



MEASURE C "SENIOR SCRIP"

Revised: July 2025

"Frequently Asked Questions and Answers" about the Measure C Senior Scrip program

What is the "Measure C Senior Scrip" program?

"Senior Scrip" is a Measure C funded program that provides alternative, reliable, and affordable transportation to Fresno County residents 70 years of age and older. Eligible seniors receive a 75% discount on vouchers or credits to pay for transportation fares by purchasing and using "Scrip." "Scrip" is sold as either "Paper Scrip" to pay for taxi fares with approved Taxi or Non-Emergency Medical Transportation providers and "Electronic Scrip" or "E-Scrip" for Lyft-Uber rides scheduled through GoGoGrandparent.

How does the Senior Scrip Program work?

Each month, seniors will have a choice to purchase "Paper scrip" which are paper vouchers that can be used to pay for transportation fares with approved taxi or Non-Emergency Medical Transportation providers or "Electronic scrip (E-Scrip)" which are digital credits that can be used to pay for Lyft/Uber rides scheduled through GoGoGrandparent. Eligible seniors can purchase "Scrip" in increments of \$5.00 for the value of 20 Scrips and can purchase up to the maximum amount of \$50.00 for the value of 200 Scrips. Each Scrip is equivalent to \$1.00, but through the "Measure C Senior Scrip" program, you only pay \$0.25 per Scrip. This is a 75% discount!

Paper Scrip *for Taxis*

What is Paper Scrip?

Paper Scrip is a voucher accepted by approved Taxi providers. Paper Scrip is sold in "booklets" of 20 individual scrips bundled together. Users pay only a quarter of the Paper Scrip value, so each "booklet" costs users \$5.00. Scrips can be used like cash to pay for taxi service fares and tips only.

Where do I buy paper scrip and how much can I buy?

Paper Scrip can be purchased: online at seniorscrip.org, over the phone with Fresno COG, mail-in order, or in-person at one of the various "Vendor" locations throughout Fresno County. Seniors can purchase up to 200 Scrips (Paper or Electronic) for the cost of \$50.00. The purchasable amount of Scrip resets the first day of each month.

How do I schedule a taxi ride?

To schedule a ride, call one of the approved taxi providers from the list and let them know you are paying for the fare with Paper Scrip. Senior Scrip users are responsible for scheduling, changing, and cancelling your own trip reservations. Not all Taxi companies operating in Fresno County accept Paper Scrip as a form of payment.

When are taxi rides available?

Taxi cabs are available most hours and days of the week. Users should call one of the approved Taxi providers before their appointment and ask if they operate at your needed appointment date and time. Senior Scrip does not control when the Taxi providers' business operation hours.

Paper Scrip for Taxis

Does my paper scrip expire?

No. All purchased scrip does not expire. Scrip does not need to be used in the same month it is purchased. All purchased Scrip (Paper or Electronic) can be used at your convenience.

Can someone else ride with me?

Yes. Other people may accompany you at no extra charge, as long as the passenger limit does not exceed 4 passengers.

How long will I have to wait for my ride?

Your waiting time for your taxi provider should not be more than 20 minutes. If a taxi provider is later than 20 minutes, they are required to let you know so you can choose to continue waiting for them or call another taxi service provider.

Can I schedule a taxi ride in advance?

Yes. Some Taxi providers can accept a scheduled taxi ride in advance. However, most prefer that you call the day you need the ride, even if you schedule it with them in advance.

How do I pay the taxi driver?

To pay your fare, you can pay your entire fare with Paper Scrip. If you do not have enough Paper scrip, drivers will ask for the remaining balance to be paid with credit/debit card or cash.

How will I know how much to pay?

Taxi cabs have a meter that displays the trip fare and dispatchers can estimate the trip fare over the phone.

May I tip the driver with paper scrip?

Yes. You can tip with Paper scrip or cash if you feel the service provided is exceptional.

Can I give or sell my paper scrip to someone else if I do not use it?

No. Senior Scrip can only be used by the purchasing and assigned user, it cannot be passed onto another senior. **Senior Scrip is non-negotiable, non-transferable, non-replaceable or refundable.**

I am a Fresno County resident, but I want to travel to out of county, can I use paper scrip for this trip?

Yes. However, the amount of paper scrip you are allowed to purchase may only cover part of the total cost of your trip. Ask the taxi company for an estimate of the fare before scheduling a service. Approved taxi providers may not be able to pick you up outside of their service area, call them and ask before scheduling.

How do I SIGN UP for the Senior Scrip Program?

To sign up, you must complete and submit the "Application for Scrip" along with your proof of age and residency through one of the approved methods to become an eligible Senior Scrip user and be able to purchase scrip.

Taxi Providers accepting Paper Scrip

A+ Taxi 559-433-9111	Sierra Vista Cab 559-222-5555
Fresno Cab 559-301-5579	Taxi Rosa 559-477-3444
American Eagle 559-856-4944 <i>Service to/from Sanger, Selma, Kingsburg</i>	Greenpoint Taxi 559-638-8595 <i>Service to/from Reedley</i>
Fresno EOC Taxi 559-263-8099 <i>Wheelchair accessible vehicles available</i>	Checker Cab 559-237-7007

Paper Scrip

for Non-Emergency Medical Transportation (NEMTs)

What is a “Non-Emergency Medical Transportation (NEMT)?”

“Nonemergency medical transportation (NEMT) is transportation by ambulance, wheelchair van, or litter van for those who cannot use public or private transportation” as defined by the Department of Healthcare Services (DHCS.) Senior Scrip users can schedule a ride with an approved NEMT to go anywhere you need to and you can use your Paper Scrip to pay for those fares!

Who should use the NEMTs?

Any and all Senior Scrip users can schedule a ride with one of the approved Non-Emergency Medical Transportation (NEMT.) The service benefits users who physically cannot take taxis or other non-wheelchair accessible vehicles due to physical limitations. Users that benefit the most from using NEMTs include, but are not limited to: individuals who cannot get in and out of vehicles without assistance, powered wheelchair or scooter users, or individuals with sensitive medical equipment.

When and where can I use an NEMT?

NEMTs can be used 24 hours a day, 7 days a week. But call the approved NEMTs at least 24 hours before your appointment to make sure they are driving when you need them.

How do I pay my fare with an NEMT?

Paper Scrip can be used to pay for your fare with the approved NEMTs. When scheduling your appointment, tell the Operator that you are paying with Paper Scrip. When you are picked up for your ride with the NEMT, you will pay the fare with your Paper Scrip before they bring you to your appointment. If you do not have enough Paper Scrip for the transport, you are responsible for paying the remaining amount of the fare with a credit/debit card, check/money order, or cash.

How much does it cost to ride with the NEMT?

NEMTs will give you an estimate of the fare when scheduling your ride and NEMT fares can be more expensive than taxi fares. NEMT fares are more expensive because they offer specialized vehicles that can transport anyone, drivers receive specialized training to give you and all riders the most comfortable ride, and you can schedule your rides in advance.

How do I schedule a ride with an NEMT?

To schedule a ride with an NEMT, call one of the approved providers at least 24 hours before your appointment. During your call with the NEMT, you will tell the operator: where you need to go, when you need to be picked up, the type of vehicle you need, and your contact information if they need to call or text you.

Non-Emergency Medical Transportation (NEMTs) accepting Paper Scrip

Auspice Transportation

559-436-4782

Comfort Med Trans

559-227-6862

Electronic Scrip

for Lyft-Uber through GoGoGrandparent

What is electronic scrip credit?

Electronic Scrip, also known as "E-Scrip," are digital credits used to pay for Lyft-Uber rides scheduled through GoGoGrandparent. Electronic Scrip is sold in increments of 20 scrips for the cost of \$5.00, up to the maximum amount of 200 scrips for the cost of \$50.00.

Where do I buy electronic scrip and how much can I buy?

E-scrip can only be purchased through Fresno COG: online, over the phone, mail-in order, or in-person. E-Scrip is not sold at any other

Vendor locations or through GoGoGrandparent. Seniors can purchase up to 200 Scrips (Paper or Electronic) for the cost of \$50.00. The purchasable amount resets the first day of each month.

To purchase online, visit: www.seniorscrip.org

How do I schedule a Lyft/Uber ride?

To schedule a Lyft-Uber, call GoGoGrandparent to schedule and dispatch a Lyft-Uber at

855-464-6872. GoGoGrandparent schedule and dispatch Lyft-Uber rides, so you do not need to own or use a smartphone or download an app to book a ride.

When are Lyft/Uber rides available?

Lyft-Uber rides are available to schedule through GoGoGrandparent operators 24 hours a day, 7 days a week. Availability of drivers can be limited based on time and date of ride requested.

Does my electronic scrip credit expire?

No. All purchased scrip does not expire. Scrip does not need to be used in the same month it is purchased. All purchased Scrip (Paper or Electronic) can be used at your convenience and when needed. Any remaining balance at the end of the month will roll over for you to use in the following month(s) as needed.

Can someone else ride with me?

Yes. Other people may accompany you, at no extra charge, as long as the passenger limit does not exceed 4 passengers.

How long will I have to wait for my ride?

Driver availability depends on location, the time of day, and other factors at the time of your ride being requested. In most cases, your ride will arrive within 5-15 minutes after confirming your ride with the GoGoGrandparent operator, so, be ready to leave after confirming your ride.

Can I schedule a Lyft/Uber ride in advance?

Yes, you can schedule your Lyft-Ubers up to two (2) weeks or one (1) hour with GoGoGrandparent. If your plans change and you need to reschedule or cancel your ride, call GoGoGrandparent as soon as possible or else you are subject to a "cancellation fee."

How do I pay the Lyft/Uber driver?

Lyft-Uber drivers are paid directly from your "E-Scrip" balance from your GoGoGrandparent account. Do not give the driver a credit/debit card or cash at the end of the fare.

How will I know how much to pay?

GoGoGrandparent will provide an estimate of your fare when you call to schedule your ride. After your ride has been completed, GoGoGrandparent will email your receipt that states the exact amount of your fare that was charged to your "E-Scrip" balance. You can also call the Operators to ask how much you were charged for the ride.

Can I tip the driver with E-Scrip?

Yes, you can tip the driver with your "E-Scrip." To tip the driver, call GoGoGrandparent before the ride is complete and tell them the amount you would like to tip the driver.

Do all Lyft or Uber drivers help you with your groceries or into the car?

No, not all do. When scheduling your ride with the GoGoGrandparent operator, tell the Operator that you need extra help so they can match you with a driver that is physically capable to help you with your groceries or into the car.

Electronic Scrip

for Lyft-Uber through GoGoGrandparent

Can I give or sell my electronic scrip to someone else if I do not use it?

No. Your Senior Scrip electronic ride credits can only be used by you and should not be used to schedule Lyft-Uber rides for others. **Senior Scrip is non-negotiable, non-transferable, non-replaceable or refundable.**

I am a Fresno County resident, but I want to travel to Merced, can I use electronic scrip for this trip?

Yes. GoGoGrandparent is available wherever there is Lyft-Uber service. However, the amount of electronic scrip you are allowed to purchase may only cover part of the total cost of your trip. Before scheduling a service, ask the GoGoGrandparent operator to ensure you have enough electronic scrips needed for your trip.

I am a resident of Kings County; can I participate in the Senior Scrip Program (with electronic scrip)?

No. Measure C's Senior Scrip Program is available only to Fresno County residents. Contact your respective city or county offices for senior programs available in your area.

How do I SIGN UP for the program that allows me to order Lyft/Uber rides?

All seniors already enrolled in the Measure C Senior Scrip Program must complete and submit the **"Application Addendum"** to Fresno COG. Seniors not yet enrolled as Measure C Senior Program users must complete and submit both applications at the same time to be eligible.

Cancellation Fees from Lyft/Uber rides: "Cancellation Fee(s)"

are charged to users who do not cancel their fare dispatched through GoGoGrandparent within 3-5 minutes of the driver confirming they will pick you up. If you need to cancel your ride with Lyft-Uber through GoGoGrandparent, call them immediately or else you will be charged a "Cancellation fee." The average "cancellation fee" cost is between \$5.00 and \$10.00. The cancellation fee amount is determined by Lyft-Uber, GoGoGrandparent and Senior Scrip have no control on the amount charged.

No-Show Fees from Lyft/Uber rides

"No-Show Fee(s)" are charged on rides where users did not show up or arrive to the Lyft-Uber driver within 5-7 minutes of the driver arriving at the pickup destination. Users are advised to be ready when the driver has confirmed they will pick you up from the destination to avoid being charged a "No-Show Fee". GoGoGrandparent and Senior Scrip have no control on the amount charged.

Finding out your Electronic Credit balance with GoGoGrandparent

To find out your current balance of "E-Scrip," contact GoGoGrandparent at (855) 464-6872. GoGoGrandparent can also send you your current "E-Scrip" balance through email or text by talking to an operator.

Lyft and Uber drivers accepting E-Scrip

GoGoGrandparent
855-464-6872

STILL HAVE QUESTIONS?

Contact Jake Martinez, the "Senior Scrip" coordinator through

EMAIL

JMartinez@fresnocog.org

CALL

(559) 233-4148 ext. 207

MAIL

Fresno Council of Governments
2035 Tulare Street, Suite 201
Fresno CA 93721

Visit valleyrides.com/senior-scrip for more information on the "Measure C Senior Scrip" program

APPROVED PROVIDERS ACCEPTING PAPER SCRIP OR E-SCRIP

TAXI PROVIDERS ACCEPTING PAPER SCRIP

A+ TAXI 559-433-9111 ENGLISH, PUNJABI, HINDI	TAXI ROSA 559-477-3444 ENGLISH, SPANISH	SIERRA VISTA 559-222-5555 ENGLISH, SPANISH	FRESNO EOC TAXI 559-638-8595 SERVICE TO/FROM FRESNO, CLOVIS ENGLISH, SPANISH, HMONG
FRESNO CAB 559-301-5579	GREEN POINT TAXI 559-638-8595 SERVICE TO/FROM REEDLEY	AMERICAN EAGLE TAXI 559-856-4944 SERVICE TO/FROM SELMA, SANGER, KINGSBURG	CHECKER CAB 559-237-7007

NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) ACCEPTING PAPER SCRIP

AUSPICE TRANSPORTATION
559-436-4782

COMFORT MED TRANS
559-227-6862

LYFT AND UBER DRIVERS ACCEPTING E-SCRIP

GOGOGRANDPARENT
855-464-6872

*E-Scrip cannot pay for Taxi or NEMT fares
Paper Scrip cannot pay for Lyft and Uber*

Providers listed on this form are the only approved providers accepting Scrip. Not all providers in Fresno County accept Scrip. When scheduling your rides, be as detailed as possible and let the operator know you are paying with Scrip. When paying with Paper Scrip, show the driver your Senior Scrip ID card at the end of the ride.



REVISED: JULY 8, 2025

APPROVED SENIOR SCRIP APPLICATION AND PAPER SCRIP VENDORS

Fresno Area Express (FAX) Manchester Transit Center 3590 North Blackstone, Fresno CA Business Hours: 8:00 a.m. - 4:00 p.m. weekdays Phone # 559-621-7433	Clovis Senior Center 735 3rd Street, Clovis CA Business Hours: 8:00 a.m. - 5:00 p.m. weekdays Phone # 559-324-2750 TTY # 559-324-2753	Clovis City Hall 1033 Fifth Street, Clovis CA Business Hours: 8:00 a.m. - 4:30 p.m. weekdays Phone # 559-324-2000
Sanger City Hall 1700 7th Street, Sanger CA Business Hours: 8:00 a.m. - 5:00 p.m. weekdays Phone # 559-876-6300 option 1	Reedley Community Center 100 N. East Ave, Reedley CA Business Hours: 8:00 a.m. - 5:00 p.m. weekdays Phone # 559-637-4203	Fresno Council of Governments 2035 Tulare Street, Suite 201, Fresno CA Business Hours: 8:00 a.m. - 5:30 p.m. (Mon. - Thur.) 8:00 a.m. - 4:30 p.m. (Fri.) Phone # 559-233-4148

FRESNO COUNCIL OF GOVERNMENTS CAN DO THE FOLLOWING

SELL PAPER & E-SCRIP

over the phone using credit or debit card
through the mail by check or money order
in-person during business hours

SEND INFORMATION

about "Senior Scrip" through **email, fax, or mail** to anyone interested in the program, after speaking to the Coordinator

ACCEPT APPLICATIONS

submitted by **email, fax, mail, or in-person** during business hours

All applications and information are online at
valleyrides.com/senior-scrip

For more information, contact Jake Martinez
(559) 233-4148 ext. 207
JMartinez@fresnocog.org