



# CONNECT a RIDE CaR Program



## Frequently Asked Questions

### **PROGRAM PARAMETERS:**

1. CaR Participant must be a Pacifica Resident 65+ years old
2. Rides must begin or end in Pacifica.
3. All locations within the City of Pacifica, to/from Colma Bart Station and rides to/from hospitals between Daly City and Burlingame

### **CaR APPLICATION PROCESS**

1. CaR Applications are available at the Pacifica Senior Center or on-line at [cityofpacifica.org/depts/pbr/senior\\_services/transportation/default.asp](http://cityofpacifica.org/depts/pbr/senior_services/transportation/default.asp)
  - a. Senior Center is housed in the Pacifica Community Center
  - b. 540 Crespi Drive; Pacifica
2. CaR participant completes CaR Program Application
3. Participant submits completed application, show proof of age and residency to Pacifica Senior Services staff member at Pacifica Senior Center
4. Staff member will put information in data base and issue participant a Rider Card preloaded with 8 rides

### **SCHEDULING A RIDE:**

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

This program is with Serra Yellow Cab only. Participants contact Serra Yellow Cab directly at 650-222-2222 (number is on Rider Card) to arrange for rides. When calling to arrange for a ride, inform the dispatcher you are a member of the *CaR Program*.

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

Yes! A perk of being a *CaR participant* is that you can schedule your rides in advance. Be sure to inform the dispatcher that you are with the *CaR Program*.



# CONNECT & RIDE CaR Program



## RIDER CARD INFORMATION:

### **1. Will I receive a new card every month?**

Participants will receive a *CaR* Rider card when they register. The card will be active when the participant is registered in the program.

### **2. Do I have to request to have my 8 trips loaded on to my card every month?**

No, the card will be loaded automatically with up to 8 rides per month at 12:01am on the first of every month.

### **3. 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 *CaR* 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 8 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.*

### **4. 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 *CaR* card-bearing participant may be accompanied by up to 3 non-member companions regardless of age and pay only \$5 for the whole group. All passengers must embark from and disembark at same location together and have a seat belt available.

### **5. May I lend my card to a friend if I don't take all 8 rides?**

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

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

If you lose your card or believe it has been stolen, call (650) 738-7350 and notify immediately.



# CONNECT & RIDE CaR Program



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

**1. If I don't use all 8 rides, will they carry over to the following month?**

No, the card resets to 8 rides per month at 12:01am on the first of every month.

**2. 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.*

**3. Do I have to pay for all 8 rides up front?**

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

**4. Is there a penalty if I don't take all 8 rides in one month?**

No, there is not a penalty for not taking the 8 rides.

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

**1. 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.

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

Participants may pay with either cash or credit card.

**3. 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.

**4. I live in an apartment building, will the driver come to my apartment to get me?**

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

**5. 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.



# CONNECT & RIDE CaR Program



## 6. 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:**

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

The card and \$5.00 fee will be honored up to the Pacifica or Colma Bart Station border (whichever is closer to the SFO airport) at which time the meter will be reset, and the participant will have to pay the driver the meter rate incurred during the remainder of the trip to the airport.

#### **2. 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. Continuing the ride outside the border the meter will be reset and the participant will have to pay the driver the charges incurred during the remainder of the trip.

### **PROGRAM FUNDING**

The CaR Program has been made possible due to the generosity of **Sirkka Niukkanen**. Sirkka wanted to leave a legacy program that would benefit seniors in Pacifica. The subsidy portion of your ride is a gift of generosity from Sirkka.

**For more information, contact CaR Program Coordinator  
(650) 738-7353 or [mcostakis@pacificagov](mailto:mcostakis@pacificagov)**