

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:** 95120, 95124, 95129, and 95130
- Within the city limits of **Morgan Hill** (For Morgan Hill residents only. Please call your 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 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	\$33,150	\$55,300	\$78,550
2	\$37,900	\$63,200	\$89,750
3+	\$42,650	\$71,100	\$100,950

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

Miles	EL	VL	L	Base Price
Up to 4	\$0.90	\$2.25	\$4.50	\$9.00
4.01 to 8	\$1.30	\$3.25	\$6.50	\$13.00
8.01 to 16	\$1.80	\$4.50	\$9.00	\$18.00
Deposit	\$10.00	\$15.00	\$20.00	\$30.00

What are the hours of operations?

- **Transportation Hours:** 8:00am-4:00pm.
- **Telephone Hours:** 8:00am-4:30pm.
- Excluding the following holidays in 2020:

Date	Holiday	Date	Holiday	Date	Holiday
January 1	New Year's Day	July 3	Independence Day Observed	November 27	Day after Thanksgiving
January 20	Martin Luther King Jr. Day	September 7	Labor Day	December 24	Christmas Eve
February 17	President's Day	October 12	Columbus Day	December 25	Christmas Day
March 30	Cesar Chavez Observed	November 11	Veteran's Day	December 31	New Year's Eve
May 25	Memorial Day	November 26	Thanksgiving 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 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:

Sam Sloan
RYDE Coordinator – Campbell, Cupertino, San Jose (zip codes: 95129 and 95130)
 10104 Vista Drive, Cupertino, CA 95014
 (669) 220-0831
 RYDEinfo@wvcommunityservices.org
 www.wvcommunityservices.org

Joe Maddox
RYDE Coordinator - Saratoga, Los Gatos, Monte Sereno, San Jose (zip codes: 95120 and 95124)
 PO Box 3033, Saratoga, CA 95070
 (408) 892-9739
 RYDE@sascc.org
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 (408) 310-4250
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RYDEs are NOT for emergency transportation.

In the event of an emergency

Please dial 911.