

# The COMET On The GO!

## Welcome to The COMET On The GO!

The COMET is helping you go around the Columbia Metropolitan Area easily! The COMET will pay up to \$5.00 for ridesharing trips that start and end in The COMET fixed route service area on Lyft and Uber. There are two programs that are available to you:

- ***COMET @ Night:*** Seven days a week between 9 p.m. and 3 a.m., apply the promo code which are available on board the inside of The COMET buses to get the up to \$5.00 discount.
- ***COMET To The Market:*** Seven days a week between 6 a.m. and 10 p.m., apply the promo code **COMETMARKET18** and your trip must **originate** or **end** at the following fresh food markets:
  - Walmart & Walmart Neighborhood Market
  - BiLo
  - Kroger
  - The Fresh Market
  - Whole Foods Market
  - Aldi
  - Blossom Shop
  - Food Lion
  - Gourmet Shoppe
  - La Estrella Supermarket
  - Lowe's Fresh Food
  - Ole Timey Meat Market
  - Piggy Wiggly
  - Publix
  - Rosewood Market & Deli
  - Sam's Club
  - Costco
  - Save-A-Lot
  - State Farmer's Market
  - Target
  - Trader Joes
  - Earth Fare
  - Supermercado El Mariachi

***COMET To The Market*** can only be used twice a week per passenger.

Anything over \$5.00 is the responsible of the passenger. The code must be entered to receive the discount.

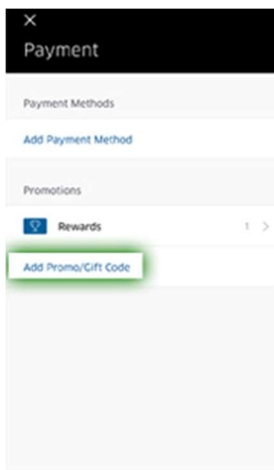
## How It Works

**1. Download the app for Lyft or Uber on your smartphone:**

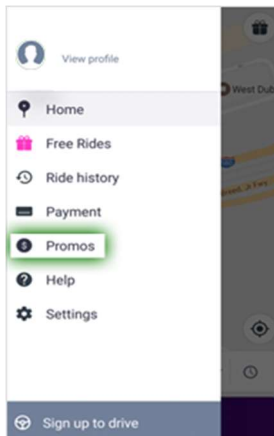


## 2. Open the app

*For Uber*– go to the menu bar, select Payments and “Add Promo Code”



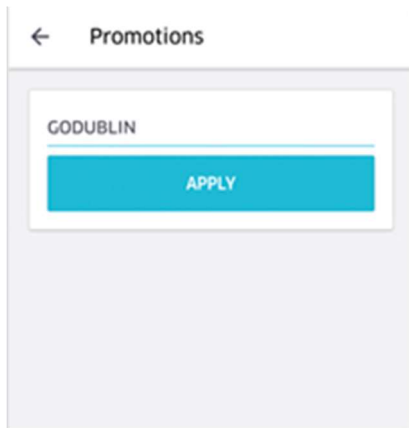
*For Lyft*– go to the menu bar and then select “Promos”



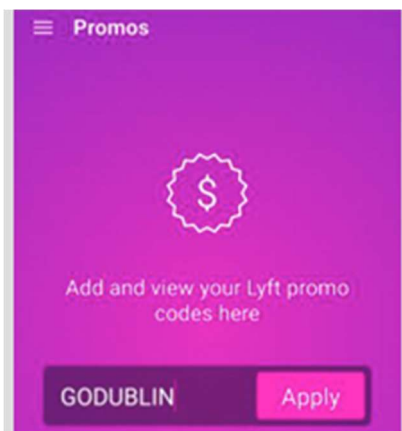
**3. Enter the promo code (found on the bus for COMET @ Night) or COMETMARKET18 for COMET To The Market.**

**4. Select “Apply”**

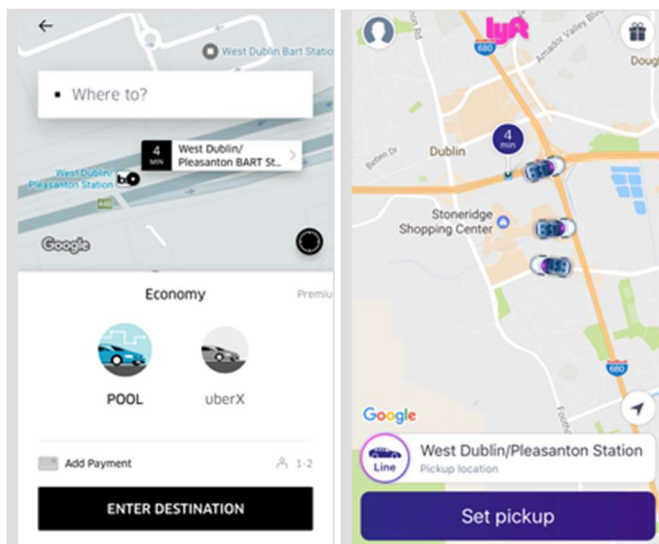
Uber



Lyft



### 5. Set up your trip using UberX or Lyft



6. Your discount will be subtracted automatically once your trip concludes.

### Contact Information

Uber: [help.uber.com](https://help.uber.com)

**Lyft:** help.lyft.com

**The COMET:** CatchTheCOMET.org or [info@CatchTheCOMET.org](mailto:info@CatchTheCOMET.org)

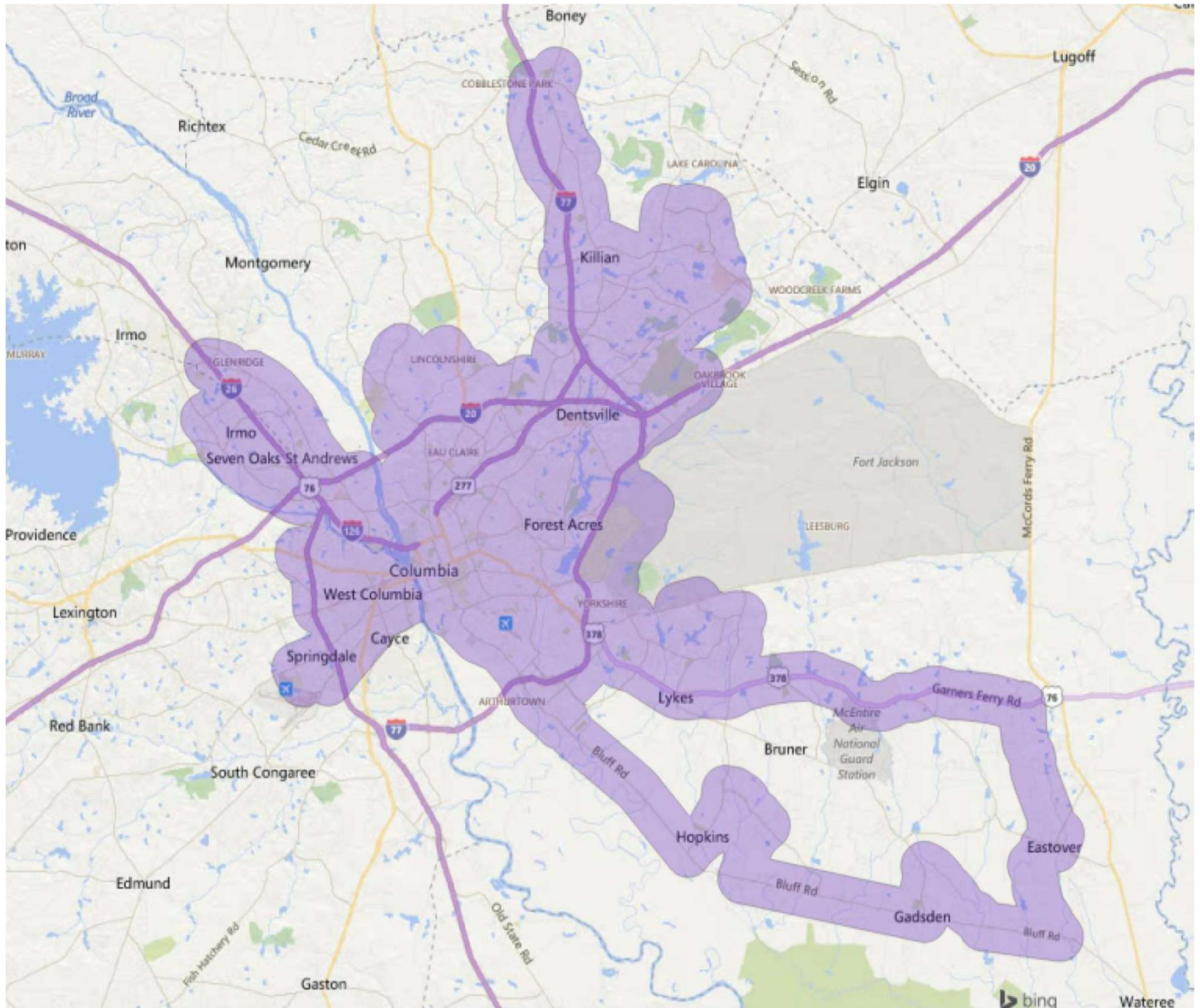
### **General Tips**

COMET @ Night is only available between 9 p.m. and 3 a.m., seven days a week, within The COMET service area. If your trip originates or ends outside The COMET service area, the discount is not valid.

COMET To The Market is only available between 6 a.m. and 10 p.m., seven days a week, within The COMET service area to and from a fresh food market. If your trip originated or ends at a location that is not a fresh food market within The COMET service area, the discount is not valid. **This service can only be used twice a week per passenger.**

### **The COMET Service Area**

- Columbia
- Forest Acres
- St. Andrews/Broad River
- Spring Valley/Wildwood
- Northeast Richland
- Blythewood
- Fort Jackson
- Eastover
- Hopkins
- Lower Richland
- Gadsden
- West Columbia
- Cayce
- Springdale



### **No SmartPhone or in a Mobility Device?**

Call (803) 255-7124 between the hours of 6 a.m. and 3 a.m. They will schedule a ride with Uber or Lyft for you. For those in a mobility device, a DART Wheelchair Accessible Vehicle (WAV) will pick you up within **60 to 90** minutes of request. The service will be priced at \$10.00 per one-way trip.

### **No Credit Card?**

Uber and Lyft require the use of a credit card, debit card with a Visa or Mastercard logo, prepaid credit cards with Visa and Mastercard (from stores) or the use of PayPal, Google Pay and Apple Pay. You can purchase Lyft Gift Cards online at <https://www.lyft.com/gift> only. Uber Gift Cards are available at stores, online through Amazon and <https://www.uber.com/gift-cards/>. If you want to use this program, The COMET encourages the purchase of a prepaid gift card with the Visa or Mastercard logo, if you do not have a bank account. These can be purchased at Walmart, Target, grocery stores and drug stores.

### **Frequently Asked Questions**

### **What is The COMET On The GO?**

The COMET On The Go is a rideshare promotion where The COMET will pay up to \$5.00, for any rides with our participating partners within The COMET service area for either COMET @ Night or COMET To The Market programs.

### **Who are the participating providers?**

The current participating providers are Uber and Lyft.

### **Why did The COMET create The COMET On The Go Promotion?**

Providing transit service in less-populated areas is challenging, and frequent bus service cannot operate efficiently. The COMET On The Go is a promotion with rideshare companies to give Columbia Metropolitan Area residents easy, affordable transportation solutions at night and to get to and from fresh food markets.

### **Why is this a demonstration project?**

This new concept requires testing to see what works best. The COMET hopes it will be easy, more convenient and more cost effective to operate.

### **When and where is The COMET On The Go valid?**

COMET @ Night is only available between 9 p.m. and 3 a.m., seven days a week, within The COMET service area. If your trip originates or ends outside The COMET service area, the discount is not valid.

COMET To The Market is only available between 6 a.m. and 10 p.m., seven days a week, within The COMET service area to and from a fresh food market. If your trip originated or ends at a location that is not a fresh food market within The COMET service area, the discount is not valid. **This service can only be used twice a week per passenger.**

***\*Or until the promotion expires on June 30, 2019, OR funding is exhausted, which ever happens sooner.***

### **How does The COMET On The Go work? I have a smartphone!**

Simply download the Uber or Lyft app from App Store (Apple) or Google Play (Android) and set up your account. To request a ride, select "Promos" from the menu and enter the promo code (found on the bus for COMET @ Night) or COMETMARKET18 for COMET To The Market and then select Apply. Next, choose UberX or Lyft and set your pickup and drop-off locations. Your discount will be automatically applied after your trip concludes. Remember the restrictions on the services listed above.

### **What if I don't have a smartphone?**

Call (803) 255-7124 between the hours of 6 a.m. and 3 a.m. They will schedule a ride with Uber or Lyft for you.

### **Is there service for people with disabilities?**

The service provided by a Wheelchair Accessible Vehicle (WAV) operated by DART and will be priced at \$10.00.

### **What if I don't have a credit card?**

Uber and Lyft require the use of a credit card, debit card with a Visa or Mastercard logo, prepaid credit cards with Visa and Mastercard (from stores) or the use of PayPal, Google Pay and Apple Pay. You can purchase Lyft Gift Cards online at <https://www.lyft.com/gift> only. Uber Gift Cards are available at stores, online through Amazon and <https://www.uber.com/gift-cards/>. If you want to use this program, The COMET encourages the purchase of a prepaid gift card with the Visa or Mastercard logo, if you do not have a bank account. These can be purchased at Walmart, Target, grocery stores and drug stores.

### **How do I know using rideshare is safe?**

All participating partners offer criminal background checks, DMV checks, vehicle inspections and provide \$1 million liability insurance for all drivers and vehicles. In addition, there is a zero-tolerance drug and alcohol policy. Finally, Uber and Lyft offer a rating system; if you rate a driver less than 3 stars, you will never be matched with that driver again. If you do experience a safety incident, call 911 if necessary, then call the participating partners emergency response line as provided for in their individual phone apps.

### **Is tipping required?**

Tipping is not expected or required. The COMET does not cover the cost of tips and it is at your discretion.

### **What kind of data is shared with The COMET? Is a user's name attached to this data? Can The COMET watch my every move?**

The data is completely anonymous, so The COMET will not be able to track where someone is or learn exactly where they've been or are going. The COMET will receive data such as: frequent destinations, peak travel times and other non-address specific, block level information.

### **What if I want to go just outside of the service area? Is the discount valid until I'm outside of that area, or do I have to pay for the whole trip?**

If you travel outside The COMET service area, you will be responsible for paying the entire fare, regardless if the trip originates or ends outside The COMET service area. The COMET On The Go promotion would not apply. For The COMET To The Market, you must board or alight at a fresh food market which are: Walmart & Walmart Neighborhood Market, BiLo, Kroger, The Fresh Market, Whole Foods Market, Aldi, Blossom Shop, Food Lion, Gourmet Shoppe, La Estrella Supermarket, Lowe's Fresh Food, Ole Timey Meat Market, Piggy Wiggly, Publix, Rosewood Market & Deli, Sam's Club, Costco, Save-A-Lot, State Farmer's Market, Target, Earth Fare, Supermercado El Mariachi and Trader Joes.

### **How long can I expect to wait for my ride to show up?**

Actual wait times depend on how many drivers are currently in the area, but in most cases a ride will arrive within 15 to 20 minutes.

### **Can anyone use The COMET On The Go?**

Yes, anyone 18 years old and older can use The COMET On The Go promotion. All of the participating providers have 4-doors and accept service animals and oxygen. If you are unable to ride in a sedan, you can request a WAV from DART.

**How is The COMET On The Go paid for? Were taxpayer dollars used to develop this program?**

The COMET On The Go promotion is paid for by local Richland County Transportation Penny, Federal Transit Administration (FTA) and Lexington County General Funds.

**Are booking or services fees included in The COMET On The Go discount?**

Booking or service fees may not be included in The COMET On The Go discount.

**I have some ideas for improvements. How can I give feedback? Interested in becoming a Provider?**

The COMET is eager to hear your ideas. Please e-mail John Andoh, Executive Director/CEO at [john.andoh@CatchTheCOMET.org](mailto:john.andoh@CatchTheCOMET.org) or call (803) 255-7087. Contact Mr. Andoh if you are a Transportation Network Company and are interested in participating in The COMET On The Go Rideshare Promotion.

**Legal Disclaimer**

**“THE COMET ON THE GO” PROGRAM MERELY PROVIDES A DISCOUNT FOR CUSTOMERS WHO CHOOSE TO UTILIZE THE SERVICES OF THE PARTICIPATING THIRD PARTY PROVIDERS. THE CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY DOES NOT PROVIDE A WARRANTY OF ANY KIND AS TO THE QUALITY OR SAFETY OF ANY OF THE PROVIDERS UNDER THAT PROGRAM. ALL WARRANTIES, CONDITIONS, REPRESENTATIONS, INDEMNITIES, AND GUARANTEES WITH RESPECT TO THE CONTENT OR SERVICE AND THE OPERATION, CAPACITY, SPEED, FUNCTIONALITY, QUALIFICATIONS, OR CAPABILITIES OF THE SERVICE PROVIDED HEREUNDER, WHETHER EXPRESS OR IMPLIED, ARISING BY LAW, CUSTOM, PRIOR ORAL OR WRITTEN STATEMENTS, OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO ANY WARRANTY OF SATISFACTORY QUALITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT, ARE HEREBY OVERRIDDEN, EXCLUDED, AND DISCLAIMED.**