



## 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	\$35,400	\$59,000	\$95,250
2	\$40,450	\$67,400	\$105,400
3+	\$45,500	\$75,850	\$118,600

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:** 8:00 am - 4:00 pm
- **Telephone Hours:** 8:00 am - 4:30 pm
- Excluding the following holidays in 2022:

Date	Holiday	Date	Holiday	Date	Holiday
1/2	New Year's Day	6/20	Juneteenth	11/24	Thanksgiving Day
1/17	Martin Luther King Jr. Day	7/4	Independence Day Observed	11/25	Day after Thanksgiving
2/21	President's Day	9/5	Labor Day	12/23-12/26	Christmas Eve
3/31	Cesar Chavez Day	10/10	Columbus Day	12/30	New Year's Eve
5/30	Memorial Day	11/11	Veteran's Day Observed		

**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:

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

**Joe Maddox**  
 RYDE Coordinator - Saratoga, Los Gatos, Monte Sereno, San Jose (zip codes: 95120 and 95124)  
 19655 Allendale Avenue, Saratoga, CA 95070  
 (408) 892-9739  
 RYDE@sascc.org

**Samantha Ho**  
 RYDE Coordinator – San Jose (zip codes: 95110, 95112, 95116, 95118, 95119, 95122, 95123 and 95139)  
 County of Santa Clara, 4<sup>th</sup> Floor, Attn: SNP  
 353 W. Julian Street, San Jose, CA 95110  
 (408) 755-7614  
 RYDE@ssa.sccgov.org

**City of Morgan Hill RYDE Program**  
 171 W Edmunson Ave, Morgan Hill, CA 95037  
 (408) 310-4250  
 RYDE@mhcr.com  
 www.mhcr.com

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

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