



# CARSS RIDER INSTRUCTIONS

CONGRATULATIONS! You are confirmed to begin reserving your rides with CARSS (Call A Ride for Sausalito Seniors), a City of Sausalito Age Friendly Program managed by Sausalito Village.

Below you will find the instructions on Reserving Rides and also the Rules of the Ride which were included on your application.

If you have any questions, do not hesitate to phone or email the Program Manager at 415-944-5474 or [info4carss@gmail.com](mailto:info4carss@gmail.com)

## RESERVING A RIDE

- Phone 415-944-5474 and follow the prompt for 'Reserve a Ride Ahead'
- Calls must be received by 5pm one business day before your requested ride. You may phone up to one week ahead.
- Maximum of 4 one way rides per day.
- Leave a voicemail with your NAME, PHONE NUMBER, REQUESTED PICK UP PLACE, DATE AND TIME.
- Your requests must stay local and between the hours of 10am and 1:45pm. The geographic area for individual requests is all of Sausalito, Gateway Shopping Center, north to Manzanita bus stop and south to Cavallo Point.
- Your request will be confirmed by email, voicemail or text.
- IF you need to change or cancel your request ahead of time, leave a message at 415-944-5474.
- IF you need to change or cancel your return trip, contact the Driver on Duty by phoning 415-944-5474 and following the prompt for reserving 'Same Day Rides'. This will connect you with the Driver on Duty between the hours of 10am and 2pm.

## RULES OF THE RIDE

- Do not phone the volunteers directly on their cell phones. All requests must go through the main number 415-944-5474.
- No Same Day Rides are being given until further notice. All requests must go in by 5pm the previous business day.
- Be at your designated place at the time specified.
- No tipping. Our volunteers are happy to be providing the service, your thanks is a wonderful tip in itself.
- If you have a complaint about a Volunteer Driver, contact the Program Manager to make a report.
- Be respectful during your ride. Do not use profanity or otherwise verbally or physically abuse the Driver.
- Symptom Free. Riders agree, to the best of their knowledge, they have not been exposed to COVID-19, display symptoms of COVID-19 or would test positive for COVID-19.
- Masks required in the car.

[www.carss4you.org](http://www.carss4you.org) - PO Box 208, Sausalito, CA 94966 - [infocarss4you@gmail.com](mailto:infocarss4you@gmail.com)

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