



SAVE 75% ON TAXI RIDES OR ON LYFT/UBER RIDES!

FREQUENTLY ASKED QUESTIONS (FAQs) REGARDING THE SENIOR SCRIP PROGRAM

What is the Senior Scrip Program?

It is a Measure C funded program that provides alternative, reliable and affordable transportation to Fresno County residents who are 70 years of age and older. Eligible seniors receive a 75% discount on ride fares by purchasing senior scrip in their choice of paper scrip for use with taxi rides, or in electronic credit for use with Lyft/Uber rides. What are Lyft and Uber? LYFT and Uber are two local companies out of many other ride-hailing companies that are labeled as Transportation Network Providers (or TNC's). TNCs are licensed/authorized companies that have created a network of tens of thousands of qualified and insured drivers that are independently contracted to provide rides to people. GoGoGrandparent will access these two TNCs on your behalf to get their independent drivers to your front door and to your destination.

How does the Senior Scrip Program work?

Senior Scrip can be used at any time, 24 hours a day, and 7 days a week when needed. Each month, seniors will have a choice to purchase: 1) paper scrip that can be used to pay rides with taxi cabs/taxi service providers; OR, 2) electronic scrip credit to pay for Lyft/Uber rides. Eligible seniors can purchase in increments of \$5 which buys them \$20 worth of scrip (up to a maximum of \$100 of scrip value per month at a cost of \$25). **This is a 75% discount!**

Paper Scrip

for Taxi Cabs & EOC Taxi

- **What is paper scrip?** It is sold in books of 20 \$1-scrips at the cost of \$5. Use like cash to pay for taxi service fares only.
- **Where do I buy paper scrip and how much can I buy?** Each month participants may purchase up to \$100 worth of either paper scrip **OR** electronic scrip credit (but not both). You can purchase paper scrip at various vending locations. See the list of paper scrip sales outlets and the list of service providers on page 4 of this FAQ document.
- **Does my paper scrip expire?** No. Senior Scrip does not expire. Scrip does not need to be used in the same month it is purchased. Use it at your convenience and when needed.
- **Can someone else ride with me?** Yes. Other people may accompany you at no extra charge, as long as the passenger limit does not exceed 4 passengers.
- **When are taxi rides available?** Taxi cabs are available 24 hours a day, 7 days a week. (EOC Taxi's hours and days vary—call them for their current operational hours.)

Electronic Scrip

for Lyft or Uber



- **What is electronic scrip credit?** It is sold in increments of \$20 electronic credits at the cost of \$5. Use to pay for Lyft/Uber rides.
- **Where do I buy electronic scrip and how much can I buy?** Each participant may purchase up to \$100 worth of either paper scrip **OR** electronic scrip credit (but not both) per month. Electronic scrip credit may be purchased **only** through Fresno COG, in person or by phone:
2035 Tulare Street, Suite 201
Fresno, CA 93721
(559) 233-4148
- **Does my electronic scrip credit expire?** No. Senior Scrip (in electronic format) does not expire. The balance at the end of the month will roll-over for you to use in the following month(s), as needed.
- **Can someone else ride with me?** Yes. Other people may accompany you, at no extra charge, as long as the passenger limit does not exceed 4 passengers (*up to 6 people if scheduling and paying for a Lyft XL or Uber XL.*)
- **When are Lyft/Uber rides available?** Operators at GoGoGrandparent telephone lines and Lyft/Uber drivers are available 24 hours a day, 7 days a week.

Paper Scrip for Taxi Cabs & EOC Taxi

- **How do I schedule a taxi ride?** You are responsible for scheduling, changing, and cancelling your own trip reservations. Call the taxi provider of your choice from the approved list of taxi service providers. (Not all taxi companies accept Senior Scrip Program paper scrip, only those on our list.)
- **How long will I have to wait for my ride?** Your wait time for your taxi provider should not be more than 20 minutes. If a taxi provider will be later than 20 minutes, they are required to let you know so you can choose to continue waiting for them or call another taxi service provider.
- **Can I schedule a taxi ride in advance?** Yes, with some taxi service providers that have the capacity to do so. However, most prefer that you call the day you need the ride, even if you schedule it with them in advance.
- **How do I pay the taxi driver?** You are responsible for paying the entire fare displayed on the cab's meter or EOC's flat rate for your trip. Both, taxi cabs and EOC, will accept payment with paper scrip.
- **How will I know how much to pay?** Taxi cabs have a meter that will display the fare for your trip. Fresno EOC Taxi has no meter but they charge flat rates by miles traveled. (You can request EOC's flat rates in advance.)
- **May I tip the driver with paper scrip?** Yes. Our current policy allows you to tip with your choice of paper scrip or with cash if you feel the service provided by the driver has been good. (If you give the driver a choice, the driver may choose cash over the paper scrip to skip the paperwork needed to separate tips from fares at the end of a shift.)
- **Can I give or sell my paper scrip to someone else if I do not use it?** No. Senior Scrip is only to be used by the eligible enrolled senior who has been assigned a User ID Number (for use with paper scrip only). Senior Scrip is non-negotiable, non-transferable, and non-replaceable.

Electronic Scrip for Lyft or Uber



- **How do I schedule a Lyft/Uber ride?** The Measure C Senior Scrip Program has joined with the GoGoGrandparent organization to provide our enrolled Measure C Senior Scrip program users access to Lyft and Uber ride services by dialing only one telephone number (1-855-464-6872). Seniors need not own or use a smartphone to order or monitor their ride.
- **How long will I have to wait for my ride?** Driver availability depends on your location, the time of day, and number of other rides being requested. In the majority of cases, your ride will arrive within 5-15 minutes -- **so be ready to leave when you call!**
- **Can I schedule a Lyft/Uber ride in advance?** Yes, but most folks call 15 minutes before they need to leave. We highly recommend you do the same as passengers' plans often change. Note that once drivers are sent to pick you up you cannot cancel without being charged a fee. **See page 3- other Lyft/Uber fees you want to prevent.**
- **How do I pay the Lyft/Uber driver?** You do not pay the driver. Electronic scrip purchases are uploaded by Fresno COG to your individual credit account. GoGoGrandparent will draw the payment from your Senior Scrip/GoGo ride credit account and pay the driver for you.
- **How will I know how much to pay?** GoGoGrandparent will call or email you once your ride is complete with a record of your charges. (Electronic scrip credit can be purchased **only** through Fresno COG by phone or in person.)
- **May I tip the driver from the value of my account?** No. Tips are not figured into the total fare of the Lyft/Uber rides that are booked through GoGoGrandparent and are not required most of the time. Lyft/Uber drivers are not customarily expected to open doors for you or help you into the car, even though the majority will do that for our seniors. If you need help with a walker or wheelchair, or loading and unloading groceries, the driver hailed to pick you up must be made aware of that in advance. Prior to his/her acceptance of your ride please notify the GoGo Grandparent associate of any special needs when you call to order your ride. You may then wish to tip the driver with cash if he/she provides this extra help.
- **Can I give or sell my electronic scrip to someone else if I do not use it?** No. Your Senior Scrip electronic ride credits are to be used by you as the eligible senior and should not be used to hail Lyft/Uber rides for others.

Paper Scrip **for Taxi Cabs & EOC Taxi**

• **I am a Fresno County resident, but I want to travel to Merced, can I use paper scrip for this trip?** Yes. However, the amount of paper scrip you are allowed to purchase may only cover part of the total cost of your trip. Please inquire about taxi fares with the taxi company before scheduling a service. (*Local taxi providers may not be able to pick you up outside of their service area, please inquire before scheduling.*)

• **I am a resident of Kings County; can I participate in the Senior Scrip Program (with paper scrip)?** No. Measure C's Senior Scrip Program is available only to Fresno County residents. Please contact your respective city offices regarding senior subsidy programs that may be available in your area.

• **How do I SIGN UP for the Senior Scrip Program?** You must complete and submit the eligibility form (***Application for Scrip***) along with your proof of age and residency to Fresno COG to become an eligible Senior Scrip User and be able to purchase scrip.

Electronic Scrip **for Lyft or Uber**



• **I am a Fresno County resident, but I want to travel to Merced, can I use electronic scrip for this trip?** Yes. GoGoGrandparent is available wherever there is Lyft and Uber service. However, the amount of electronic scrip you are allowed to purchase may only cover part of the total cost of your trip. Before scheduling a service, please consult with the GoGoGrandparent operator to ensure you have an adequate electronic credit balance needed for your trip.

• **I am a resident of Kings County; can I participate in the Senior Scrip Program (with electronic scrip)?** No. Measure C's Senior Scrip Program is available only to Fresno County residents. Please contact your respective city offices regarding senior subsidy programs that may be available in your area.

• **How do I SIGN UP for the program that allows allow me to order Lyft/Uber rides?** All seniors that are already enrolled as Measure C Senior Scrip Program users will need to complete and submit the Senior Scrip Program ***Application Addendum*** to Fresno COG. Seniors not yet enrolled as Measure C Senior Program users may complete and submit both applications at the same time.

OTHER LYFT/UBER INFORMATION (Including Other Fees)

• **Cancellation Fees from Lyft/Uber rides:** To cancel a ride with Lyft or Uber, call GoGoGrandparent and **press #9 within 2 minutes of accepting the ride, to avoid a cancellation fee.** The amount of cancellation fees is determined by the TNCs (Lyft and Uber) and Measure C Senior Scrip Program and GoGoGrandparent do not have control over those charges. Typically you would be charged \$5 - \$10.

• **No-Show Fees from Lyft/Uber rides:** It is important that you be ready to be picked-up prior to scheduling a Lyft or Uber ride. **A driver can cancel a ride and charge a no-show fee after waiting 5 minutes for you.** The amount of the no-show fee is determined by the TNCs (Lyft and Uber) and Measure C Senior Scrip Program and GoGoGrandparent do not have control over those charges.

• **Finding out your Senior Scrip Electronic Credit balance:**

You can get your current balance by calling GoGoGrandparent at 1-855-464-6872 at any time of any day or by calling Fresno COG Measure C staff during business hours at (559) 233-4148. You may also request to get your balance and ride charges sent to you via email or text. Set that up with GoGoGrandparent any time. Contact GoGoGrandparent to find out about other services they have that may be of value to you.

For more information on the Senior Scrip Program, or to get an application and an order form

Fresno Council of Governments (Fresno COG)

2035 Tulare Street, Suite 201, Fresno, CA 93721 • Phone: 559-233-4148

www.fresnocog.org (to download forms)

email: mcstaff@fresnocog.org

WHERE CAN I OBTAIN AN APPLICATION AND PURCHASE PAPER SCRIP IN PERSON?

<i>Name of Location and Address</i>	<i>Telephone # and Business Hours</i>
CLOVIS CITY HALL 1033 Fifth St, Clovis, CA 93612	(559) 324-2000 8:00 am – 4:30 pm Mon-Fri
CLOVIS SENIOR CENTER 850 Fourth St., Clovis, CA 93612	(559) 324-2750 TTY: (559) 324-2753 8:00 am – 5:00 pm Mon-Fri
REEDLEY COMMUNITY CENTER 100 N. East Ave, Reedley, CA 93654	(559) 637-4203 8:00 am – 5:00 pm Mon-Fri
SANGER CITY HALL 1700 7 TH St., Sanger, CA 93657	(559) 876-6300 Option 1 8:00 am – 5:00 pm Mon-Fri
FRESNO AREA EXPRESS (FAX) MANCHESTER TRANSIT CENTER 3590 N. Blackstone Ave, Fresno, CA 93726	(559) 621-RIDE or 621-7433 8:00 am – 4:00 pm Mon-Fri
FRESNO COUNCIL OF GOVERNMENTS 2035 Tulare St, Suite 201, Fresno, CA 93721 <i>Download applications from www.fresnocog.org</i>	(559) 233-4148 7:30 am – 5:30 pm Mon-Thur 7:30 am – 4:30 pm Friday <i>Closed during lunch 12 noon – 1 pm</i>

***All orders BY MAIL only at Fresno Council of Governments at above address.**

WHAT SERVICE PROVIDER CAN I CALL TO SCHEDULE A SERVICE using Paper Scrip?

TYPE 1 - Taxi Cabs They operate 24/7 and you pay them with paper scrip

<i>Name of Taxi</i>	<i>Telephone #s</i>	<i>Name of Taxi</i>	<i>Telephone #s</i>
A+ TAXI	559-237-7007 559-436-8294	LATINO CAB	559-233-3308 559-266-6611
ALPHA CAB	559-495-1245 559-228-8282	SIERRA VISTA CAB	559-222-5555
BULLDOG CAB	559-485-6000	TAXI ROSA	559-477-3444
CHECKER CAB	559-237-7007 559-436-8294	TAXI SERVICE	559-222-2223 559-266-6666
CITY CAB	559-495-1234 559-228-8282	YELLOW CAB	559-275-1234 559-442-1020
FARETTA CAB	559-434-8888 559-230-1000	AMERICAN EAGLE	559-856-4944 Service to/from SANGER/SELMA
FRESNO CAB	559-301-5579 559-448-7158	GREEN POINT TAXI	559-638-8595 Service to/from REEDLEY

TYPE 2 – Fresno EOC uses vans with wheelchair lifts - you pay them with paper scrip

FRESNO EOC TAXI 559-263-8099  **Mon - _____ 7AM – 7PM**
***Fresno EOC transports eligible seniors that are not on wheelchairs as well**