# City of San Mateo Senior Rides Transportation Program

Are you looking for an affordable alternative to driving? City of San Mateo residents 60 + years old this is for YOU!

**Registration for the program is required** and can be done online, in person, or by mail.

- Once registered, a Get Around membership card will be mailed to your home address within 5-7 business days. You will be able to schedule rides once you have received your card in the mail.
- Schedule your rides in advance or on-demand, 24 hours a day/7 days a week.
- Take **4 one-way trips** or **2 round trips** each month.
- Pay **$5** per one way ride.
- Pay **$2** per one way ride with approved Recreation Fee Assistance.
- Rides must begin OR end in the City of San Mateo.

Register on-line at www.sanmateorec.org. Request a form of the membership form by calling (650)522-7490 or come into any of our recreation centers.

Need assistance or have questions? Please call (650)522-7490 or visit any of our recreation centers.

**Please note, due to rider demand, we currently have a waitlist for new riders.**

**Program Parameters:**

- Rides must begin OR end in the City of San Mateo.
- Cities covered under the $5.00 supplemental fee are limited to: Belmont, Burlingame, Foster City, Hillsborough, Redwood City, San Carlos, the Veteran's Hospitals in Menlo Park and Palo Alto, and Stanford Affiliated Medical Offices.
- Please note that destinations in Palo Alto and Menlo Park are not included in the program with the exception of the Veteran's Hospitals and Stanford Affiliated Medical Offices
- Participants approved for the Recreation Fee Assistance program qualify for a reduced fee of $2.00 per one-way trip.
- If you have not used the service in 12 months, your account will be deactivated and you'll need to reapply.

**Scheduling a Ride**

- Call Serra Yellow Cab at **650-222-2222** to schedule rides. Tell the dispatcher you are a Get Around member.
- You may schedule rides in advance.
- If you have not used the service in 12 months, your account will be deactivated and you'll need to reapply.

**Membership Card**

- You will receive one membership card when you register; it remains active as long as you are enrolled.
- Your card automatically loads **up to 4 one-way rides** on the 1st of each month at 12:01am.
- If your card malfunctions, the driver will still provide the ride for $5 and record it manually. *Extra rides taken due to a malfunction will be deducted the next month.*
- One card covers up to four people (the cardholder plus three others) for the same $5 one-way fare.
- Cards shall not be lent to others.
- Report lost or stolen cards immediately to Senior Center at 650-522-7490.

**Ride Limits & Tracking**

- Unused rides do not carry over into the next month.
- Track your remaining rides by requesting a receipt after each trip. Drivers can check your balance before a ride.
- Dispatchers cannot check card balances.
- Participants pay the $5 fee per one-way ride at the time of travel.

**Ride Experience**

- Wheelchair/scooter-accessible vehicles are available— you must request one when scheduling.
- Pay with cash or credit card.
- Shared rides require all riders to be picked up and dropped off at the same location.
- Service is curb-to-curb; drivers cannot enter buildings.
- Drivers can assist with walkers.
- During peak times, wait times may be 30–45 minutes.

**Travel Outside Program Area**

- For trips to SFO, the program covers travel up to the Burlingame border. After that, the meter resets and you are responsible to pay the remaining fare.
- For travel beyond program boundaries, the program covers travel up to the program boundary way. After that, the meter resets and you are responsible to pay the remaining fare.
- Participants must provide accurate addresses and understand program boundaries.

**Recreation Fee Assistance Program**

- Eligible City of San Mateo residents may qualify for reduced fares at $2 per one-way ride.
- Apply using the Recreation Fee Assistance Program application, available at recreation centers, online at www.cityofsanmateo.org, or by calling 650-522-7490.
- Applications require income documentation and may take up to 5 business days to process.
- Approval is not guaranteed. Participants who are approved will receive a new card with the reduced fare

Need assistance or have questions? Please call **(650)522-7490** or visit any of our recreation centers.