



## Frequently Asked Questions

### Program Parameters:

- Rides must **begin** OR **end** in 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** (see #20 for more details).
- Participants approved for the Recreation Fee Assistance program (see #21 & 22), qualify for a reduced fee of \$2.00 per one-way trip.

### Scheduling a Ride:

1. Who do I call when I need a ride?
  - a. This program is with Serra Yellow Cab only. Participants contact Serra Yellow Cab directly at, **650-222-2222** to arrange for rides. When calling to arrange for a ride, inform the dispatcher you are a member of the **Get Around** program.
2. Can I schedule my rides in advance?
  - a. Yes! A perk of being a **Get Around** member is that you can schedule your rides in advance. Just inform the dispatcher that you are with the **Get Around** Program.

### Membership Card Information:

3. Will I receive a new card every month?
  - a. Participants will receive a **Get Around** Membership card when they register. The card will be active while the participant is registered in the program.
4. Do I have to request to have my 8 trips loaded on to my card every month?
  - a. No, the card will be loaded automatically with up to 8 rides per month at 12:01am on the 1<sup>st</sup> of every month.
5. What happens if my card is declined or if there is a system malfunction?
  - a. 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 **Get Around** 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.*
6. If there is more than one person taking the same ride, do each of us have to use our cards and pay \$5?
  - a. Participants use 1 card and pay \$5 per one-way trip for up to 4 people (the card holder and 3 others).
7. Can I lend my card to a friend if I don't take all 8 rides?
  - a. No, the card is for **Get Around** registered participants only. Please keep your card with you at all times to minimize the potential for fraud.
8. What do I do if my card is lost or stolen?
  - a. If you lose your card or believe it has been stolen, notify Giovana at (650)522-7499 immediately.

### Rides: Maximum, Tracking, & Loading Questions

9. If I don't use all 8 rides, will they carry over to the following month?
  - a. No, the card resets to 8 rides per month at 12:01am on the 1<sup>st</sup> of every month.
10. How can I track the number of rides I have remaining?
  - a. 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.*



## Frequently Asked Questions Continued...

11. Do I have to pay for all 8 rides up front?
  - a. Participants will pay the driver \$5 per one-way trip on the day of the trip after swiping their card.
12. Is there a penalty if I don't take all 8 rides in one month?
  - a. No, there is not a penalty for not taking the 8 rides.

### The Day of your ride:

13. Is the cab wheelchair/scooter accessible?
  - a. Some of the vehicles are wheelchair/scooter accessible. Please inform the operator that you require a wheelchair accessible vehicle when making the reservation.
14. What form of payment can I use?
  - a. Participants can pay with either cash or credit card.
15. My friend lives a couple of blocks away, can the driver pick her up if we want to share a ride?
  - a. If participants want to share a ride, they need to be picked up/dropped off at the same location.
16. I live in an apartment building, will the driver come to my apartment to get me?
  - a. This is curb to curb service. The driver will meet you outside and cannot come into buildings to assist.
17. I need assistance putting my walker in/out of the cab, will the driver help me?
  - a. Yes, the drivers will put the walker in/out of the cab.
18. How long do I need to wait for my ride?
  - a. The drivers will make every effort to arrive at the requested time. Please note, during peak traffic times it may take between 30-45 minutes.

### Traveling outside of the program parameters:

19. Can I use the program to travel to the SFO airport?
  - a. The card and \$5.00 supplemental fee will be honored up to the Burlingame border at which time the meter will be reset and the participant will have to pay the driver the charges incurred during the remainder of the trip to the airport.
20. Can I use the program to travel outside of the program parameters?
  - a. The card and \$5.00 supplemental fee will be honored up to the program borders at which time the meter will be reset and the participant will have to pay the driver the charges incurred during the remainder of the trip. *It is the participants responsibility to provide the correct address to dispatch and know the parameters.*

### Recreation Fee Assistance Program

21. What is the Recreation Fee Assistance Program?
  - a. The Recreation Fee Assistance Program is designed to allow access to all of City of San Mateo residents. For residents with financial hardships, assistance is available to offset the cost of the **Get Around** Program rides. Qualifying residents are eligible for \$2.00 one-way trip instead of the normal \$5.00 fee.
22. How do I apply to receive the Recreation Fee Assistance \$2.00 per Ride card?
  - a. To apply for the Recreation Fee Assistance Program please complete a current Recreation Fee Assistance Program application. Applications can also be picked up at all San Mateo Recreation Centers, online at [www.cityofsanmateo.org](http://www.cityofsanmateo.org), or by calling 650-522-7490.
  - b. Please note, applications will require legal documentation certifying your current income level. Fee assistance approval could take up to 5 business days from date of submission. Submittal of an application is not confirmation of fee assistance and does not guarantee approval for the reduced \$2.00 per one-way ride price. You will be notified by phone or mail should there be additional information required to process your request. If your application is approved you will be notified by our staff and will receive a new card. If your application is denied, please continue using your original **Get Around** Membership card.