member you can arrange for a \$5 one-way cab ride to and one-way from the community center in your town or at one of the 12 cities in our service area. Learn each center hours and programs, by calling the contact:

- ✓ Brisbane Senior Center - (415) 508-0230 – Teresa Madrigal
- ✓ Burlingame Community Center - (650) 558-7300 – Molly Crossfield
- ✓ Colma Community Center - (650) 985-5678 – Angelika Abellana
- ✓ Daly City Doelger Senior Center - (650) 991-8012 – Karen Parque
- ✓ Half Moon Bay Senior Coastsiders - (650) 726-9056 - Tracy Gould
- ✓ Millbrae Senior Center - (650) 259-2370 – Geoffrey Gabriel
- ✓ San Bruno Senior Center - (650) 616-7150 – Danielle Brewer
- ✓ South SF Roberta Cerri Teglia Center - (650) 829-3820 – Kaseyjo Cullinan

Please note Got Wheels! provides up to 6 one-way rides a month. If you exceed the limit, you will lose the same number of rides the following month. Members are responsible for tracking the number of rides you take. Here's a plan to keep track:

- Mark your calendar with Got Wheels and the number of ride/s you take on the date of each ride.
- For example write Got Wheels 2 if you arrange a ride to and from a location or a round - trip ride. Write Got Wheels 1 if you took a one-way ride.
- On the date you wish to arrange another ride, go back to the previous dates of that month and count the total number of rides you've already taken.
- This way you keep record of how many rides you've arranged and how many more you have left for the month.
- You may also check the total rides you took the previous month to be sure.

Dispatchers do not keep track of the number of rides you take. Please avoid calling the number on the back of your card to ask the dispatcher – the person who receives the call – how many rides you have left. If you take more than 6 rides, the number of rides that you take over the maximum will be deducted from your rides the following month.

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If you have a foolproof way of tracking your rides, please feel free to share with us.

Remember: Your cards are active unless inactivated with your knowledge by the *Got Wheels!* manager. Should you arrange a ride and the driver tells you your card is inactive or invalid when he swipes it through the card reader upon arriving at your destination, please tell him to call the Serra Yellow Cab office to check the status of the card. Serra Yellow Cab management is aware that some card readers may be faulty and read the cards inaccurately. Drivers have been instructed to take a photo of your card and jot down the information – your name, pickup and drop off location - and submit to the Serra Yellow Cab office for billing to us at Peninsula Family Service Got Wheels! We pay the remainder of the fare.

We love hearing from you and how *Got Wheels!* gets you going. Here's what a fellow member says about her experience with the program:

"I prefer Got Wheels! to other ride programs because it's private and faster. I don't have to wait for other people to get on or off."

D. L., San Bruno

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 email address below. For more information, visit <https://www.pfso.org/our-programs/older-adult-services/>.

Thank you for joining *Got Wheels!*

CHERIE M. QUEROL MORENO



Got Wheels! Manager:
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