



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 in the following San Jose zip codes (95110, 95112, 95116, 95118, 95119, 95120, 95122, 95123, 95124, 95129, 95130, 95139)**
- 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**, no exceptions
- 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?

- Up to **8 miles** from your home for **non-medical** trips
- Up to **16 miles** from your home for **medical** trips
- Trips must remain within the limits of Santa Clara County
- For **Morgan Hill** residents only: Anywhere within the zip codes 95037 & 95038 (please call your area coordinator for more information and possible destinations)
- **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?

- Rides can be prepaid before your trip with the area coordinator or must be paid by end of the month
 - **Your invoice will be sent out at the end of each month for any balance owed**
- You can pay for your rides 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 Gross Annual Income, 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	\$38,750	\$64,550	\$102,300
2	\$44,250	\$73,750	\$116,900
3+	\$49,800	\$82,950	\$131,500

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
Deposit	\$10.00	\$15.00	\$20.00	\$30.00



What are the hours of operations?

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

Holiday	Holiday	Holiday
New Year's Day Observed	Juneteenth	Thanksgiving Day & Day After
Martin Luther King Jr. Day	Independence Day	Christmas Eve & Christmas
President's Day	Labor Day	New Year's Eve Observed
Memorial Day	Veteran's Day Observed	

How do I schedule a ride?

- **Rides 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.
 - Each cancellation after the 3rd cancellation in a 30 day period will be considered a no show
 - If a client has 4 or more no shows in a 30 day period they will be charged \$10 for each subsequent cancellation
- To schedule or cancel a ride, please contact your area coordinator:

Sam Piencenaves

RYDE Coordinator – Campbell, Cupertino, San Jose (zip codes: 95110, 95112, 95116, 95118, 95119, 95122, 95123, 95129, 95130 and 95139)

10104 Vista Drive, Cupertino, CA 95014

(669) 220-0831

RYDEinfo@wvcommunityservices.org

Fred Bock

RYDE Coordinator - Saratoga, Los Gatos, Monte Sereno, San Jose (zip codes: 95120 and 95124)

19655 Allendale Ave, Saratoga, CA 95070

(408) 892-9739

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Anna Bielecki

RYDE Coordinator – Morgan Hill

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Go to our website to download an application: www.rydescc.org

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