

Bernalillo County Transportation Resources

May 1, 2019

This document is available in the <u>SHARE Library</u>. Keyword search on title.

Contact: Karen Navarro at Karen@ShareNM.org

Contents

City of Albuquerque Transit – ABQ RIDE	.1
Bus Passes	.1
Sun Van Paratransit Service	.2
Guaranteed Ride Home	.3
Retail Gift Cards for Gas	
Rio Metro Regional Transit District Programs	
Job Access	
New Mexico Rail Runner Express	
Pace ABQ Bike Share/Bike Storing	
Rio Metro Regional Transit District Bus Service	
Rio Rancho Dial-a-Ride	
Valencia County Dial-a-Ride	.5
Pueblo of Isleta Dial-a-Ride	.5
Non-Emergency Medical Transport	.6
Ambulance Medical Response (AMR)	.6
MyRide Non-Emergency Medical Transportation (statewide)	.6
Health Care Providers	
Western Sky Community Care	. 6
western sky community care	
BlueCross BlueShield of New Mexico	. 6
BlueCross BlueShield of New Mexico	.6
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS)	.6 .6
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS) UnitedHealthcare	.6 .6 .6
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS) UnitedHealthcare Molina Healthcare of New Mexico	.6 .6 .6
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS) UnitedHealthcare Molina Healthcare of New Mexico Lovelace Health System UNMH Care Management Department of Senior Affairs Transportation	.6 .6 .6 .7 .7
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS) UnitedHealthcare Molina Healthcare of New Mexico Lovelace Health System UNMH Care Management Department of Senior Affairs Transportation Catholic Charities Senior Transportation Services	.6 .6 .6 .7 .7
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS) UnitedHealthcare Molina Healthcare of New Mexico Lovelace Health System UNMH Care Management Department of Senior Affairs Transportation Catholic Charities Senior Transportation Services Free Community Shuttle Service	.6 .6 .6 .7 .7 .7
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS) UnitedHealthcare Molina Healthcare of New Mexico Lovelace Health System UNMH Care Management Department of Senior Affairs Transportation Catholic Charities Senior Transportation Services Free Community Shuttle Service Ride Share Services	.6 .6 .6 .7 .7 .7
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS) UnitedHealthcare Molina Healthcare of New Mexico Lovelace Health System UNMH Care Management Department of Senior Affairs Transportation Catholic Charities Senior Transportation Services Free Community Shuttle Service Ride Share Services Uber Gift Card	.6 .6 .6 .7 .7 .7 .8
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS) UnitedHealthcare Molina Healthcare of New Mexico Lovelace Health System UNMH Care Management Department of Senior Affairs Transportation Catholic Charities Senior Transportation Services Free Community Shuttle Service Ride Share Services Uber Gift Card American Cancer Society Transportation for Cancer Patients	.6 .6 .6 .7 .7 .7 .8 .8
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS) UnitedHealthcare Molina Healthcare of New Mexico Lovelace Health System UNMH Care Management Department of Senior Affairs Transportation Catholic Charities Senior Transportation Services Free Community Shuttle Service Ride Share Services Uber Gift Card	.6 .6 .6 .7 .7 .7 .8 .9 .9
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS) UnitedHealthcare Molina Healthcare of New Mexico Lovelace Health System UNMH Care Management Department of Senior Affairs Transportation Catholic Charities Senior Transportation Services Free Community Shuttle Service Ride Share Services Uber Gift Card American Cancer Society Transportation for Cancer Patients The NM Child Safety Seat Distribution Program	.6 .6 .7 .7 .7 .7 .8 .9 .9
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS) UnitedHealthcare Molina Healthcare of New Mexico Lovelace Health System UNMH Care Management Department of Senior Affairs Transportation Catholic Charities Senior Transportation Services Free Community Shuttle Service Ride Share Services Uber Gift Card American Cancer Society Transportation for Cancer Patients The NM Child Safety Seat Distribution Program Angel Flight West BikeABQ	.6 .6 .7 .7 .7 .8 .9 .9 .9 .9
BlueCross BlueShield of New Mexico Presbyterian Health Services (PHS) UnitedHealthcare Molina Healthcare of New Mexico Lovelace Health System UNMH Care Management Department of Senior Affairs Transportation Catholic Charities Senior Transportation Services Free Community Shuttle Service Ride Share Services Uber Gift Card American Cancer Society Transportation for Cancer Patients. The NM Child Safety Seat Distribution Program Angel Flight West BikeABQ	.6 .6 .7 .7 .7 .8 .9 .9 .9 .0

City of Albuquerque Transit – ABQ RIDE

ABQ RIDE Customer Service Center: 243-7433 (V/TTY)

Located at Alvarado Transportation Center, 100 First St. SW

In person windows and lobby: Monday-Friday, 8 am to 5 pm

Phone: Monday-Sunday, 8 am to 5 pm

Sun Van reservations by phone: Monday-Sunday, 8 am to 5 pm

For bus schedule questions, call 311 or visit website: <u>https://www.cabq.gov/transit/routes-and-schedules</u>

Bus Passes

Any organization serving low-income individuals that would like to apply to become an Indigent bus pass vendor for one day and/or 31-day Indigent bus passes can call 311 and make that request. The ABQ RIDE Finance Department will call back and ask the organization's representative to meet with their staff person and complete an application. This application will then be reviewed by the Director of ABQ Transit and the organization will be informed whether or not they have been approved to become a vendor.

Children under age 10 ride free when accompanied by a paying adult. **Veterans** ride free on ABQ Transit buses with a VA medical card.

Most of the social services and healthcare agencies/organizations contacted do provide Indigent passes (one day and/or 31-day) to their clients who are in their programs, but most do not sell them or provide them free to the public.

One day bus passes (unlimited rides the day you use the pass)

One day bus passes cost \$2 to the public.

ABQ Transit offers one day passes to their bus pass vendor agencies only for \$1 apiece to give to Indigent individuals.

Many agencies give passes to the clients they are case managing. Here are the passes for clients who are not directly working with case managers:

- Albuquerque Healthcare for the Homeless client advocates give out 100 one day passes per day M-F.
- APD COAST gives out one day passes on outreach.
- Central United Methodist Church gives out 100 passes daily during their Helping Hands ministry: 9:00 10:30 Wednesday, Thursday, Friday only (along with coffee, clothing and toiletries; restroom and phone available during this time).
- First Nations Community Healthsource (FNCH) Homeless Outreach Program (HOP) gives out 5 one day passes daily.
- HopeWorks Day Shelter no longer gives out one day passes in the Day Shelter.
- The Rock at Noon Day does not give out one day passes.

31-day Indigent Bus Passes (the 31 days starts the first day you use it)

- ABQ Transit offers these passes only to their bus pass vendor agencies to give away or sell at cost.
- St. Vincent de Paul Clearinghouse (SVdP) sells Indigent passes.
- Salvation Army sells 200 to very low-income individuals beginning the first of the month for \$10 at two sites: 1) Monday and Friday only they sell passes at their 501 Broadway SE office (this location will only be open those days for bus passes and food boxes, but not financial assistance); and 2) Monday-Friday at 4301 Bryn Mawr Dr. NE (main office). The hours at both locations are 9:00 to 11:30 am and 1:00 to 3:30 pm. Family Services phone number is 872-1171, ext. 8.
- HopeWorks Behavioral Health sells 400 passes monthly (limit 2 per person who's buying them) and they usually run out 1 to 2 weeks each month (mid-month usually).

- The Rock at Noon Day is no longer a vendor for passes to sell or give away.
- Goodwill Industries only sells passes to their employees who qualify for Indigent passes, not to the public.

Silver 31-day Bus Passes (\$12) are only for persons with disabilities or who have a Medicare card or who are 62+ years old. The pass is not activated until used and is valid for 31 days.

You can purchase these Silver passes at ABQ Transit Customer Service Center on 1st Street or at any Albertson's after you have obtained an Honored Citizen's ID.

To obtain an Honored Citizen ID, if you are age 62+ you only need to show your photo ID and pay the \$2 fee. The Honored Citizen ID is valid for 1 year, after which you can re-apply.

If you are under 62, you can download the application (<u>https://www.cabq.gov/transit/tickets-passes/honored-citizen-discount</u>) or go to ABQ RIDE Customer Service Center window or lobby and request it. Next, provide your complete application and if you:

- are on Medicare, you must show your Medicare card and your photo ID and pay \$2.
- are not on Medicare and are under age 62, and have a disability which results in your being mobility impaired, you must have the application signed by a medical provider and pay \$2.

Once you have your Honored Citizen (picture) ID, you can either pay 35 cents each ride or you can purchase a 31-day Silver pass for \$12.

Student passes (\$12) for students age 10 through High School.

Middle and High School students can ride for 35 cents each ride by showing proof of being a student (eg., a valid school ID).

To purchase a \$12 Student bus pass, the student must show a current school class schedule (or other proof of being a student).

College/Vocational passes (\$12).

For college and vocational school students, a current school class schedule must be provided when purchasing a \$12 College/Vocational bus pass.

Summer Youth Pass (June 1 – August 31). These will be provided free to vendors selected by ABQ RIDE who will be given the passes by mid-May.

Sun Van Paratransit Service

Sun Van, ABQ RIDE's paratransit service, provides accessible transportation to persons residing in or visiting the metro area whose impairment makes it impossible to ride the fixed route service. Sun Van provides origin-to-destination service to and from any address in Albuquerque and most of Bernalillo County. Door to Door service is also available upon request at time of reservation. All permanent riders must be ADA-certified through an interview process at the Transit Department Administrative Offices at Alvarado Transportation Center, 100 First St. SW (phone no.: (505) 243-7433). Applicants must fill out an application form and either drop it off at the Transit Department Administrative Offices or fax the application to (505) 212-0131 or mail it to:

ABQ RIDE Sun Van Applications 100 First SW Albuquerque, NM 87102

Service hours are the same as the fixed-route service.

Advance reservations are required: reservations are accepted 3 days in advance when made Saturday through Thursday; on Fridays, reservations are accepted 5 days in advance. Sun Van reservations by phone: Monday-Sunday, 8 am to 5 pm

The fare is \$2 for each one-way trip, which can be paid for with coupons (10 per book) or cash. Coupons are available at ABQ RIDE or call 243-7433 (V/TTY) for other sales locations. (Call (505) 724-3151 or email spgarcia@cabq.gov to find out about visitor eligibility and allow 2 business days for a response).

Guaranteed Ride Home

Guaranteed Ride Home is a form of insurance for commuters who regularly use alternative modes of transportation instead of the Single Occupancy Vehicle (SOV). You must register for this service. When you choose to carpool, vanpool, ride the bus, bike, or walk to work or school at least 3 times a week, you will not be stranded should an emergency arise. In case of an emergency, this program gives you a free ride to your destination(s).

If an emergency arises while you are at work or school, or if you miss your usual ride home due to unforeseen emergencies, just dial the quick ride dispatch number you are given upon registering. A driver will be sent to pick you up and drop you off at your destination. All you need to do is fill out the voucher provided by the driver.

Guaranteed Ride Home only provides trips within the ABQ RIDE bus route service area.

Hours of operation: Monday – Saturday, 5:30 am to 10:00 pm; Sunday, 7:00 am to 7:00 pm. Register online: <u>http://www.cabq.gov/transit/transit-programs-projects/guaranteed-ride-home</u> or call (505) 724-3115.

Retail Gift Cards for Gas

Retail cards useable for gas can be purchased at Wal-Mart (Sam's Club), Smith's and Giant-Conoco. Giant-Conoco sells a debit retail card which can be credited for the amount of money the organization wishes to provide to their client. \$25 is an ideal standard amount, as the client can be given more than one if their gas needs are greater. There is no restriction on any of these cards (they can be used for any retail goods within that store) but all of these retail outlets sell gas and you can encourage your client to only purchase gas with it, as gas assistance is extremely hard to find.

Rio Metro Regional Transit District Programs

The Rio Metro Regional Transit District is the primary regional transit provider for Bernalillo, Sandoval and Valencia counties, offering transit service between municipalities and across county lines. Website: www.riometro.org

Job Access

Job Access Reverse Commute (JARC) is a program that provides curb-to-curb transportation for qualified lowincome residents to get to and/or from a job site or job-training program (and/or job-related training) and/or child care required for a job and/or job-related training in the Albuquerque area. JARC provides ADA accessible transportation for individuals with disabilities to get to and from work.

Rio Metro Regional Transit District Office, 809 Copper Ave NW – phone no.: (505) 843-1930; fax no.: (505) 247-1753 (Attn: Job Access Program)

Email: <u>JAccess@mrcog-nm.gov</u>

Eligibility and Documentation required to apply:

Income: Currently receiving TANF or proof of income at <u>150% Federal Poverty Level (2019)</u> AND

You must live in Bernalillo County

Submit those proofs plus your state ID, Social Security card and proof of employment when you apply. Details on acceptable documentation are on the application form.

Transportation will only be provided if:

- Bus service is not available
- A bus stop is more than a quarter of a mile away from your home or your destination
- It takes one and one half hours or more to get to your home or your destination using public transportation.

Job Access application in English or Spanish is available at <u>http://www.nmrailrunner.com/247/Do-I-Qualify</u> (If needing an alternate form (e.g., Braille, large print, audio), contact Customer Service at 1-866-795-7245 or visit web page to download application.)

You may be referred to Job Access by a staff member of a low-income or TANF agency who can fax your application with required documentation or drop it off with you or for you at the Job Access Program office, OR, you may fax your application with the required documentation or drop it off at the Job Access Program office. The latter is preferable because the photo in a faxed copy of photo ID is not always clearly visible, and if you drop your complete application off, you can verify in person that you have everything Job Access staff needs (such as valid proof of employment).

If the paperwork is acceptable, you (or the staff member helping you) will be contacted to set up an interview appointment for you. The application process can take 1-2 weeks.

If approved, you will be covered for 3 months; you will be given free taxi rides for the first 60 days to and from employment/training/child and can be re-certified at the end of the 3 months. (Fare information after 60 days is detailed on the application).

If approved, you will also be given a 31-day Gold bus pass if you need to ride the bus for a portion of your work or job training activities.

New Mexico Rail Runner Express

Daily rail service between Belen and Santa Fe. See website for details: <u>http://www.nmrailrunner.com</u> Fare information (including reduced fares): <u>http://www.nmrailrunner.com/232/Train-Fares</u> Children 9 and under and Veterans with a VA medical card, VHIC report (with another form of ID), or a Rio Metro Freedom Pass can ride the New Mexico Rail Runner Express ride free. You can purchase tickets with the ticketing app (see website), online, or on the train. Schedule information: <u>http://www.nmrailrunner.com/184/Train</u>

Pace ABQ Bike Share/Bike Storing

Pace ABQ Bike Share is open to anyone 18 years of age or older. Eligible participants must have a valid credit or debit card to become a member. Once you have downloaded the Pace app (Apple/Android), you can find bikes near you in the Pace app. When you enter the bike number into the app, the lock will pop open. Unplug the security cable and hop on.

With Pace ABQ, riders can rent one of the 250 bikes from any one of 50 dedicated Pace ABQ bike racks, or from any public bike rack available throughout the city of Albuquerque.

Bikes are welcome on all New Mexico Rail Runner Express trains and Rio Metro buses (excluding gas powered bicycles, mopeds and scooters). Space is limited on Rail Runner, so you are encouraged to lock your bike in a bike rack or bike locker at a rail station if you don't need your bike at the other end of your journey. Bike lockers are available at most Rail Runner stations.

Rio Metro Regional Transit District Bus Service

The Rio Metro Regional Transit District provides bus service to and from areas in Bernalillo, Sandoval and Valencia Counties, including Pueblo of Isleta. See website for details: <u>https://www.riometro.org/177/Bus</u>

Rio Rancho Dial-a-Ride is a weekday door-to-door transportation service for Rio Rancho residents 62 years of age and older, and for disabled adults 18 years of age and older. This service is for Rio Rancho residents only and you must be registered to use the service. All Dial-a-Ride passengers must complete an application form and be a Rio Rancho resident, with a physical address in Rio Rancho. Staff will ask for proof of residence. Service area: a) Rio Rancho city limits; b) Albuquerque (for medical appointments only) - one morning trip to Albuquerque and one afternoon trip to Rio Rancho daily (call for details); c) Cottonwood Mall Area (Includes the NW Transit Center).

Rides must be reserved a minimum of 24-hours in advance. Call (505) 994-1608; TTY (505) 891-1129, between 7 am and 4 pm. Bus schedules fill up quickly, so it is best to call several days in advance to schedule your ride. Reservations are accepted up to 2 weeks in advance.

Passes are available for purchase a) on the bus; b) Rio Metro Sandoval County Office (1500 Idalia Rd. NE, Building C); c) Meadowlark Senior Center, 4330 Meadowlark Ln. SE, Rio Rancho. See <u>website</u> for fares (including reduced fares).

<u>VA medical cards / Rio Metro Freedom Passes</u> are valid for Dial-a-Ride services in Rio Rancho and Valencia County.

Valencia County Dial-a-Ride is a weekday curb to curb transportation service. *There are no eligibility requirements.*

Rio Metro Regional Transit District operates Dial-a-Ride service to connect communities in Valencia County. Valencia County Dial-a-Ride can accommodate the general public, including seniors and people with disabilities. Dial-a-Ride can also bring you to a New Mexico Rail Runner Express station.

Rides must be requested by 12 noon one business day in advance. Call (505) 352-3595 between 8 am and 5 pm. For Monday rides, requests must be made by 12 noon on the Friday before.

Available to anyone traveling throughout Valencia County, including Belen, Bosque Farms, Los Chavez, Los Lunas, Peralta, Rio Communities, and Tomé.

Passes are available for purchase a) on the bus; b) Rio Metro Valencia County Office, 101 Courthouse Rd. SE, Los Lunas. See <u>website</u> for fares (including reduced fares).

<u>VA medical cards / Rio Metro Freedom Passes</u> are valid for Dial-a-Ride services in Rio Rancho and Valencia County.

Pueblo of Isleta Dial-a-Ride is a weekday curb to curb transportation service available to people traveling within the Pueblo of Isleta, including trips to the ABQ RIDE Route 53 bus stop on NM 314, and any destination within the limits of Los Lunas, Bosque Farms and Peralta.

Trips must originate in the Pueblo in order to qualify for a return trip to the Pueblo on the same day. Rides must be requested by 12 noon one business day in advance. Call (505) 352-3595 between 8 am and 5 pm. For Monday rides, requests must be made by 12 noon on the Friday before.

Pueblo of Isleta Dial-a-Ride passengers will not be charged a fare. Instead, the Pueblo has arranged to pay all fares.

Non-Emergency Medical Transport

Ambulance Medical Response (AMR)

Medical transport by ambulance to scheduled medical appointments (facility to facility or facility to home on discharge), pre-authorized by the treating physician/medical professional (including nurse, social worker or discharge planner). Prefer 24 hour or more notice. They accept all insurances, including Medicaid, Medicare and private insurance. Dispatch number is 505-291-1111.

MyRide Non-Emergency Medical Transportation (statewide)

Email: info@myridenemt.com

Transportation for ambulatory patients to and from doctor's appointments or pharmacy in town or out of town, anywhere in New Mexico. Should reserve 24-48 hours in advance. No wheelchair lifts. Insurance coverage includes Presbyterian, Western Sky and Blue Cross, Blue Shield-NM.

Health Care Providers

Western Sky Community Care

Centennial Care Health Plan members are covered for rides to providers for appointments for medically necessary services. Call 1-844-543-8996, ext. 2 (member services), then ext. 1 (transportation). Call Monday-Friday, 8:00 am to 5:00 pm to reserve a ride. Must call 3 business days in advance of ride.

BlueCross BlueShield of New Mexico (BCBSNM)

Centennial Care members and dual-eligible (Medicare/Medicaid) are covered for medical transportation services through BCBSNM contractor, LogistiCare. Trip must be medically necessary (eg., doctor appointments, dialysis, counseling). To reserve a ride, call 1-866-913-4342, M-F 8-5; Hearing Impaired (TTY): 1-866-288-3133. Must reserve 3 business days (72 hrs.) in advance (not counting holidays). Stretcher service provided if needed.

Presbyterian Health Services (PHS)

Medical transport for PHS Centennial Care and dual eligible (Medicare/Medicaid) members through contractor, Superior Medical Transportation (SMT). Rides to medically necessary appointments. (To determine eligibility for this service, first contact PHS at (505) 923-5200 and have your account with them verified). You can either call PHS or call SMT, (505) 341-0042, to reserve a ride. 48 hour notice required. (Can book a ride online 3 business days in advance (see SMT website for <u>MyRide</u> info).

UnitedHealthcare

Medical transportation for members who are dual eligible (Medicaid/Medicare) or have UnitedHealthcare Medicare Advantage. Call (866) 393-0208 x2 to reserve a ride. Must reserve ride 3 business days in advance.

Molina Healthcare of New Mexico

Only Molina Options Plus (Medicare Advantage) members are covered for transportation. Call 888-593-2053 to reserve a ride.

Lovelace Health System

Medical transportation is covered by the patient's own insurance.

UNMH Care Management

Office is next to the Subway at UNMH; phone number is 272-2328. UNMH Care Management provides Indigent passes (one day and/or 31-day) to their hospital and clinic staff at UNM clinics to give to their clients (eg., RN case managers, discharge planners and other social workers and direct services staff).

This office can arrange Medicaid authorized transportation for their patients who reside in Bernalillo County for an appointment at UNMH or a UNM clinic.

Cab vouchers may be provided from this office for a patient leaving the hospital with no resources who is ambulatory; other transportation arrangements can be made if the patient is not ambulatory.

Native American Health Services (1st floor of UNMH between Urgent Care and Admitting) provides free one day passes only to non-Medicaid enrolled Native Americans who were seen in UNMH Urgent Care.

[Also see "Angel Flight West" and "z-TRIP of Albuquerque" below; both resources provide medical transport and non-medical transport.]

Department of Senior Affairs Transportation

1620 1st Street NW, phone no.: (505) 764-6464

Curb-to-curb van transportation within Bernalillo County (including outside the city limits of Albuquerque) is provided to individuals age 60 and older. Reservations are required for this service. Call 7 days in advance for medical appointments; 3 days in advance for non-medical trips. Note: picking up a prescription or going to a pharmacy would be regarded as a non-medical trip. You will need to say the physical address of your destination every time you request a ride (even if it is a hospital). ADA-Accessible vehicles are available (when you call to request a ride, tell them if you are in a wheelchair and whether you are ambulatory or need a wheelchair lift). Rides are offered Monday - Friday, 7:30 am - 4:00 pm.

Catholic Charities Senior Transportation Services

Catholic Charities' senior transportation program helps seniors age 60 and over access medical appointments, business/government offices and food resources. The service is not income restrictive. It is free; donations are accepted but not required. Registration is required. Please give a week notice to allow coordination of volunteer drivers. Call (505) 724-4659.

Free Community Shuttle Service

Provided by the VIC (Veterans Integration Center): phone no. is (505) 569-3530 Hours: Monday to Friday, 7 am to 3 pm

Free shuttle service to those in the community *who have difficulty accessing services due to limitations with transportation.* The Shuttle is intended to supplement existing public transportation. Utilizes a 10-passenger bus (with wheelchair access for 2 wheelchairs) to transport riders. Available to all in need: veterans and non-veterans.

Regular route: Good Shepherd Center and Steelbridge; ATC (1st and Central); AHCH; Noon Day; Coronado Park; HopeWorks; Storehouse; Downtown Library; and Social Security Office. You can request a stop at: Barelas Community Center or Johnny Tapia Community Center; Barrett House; VA Medical Center; MATS; or UNM Pharmacy.

Ride Share Services

Both **Uber** and **Lyft** are available in Albuquerque, and require downloading the app on your smart phone and providing your credit card information or gift card number.

Uber Gift Card

Available for purchase online and at retail outlets such as Smith's (\$15-\$500 one-time loadable cards), Target (\$25 and \$50 cards), Albertson's (\$25 cards, \$50 cards and \$15-\$500 one-time loadable cards), and Best Buy (\$25 cards and \$15-\$500 one-time loadable cards). This is a resourceful use of Uber gift cards by one health organization for their patients:

Kim Krupnick, Director of Health Education and Community Engagement at La Familia Medical Center in Santa Fe said they have one work cell phone with the Uber app downloaded that is given to one designated staffperson. One Uber gift card at a time is loaded onto this phone so that no credit card has to be used. Any staffperson authorized to request an Uber ride for their client can contact this designated staffperson, who then orders the ride for the client.

GoGoGrandparent: https://gogograndparent.com/

You sign up with them online and provide your credit card information. Then they are the dispatcher to Uber or Lyft (your choice) whenever you need a ride (or the person for whom you set up the account).

An individual can be on the account or a couple (but it is simpler to have each individual in a couple have their own account so there is no confusion about whose phone number is being contacted when a ride is scheduled).

The way it works is that once the rider is signed up, all he/she has to do is call the GoGoGrandparent number, 1-855-464-6872, to request a ride, say where he/she wants to be picked up and the destination address. The rider is provided with a description of the Uber or Lyft driver and vehicle.

GoGoGrandparent then sends an alert text to the authorized person for that account (which can be the person requesting the ride or a relative who set it up for him/her) and dispatches either Uber or Lyft to pick the rider up.

After the rider is at his/her destination and is ready to arrange a ride home, he/she again calls the 1-855-464-6872 and requests a ride back. If he/she wants to go back to where he/she was picked up, then he/she can press "2" and that automatically tells the dispatcher to return the person to where the trip originated.

From GoGoGrandparent website: "Walkers and foldable wheelchairs are no problem, as long as you can transfer yourself into a car without assistance. We can attempt to check with drivers that they're comfortable accommodating ambulatory equipment. Let any of our phone operators know and they'll add the appropriate notation to your account."

GoGoGrandparent charges a concierge fee of 27 cents/minute from the start of the ride plus the vendor's fare. The charges show up on the account holder's credit card bill.

Note: Anyone can set up an account, including a relative or an agency/organization, and the person(s) utilizing the ride service simply needs to call 1-855-464-6872 to request the ride, or the account holder can call to request the ride.

American Cancer Society Transportation for Cancer Patients

A volunteer driver provides free transportation to doctor and treatment appointments for current cancer patients. Call 1-800-227-2345 to request a ride. This is a statewide 24/7 helpline for transportation request or other help (such as discussing your diagnosis). If a volunteer is not available, the American Cancer Society will guarantee you a ride to your medical appointment. They also have some funding to pay for lodging if the appointment is outside of the area where you live.

In addition, patients at any of these cancer centers should ask about availability of transportation assistance from the center if they need transportation assistance: New Mexico Cancer Center; UNM Cancer Center; Presbyterian Cancer Center; and Lovelace Cancer Center.

The NM Child Safety Seat Distribution Program

Administered by the non-profit, Safer New Mexico Now

Child Safety Seats: Reduced cost and safety instructions.

Visit website: www.safernm.org or call 1-800-231-6145 for info.

The <u>NM Child Safety Seat Distribution Program (NMCSSDP)</u> is a program funded by NMDOT Traffic Safety Division (TSD), and administered by Safer New Mexico Now (Safer).

Reduced cost car seats are available (for \$20). (It is up to each fitting station whether or not to waive this cost for anyone in dire need.)

See FAQ (click tab) about child safety seats: <u>www.safernm.org</u>

For fitting stations and free clinics (where you can also purchase a car seat), click on the "Fitting Stations and Free Clinics" tab at <u>www.safernm.org</u> and then click on "Child Safety Seat Fitting Station Schedule" and call the phone number provided to make an appointment at a particular fitting station.

Angel Flight West

www.angelflightwest.org

(310) 390-2958. Or toll-free: 1-888- 426-2643

Angel Flight West is a nonprofit, volunteer-driven organization that arranges free, non-emergency air travel for children and adults who need medical treatment or other compelling needs such as relocating because of domestic violence. Flights are conducted in small, private aircraft and typically are between 100 and 1,000 miles. Volunteer pilots cover all flight costs. Requirements: 1) Patients must be able to walk on their own and sit up for the duration of the flight; 2) if the trip is for medical treatment, a medical release is required from the patient's physician indicating that he or she is able to fly safely; and 3) five business days' notice to schedule the flight. A companion or two can be accommodated depending on the needs of the passenger. Request form is online or you can call to make a request.

BikeABQ

BikeABQ is a nonprofit organization with over 360 members that engages cyclists through advocacy, education and outreach throughout the city.

Website: <u>http://www.bikeabq.org</u>

Offers bike resource guides (including printable bike maps); safety workshops and classes, including Street Skills classes; Safe Routes to Schools programs; and bike swaps.

Contact Email: board@bikeabq.org

Taxi Cab Companies

ABQ Taxi Service (505) 907-7861 <u>http://www.abqtaxi.com/</u> Hours: 24/7 - 7 days/week They accept cash or debit card or credit card.

Provides taxi service anywhere within Bernalillo County and statewide ("to most locations throughout New Mexico"), including to and from ABQ International Sunport. Costs: \$2.95 "drop fee" (.ie., it costs \$2.95 for them to show up at your location); 26 cents waiting charge for every 30 seconds when they pick you up; \$2.60/mile; \$27/hour charge for long trips.

zTrip of Albuquerque (formerly "Yellow Cab of Albuquerque")

(505) 247-8888 <u>www.ztrip.com/new-mexico/</u>

Hours: They accept cash or debit card or credit card.

Provides taxi service anywhere within Bernalillo County and statewide.

Call, use the zTrip App, or book on website, or hail a cab on the street.

Provides non-medical and medical transport: curbside service with wheelchair lift. Client calls back from destination for pickup within 2 hours.

Costs: \$2.95 drop fee (cost to hire); \$28.00/hour waiting fee (when they pick you up); \$2.61/mile; different rates for long trips (call to inquire).

Other Cab Services include:

- ABQ Metro Taxi Service, 24/7, (505) 450-8580 (\$2.95 to hire; \$2.60/mile; 26 cents per 35 seconds waiting charge); areas served: Albuquerque metro area(& Bernalillo County), southwest Santa Fe County and northwest Torrance County
- > ABQ Green Cab, (505) 243-6800 (\$2.60/mile; \$2.94 pickup fee)