

CNRSW ARRIVE ALIVE PROGRAM

Questions & Answers

Q. Where do commands receive Arrive Alive cards?

A. Previously, all 511/Arrive Alive cards were distributed at respective metro San Diego installation safety offices. However, to more effectively and efficiently account for the distribution of serialized cards, distribution is now only conducted at CNRSW Headquarters Safety Office, 937 North Harbor Dr., Broadway Complex, Bldg 1, 5th Floor, Room 550/Phone: (619)532-1373 or (619)532-1293.

Q. Why are the names of service members associated with each serialized Arrive Alive card for command issuance log files?

A. The issuance log is the means in which each respective command has accountability of its issued cards and includes the serial numbers of the cards assigned to each of its service members. Command POCs need to know to whom cards were issued. If a member uses several cards, it may be indicative of a problem that needs to be addressed. The information that is provided to NRSW by monthly issuance log files is not intended for the tracking of service members, rather, for the verification of fares/charges incurred from transportation services and in conducting cost analysis trends.

Q. Where can the command POC receive support for the Arrive Alive program?

A. Command POC may contact the program managers/safety support specialists at (619) 532-1373 or (619) 532-1293.

Q. Can service members utilize Arrive Alive cards for transportation to the San Diego Airport?

A. No. The Arrive Alive program is intended as a service member's last resort or "safety net" for transportation, rather than driving their vehicle while impaired. The option should be used only after all means of transport are exhausted (i.e. no money, calls to the command, friends unavailable, etc).

Q. Can service members utilize Arrive Alive card to go to local bars or night clubs?

A. No. It is used as a last resort for transportation, rather than driving their vehicle while impaired to their place of residence or command.

Q. What cab companies are authorized to accept the Arrive Alive card?

A. Yellow Cab of San Diego/Coronado is the only cab company that is allowed to accept the Arrive Alive cards.

Q. Do service members need to show their CAC card to the cab driver?

A. Yes. Yellow Cab of San Diego/Coronado is required to verify your status as part of the contract requirement for service. CAC cards are only used to identify personnel as being eligible to receive services.

Q. Do service members need to obtain a receipt after being transported to their personal residence or command?

A. Yes. All sailors must obtain the yellow copy of the voucher (customers copy), making sure that all the information is properly filled to include (date, pick up, and drop off location addresses, total cost of fare, and serial card number written on the voucher) for the services rendered.

Q. What do service members do if the cab driver will not provide a receipt after utilizing transportation services from Yellow Cab Company of San Diego/Coronado?

A. Observe the total fare charged on the electronic meter and upon returning to the respective command, contact their POC to ensure he/she annotates the fare cost. Provide as much detail as possible about the service provided (where you picked up and dropped off, driver's name, etc.). Contact the NRSW program managers/safety support specialists at (619) 532-1373 or (619) 532-1293 to report the incident.

Q. Do service members have to pay/reimburse the Navy after utilizing their Arrive Alive card?

A. No. However, the funds are obtained from American tax payer dollars. Therefore, it is "NOT" a "FREE" ride program. It is a program of last resort and to be used only by service members that have "DRIVEN" their vehicles and are faced with the decision to drive while impaired. All other means of transportation shall be used / pursued prior to utilizing the Arrive Alive card.

Q. What do service members do if they have lost their issued Arrive Alive card?

A. They need to contact their command POC for notification and to receive a new 511/Arrive Alive card. Command POC needs to annotate incident on the monthly issue log.

Q. Do service members need to turn-in their Arrive Alive card when transferring or separating from the Navy?

A. Yes. Each serialized card is issued to the command POC, who then provides status of each card on a monthly basis. Each POC is accountable for all command Arrive Alive cards.

Q. Can service members utilize Arrive Alive cards outside of San Diego metro area?

A. No. Use of Arrive Alive cards is only permitted in the San Diego metro area. Cards will not be accepted by any company other than Yellow Cab Company of San Diego/Coronado.

Q. *Can any other armed forces service member (Air force/Army/Marines/Reserves) utilize the Arrive Alive card?*

A. No. The Arrive Alive program is for naval service members that are attached to commands in the San Diego metro area. Arrive Alive cards are not to be issued to students, midshipmen or reservists that are assigned to commands in San Diego metro area for less than ninety days. Other branches of service have other versions of transportation programs and are unauthorized to use the Arrive Alive program.

Q. *If there are more than one service member needing transportation, do all service members need to provide their Arrive Alive card to the driver?*

A. No. Only one Arrive Alive card needs to be provided to the Yellow Cab of San Diego/Coronado driver. Members should report incidents to their command POCs when this is not adhered to by the drivers. Contact the NRSW program managers/safety support specialists at (619) 532-1373 or (619) 532-1293 to report the incident.

Q. *What do service members do if they find an Arrive Alive card?*

A. If an Arrive Alive card is found contact the NRSW program managers/support specialist at: (619)532-1373 or (619)532-1293.

Q. *What do service members need to do if they have been drinking and have exhausted all other means of transportation in which to get back to their command, ship or private residence?*

A. **Utilize their Arrive Alive card!** Service members will need to call the number on the card (front) to contact the Yellow Cab Company dispatcher and to receive transportation service. Service members will need to provide the location to be picked up and dropped off.

Q. *What happens to service members who have used multiple Arrive Alive cards on numerous occasions?*

A. Command POCs are required to conduct Arrive Alive program training to all users. This is to ensure members have a thorough understanding of the program.

Q. *What should sailor's state when placing an Arrive Alive service call or when a taxi is flagged for service?*

A. All sailors must inform the dispatcher/driver right away that a 511 Arrive Alive card will be redeem as payment for the service provided.

Q. *What if I have questions that are not covered by these Q & A topics?*

A. Contact the NRSW program managers/support specialists at (619)532-1373 or (619)532-1293 for assistance.