



Cape May County **Fare Free Transportation**

MARK THE DATE!

- Beginning April 1, 2021 Fare Free Transportation will begin offering SAME DAY SERVICE to all Cape May County residents.
- **We will no longer require three days notice** to book trips...simply logon to the UBER app on your cell phone or personal computer and book your trip... **OR** call the office and our call takers will book the trip for you to ride the same day.
- If you use the cell phone app, you will see your bus on a map and you will always know where that bus is and when it will arrive. You will see the route to your location and what time you will arrive.
- **Book today, ride today!** You can take trips anywhere within the county at the touch of a button...This is a game changer! There is no limit to the number of trips that you can take and it is still FREE to use our service.
- All riders must be registered with Fare Free Transportation AND be registered on the UBER app to use this service.
- You will receive Fare Free Transportation rides, just like you always have. These are not UBER trips, **these are Fare Free trips**...UBER just provides the computer software that makes it happen.
- Please call our office with any questions or concerns.
- **609-889-3700**



Cape May County **Fare Free Transportation**

Fare Free Transportation On- Demand FAQs (FREQUENTLY ASKED QUESTIONS):

Who is eligible to use this service? Anyone who is a resident of Cape May County and over the age of 18 can ride on our service. Complete a simple registration process and start booking trips.

How do I access the service? Download the UBER app from the app store on your cell phone. Open the app and look for the Cape May Fare Free option then follow the steps indicated in the app.

Can I ride if I do not have a cell phone? Yes, residents of Cape May County who do not have access to a cell phone can still use the service by contacting our office at 609-889-3700 and requesting a trip. Prior registration is required.

Does this service require payment? Our service is free of charge. You will never be asked for a credit card or other form of payment.

May I bring a friend with me on my Fare Free Trip? Yes, you can have companion ride along and the additional rider must be noted during the trip booking process.

What are our hours of operation? Fare Free Transportation operates Monday through Friday (Excluding Holidays) from 8 am until 4:30 pm.

Is there a limit to the number of free trips I can take? No, you can ride as much as you want.

Can my children ride with me? Yes, an adult 18 or older can bring a child or children with them on a trip, however, if the child requires a car seat, it must be provided by the accompanying adult. Also, adding a child to the trip must be noted while requesting the trip.

Do I have to ride with other people? Yes, our service is a shared ride program.

Are there restrictions to where I can travel? Yes, our on-demand service provides free transportation to all areas of Cape May County but does not provide service beyond the county borders.

I have a mobility device (wheelchair/walker), can I still use the service? Yes, every one of our vehicles is equipped with a lift to enable our residents who may require assistance in boarding the bus; whether they are ambulatory or not.

Can I bring my service animal on your buses? Yes, service animals are permitted to ride with our residents.