



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:** 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 | \$34,800 | \$58,000 | \$82,450 |
| 2 | \$39,800 | \$66,300 | \$94,200 |
| 3+ | \$44,750 | \$74,600 | \$106,000 |

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:** 8:00am-4:00pm.
- **Telephone Hours:** 8:00am-4:30pm.
- 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: 95118, 95119, 95122, 95123 and 95139)
 County of Santa Clara, 4th Floor, Attn: Senior Nutrition Program
 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

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