Senior Scrip Newsletter – Fall 2022

As the leaves start to change from vibrant greens to autumn hues and the summer heat begins to cool you may feel the urge to get out and enjoy the beautiful scenery of fall. 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.

# Did you know?

You have the option of purchasing either Paper Scrip or E-Scrip each month. Paper Scrip gives you access to one of the approved taxi companies here in Fresno County. Whereas Electronic Scrip provides access to Lyft/Uber by calling, GoGoGrandparent at 1(855)464-6872. Both Scrip options qualify for the 75% discount. By alternating the type of scrip you purchased you have the opportunity to access either ride option. For more information, visit <https://www.fresnocog.org/measure-c-taxi-scrip/>

# Questions and Answers

## Do I need to tip the Taxi driver at the end of my trip and how much should I tip?

No. You are not obligated to tip the driver, you can tip them if you feel you were provided an excellent service. If you choose to tip the driver, the amount you tip is your decision. Drivers cannot demand, imply, suggest, assume or otherwise receive any additional charge. If a driver violates this rule, please call Senior Scrip at (559)233-4148 ext. 205 and/or ask for Ofelia Abundez when calling.

## Will the Lyft/Uber driver help me to get into their vehicle or provide other assistance?

The answer varies. If you need help either getting in or out of the vehicle or with other tasks, you must notify the GoGoGrandparent Operator when you call to order your ride. Lyft/Uber drivers do not customarily open doors for you or help you into the car.

## Will the driver wait for me if I have to run a quick errand?

The answer varies. For both Taxi and Lyft/Uber is up to the driver's discretion. When requesting your ride please notify the operator/dispatcher of this request.

## Can I use the taxis or Lyft/Uber if I have a walker or wheelchair? Will someone help me in and out of the car if I do?

Yes. If you can transfer yourself into the car without assistance, walkers and folding wheelchairs are no problem. For future reference, tell the person you are requesting your ride from that you have a walker or wheelchair so that they can be prepared. This applies to both the Taxi driver and/or GoGoGrandparent Operator.

## Can I tip the driver from my E-scrip account?

**No**. However, you may tip the driver with cash. Lyft/Uber drivers do not customarily open doors for you or help you into the car. If you need help with loading and unloading groceries, you must notify the GGG associate when you call to order your ride. If the driver provides you with any special assistance, you will be expected to tip the driver

## Can I register to purchase E-scrip through the gogograndparent website myself?

No. You must register and pay through the Senior Scrip program. By paying through our program, you are automatically given the 75% discount. If you pay through GoGoGrandparent, you will not receive the discount. Senior Scrip will give you the discount for your Lyft/Uber trips, whereas GoGoGrandparent will help you book those trips and spend your E-scrip.

# Explaining Surge Charges and how they affect your Trip Fare

## What are Surge Charges?

During high demand, prices may increase to help ensure that those who need a ride get one. The system is called "Surge Pricing." GoGoGrandparent's website writes that "Licensed and authorized Transportation Network Companies (TNC's) fares may change to encourage more drivers to come onto the road. This change is calculated automatically based on how many requests were made in a specific location in the prior two minutes."

## How do I avoid Surge Charges?

To avoid Surge Charges, it is advised to call again in 10-15 minutes and ask if the prices have returned to a normal fare rate before scheduling a ride. GoGoGrandparent writes, "Peak demand is recalculated rapidly, so usually by waiting just 5 - 10 minutes it’ll go away."

## How can I tell if I have been charged a Surge Charge?

If a Senior Scrip user is speaking with an operator, they will be advised of the "surge" and will ask if they wish to proceed before the trip is ordered. This is the same if the member is ordering through the Interactive Voice Response (IVR) system, an automated telephony system. The only case when a member will not be advised and the system will automatically order the ride regardless, is if they requested this as a "scheduled ride." Meaning they confirmed they do not want to receive the notification and accept any charge (normally done when an important trip is scheduled).

# Here is the updated list of Senior Scrip Taxi providers:

* Alpha Cab joins us as another approved Senior Scrip provider alongside A+ Taxi, both are fluent in English, Punjabi and Hindi.
* Fresno EOC Taxi now asks riders to schedule 48 hours in advance and offer translators in English, Spanish and Hmong. They are the only Taxi provider that is wheelchair equipped.
* Faretta Cab and Yellow Cab are no longer approved Senior Scrip taxi providers, do not contact them for trips using Paper Scrip.

*This taxi list is subject to change as Taxi companies either join or end their contract with the cities they work in and service. Senior Scrip also reserves the right to add or end our contract with a Taxi provider at our discretion.*