



## FAQ

### What is RYDE and who can use it?

- RYDE is a curb-to-curb transportation service for adults 65+ residing in Campbell, Cupertino, Saratoga, Los Gatos, Monte Sereno, Morgan Hill, and parts of San Jose
- Adults must be **ambulatory** (use of a cane or walker, or be able to walk on own)
- RYDE is **unable** to accommodate **wheelchairs or motorized scooters** at this time
- Only 1 companion per passenger. (Contact your RYDE coordinator to fill out a separate form)
- RYDE can be used for visits with friends, shopping, and appointments

### Where can I travel?

- Anywhere within the city limits of **Campbell, Cupertino, Saratoga, Los Gatos, Monte Sereno, and the following San Jose zip codes:** 95110, 95112, 95116, 95118, 95119, 95120, 95122, 95123, 95124, 95129, 95130, 95139
- For **Morgan Hill** residents only: Anywhere within the zip codes 95037 & 95038 (please call your area coordinator for more information and possible destinations)
- Up to **8 miles** from your home for **non-medical** trips
- Up to **16 miles** from your home for **medical** trips
- **Sunnyvale Caltrain Station**, located at 121 W Evelyn Avenue, Sunnyvale, CA
- **VA Hospital**, located at 3801 Miranda Avenue, Palo Alto, CA

### Who are the Drivers?

- RYDE drivers are a combination of community volunteers and paid staff
- Drivers go through a thorough FBI and Department of Justice background screening
- Drivers go through specialized training and continued education

### Who/How do I pay?

- RYDEs must be prepaid before your trip with the area coordinator
- You can prepay for your RYDEs by check (sent to your area coordinator) or credit card (by phone).
  - No credit card information is ever saved.
- No money should pass between you and the driver (no tipping)

### How much does RYDE cost?

- RYDE **fees are fixed**, based on the number of miles you travel to a destination.
- Fees based on annual income only, not net assets.
  - For example: For a 3 mile ride, one way, a passenger could pay \$0.90.
- Each passenger must make a deposit before their first scheduled ride.

Persons in Family	Extremely Low (EL)	Very Low (VL)	Low (L)
1	\$37,450	\$62,450	\$96,000
2	\$42,800	\$71,400	\$109,700
3+	\$48,150	\$80,300	\$123,400

Based on your annual income type in the left table, pricing is as follows:

Miles	EL	VL	L	Base Price
Up to 4	\$0.90	\$2.25	\$4.50	\$9.00
5 to 8	\$1.30	\$3.25	\$6.50	\$13.00
9 to 16	\$1.80	\$4.50	\$9.00	\$18.00
<b>Deposit</b>	<b>\$10.00</b>	<b>\$15.00</b>	<b>\$20.00</b>	<b>\$30.00</b>



### What are the hours of operations?

- **Transportation Hours:** 8:00am-4:00pm Monday - Friday
- **Telephone Hours:** 8:00am-4:30pm Monday - Friday
- Excluding the following holidays in 2023:

Date	Holiday	Date	Holiday	Date	Holiday
1/2	New Year's Day	6/19	Juneteenth	11/23	Thanksgiving Day
1/16	Martin Luther King Jr. Day	7/3-7/4	Independence Day Observed	11/24	Day after Thanksgiving
2/20	President's Day	9/4	Labor Day	12/22-12/25	Christmas Eve
3/31	Cesar Chavez Day	10/9	Columbus Day	12/29	New Year's Eve Observed
5/29	Memorial Day	11/10	Veteran's Day		

### How do I schedule a ride?

- **RYDEs are one-way**, two rides are a roundtrip.
- To request a ride, call **2 business days in advance**. Rides can be booked up to one month ahead.
- To cancel a ride, call 2 business days in advance.
  - Less than 24 hours is considered a No-Show and the client will be charged the rate of their ride or \$5.00, whichever is less.
  - If a client cancels 3 or more times within 30 days, they will be responsible for the cost of the reserved ride or \$10.00, whichever is less.
- To schedule or cancel a ride, please call your area coordinator:

<p><b>Sam Piencenaves</b>  <b>RYDE Coordinator - Campbell, Cupertino, San Jose</b>  <b>(zip codes: 95129 and 95130)</b>          10104 Vista Drive, Cupertino, CA 95014  <b>(669) 220-0831</b>  <b>RYDEinfo@wvcommunityservices.org</b></p>	<p><b>Joe Maddox</b>  <b>RYDE Coordinator - Saratoga, Los Gatos, Monte Sereno, San Jose</b> (zip codes: 95110, 95112, 95116, 95118, 95119, 95120, 95122, 95123, 95124, and 95139)          19655 Allendale Avenue, Saratoga, CA 95070  <b>(408) 892-9739</b>  <b>RYDE@sascc.org</b></p>
<p><b>Anna Bielecki</b>  <b>City of Morgan Hill RYDE Program</b>          171 W Edmunson Ave, Morgan Hill, CA 95037  <b>(408) 310-4250</b>  <b>RYDE@mhcr.com</b>  <b>www.mhcr.com</b></p>	

**Go to our website to download an application: [www.rydescc.org](http://www.rydescc.org)**

**RYDEs are NOT for emergency transportation. In the event of an emergency, please dial 911.**