Senior Scrip Newsletter – Summer 2022

The sun is shining bright, and the days are heating up as summer begins, inspiring many of us to get out of our homes and enjoy the great outdoors. Your Senior Scrip program is here to help you do just that! As long as you have Paper Scrip coupons on hand or E-Scrip credits in your account, you have the choice to call for a taxi or for a Lyft/Uber driver (via GoGoGrandparent) to get you to your desired destination. For any questions about purchasing scrip, please call us at Fresno COG at (559) 233-4148.

# Understanding your Trip Receipt from GoGoGrandparent

If you have an email address listed with GoGoGrandparent, then you generally get a trip receipt emailed to you after every ride you take. Here is the breakdown and a brief description of those fees:

* Rider Fare – The larger part of the fare is the Rider Fare and most of this fare goes to the driver.
* Marketplace Fee or Service Expense fee, as collected by Lyft/Uber, respectively, is primarily to cover their “operational costs.”
* Temporary Fuel Surcharge - a charge to offset the current high cost of fuel.
* Access for All fee – a charge imposed by the state, but passed on to the user, for failure by Lyft/Uber to provide wheelchair accessible vehicles.
* CA Driver Benefit – This fee is the result of Prop 22, approved by voters in 2020. It classified app-based drivers as independent contractors and it also covers costs of new benefits for the drivers.

# Traveling this Summer?

If you plan to fly, you have two options to get to and from the Fresno Yosemite Airport using either the taxi cabs or Lyft/Uber. The Lyft/Uber drivers are also currently permitted to access the Fresno airport, but you may wish to confirm their access permit status in advance by contacting the Fresno Yosemite Airport at (559) 621-4500.

# Answering frequently asked Questions

# Did you want to schedule a Lyft/Uber ride in advance?

You can schedule a ride as far as 6 months in advance by calling 1(855)464-6872 and Pressing 0 to speak with an operator. Or, if you have a GoGoGrandParent.com user account, you can enter all your ride requests on the calendar that pops up after clicking on “Scheduled Rides” (on the left of the screen). Make sure to to mark “cancelled” on any calendared ride entry that you will no longer need to avoid get charged a “no show” fee.

# Do you find the GoGoGrandparent reporting of your balance confusing?

When GoGoGrandparent (GGG) emails your balance via an emailed receipt or a recorded message, you will often first get “Credits = $0.00” and thereafter, a “Partner Credits” balance. The Fresno COG’s Measure C Senior Scrip program is the “Partner Credits” account. The “Partner Credits” can be used for transportation only. The “Credits = $0.00” account is NOT tied to the Fresno Senior Scrip Program account. It is strictly a GGG account that may be activated by signing up directly with GoGoGrandparent if you wish to use other services offered by GGG such as grocery delivery, meal delivery, medication delivery and home services. For more information on these other services, please visit: [www.gogograndparent.com](http://www.gogograndparent.com)

# Welcoming the new Measure C Services Coordinator!

If you’ve called Fresno COG for any type of assistance with your Senior Scrip program you may have spoken with Esperanza Velazco. Esperanza has been running the program helping seniors with: signing up for Senior Scrip, providing information at various locations, processing and fulfilling Scrip orders both Paper and Electronic for the last 6 years. However, Esperanza will be retiring effective July 29th, 2022, but she's been training her replacement to ensure that the service to Scrip Program participants will not be disrupted. Fresno COG staff that will continue to assist our Senior Scrip program participants are Stephanie, Fresno COG receptionist, and Jake, Assistant Regional Planner, as well as Esperanza’s replacement - Ofelia Abundez.

Welcome our new Measure C Services Coordinator!

As Esperanza prepares for retirement, she has been training the new Measure C Services Coordinator to take on her duties. We’d like to officially welcome the new addition to our Fresno COG team, Ofelia Abundez. Ofelia is a California State University, Stanislaus Graduate who previously worked for the State of California. Ofelia will continue to provide you with the same great service you are accustomed to.