



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) | Miles | EL | VL | L | Base Price |
|-------------------|--------------------|---------------|-----------|----------------|----------------|----------------|----------------|----------------|
| 1 | \$33,150 | \$55,300 | \$78,550 | Up to 4 | \$0.90 | \$2.25 | \$4.50 | \$9.00 |
| 2 | \$37,900 | \$63,200 | \$89,750 | 4.01 to 8 | \$1.30 | \$3.25 | \$6.50 | \$13.00 |
| 3 | \$42,650 | \$71,100 | \$100,950 | 8.01 to 16 | \$1.80 | \$4.50 | \$9.00 | \$18.00 |
| 4 | \$47,350 | \$78,950 | \$112,150 | Deposit | \$10.00 | \$15.00 | \$20.00 | \$30.00 |
| 5 | \$51,150 | \$85,300 | \$121,150 | | | | | |
| 6 | \$54,950 | \$91,600 | \$130,100 | | | | | |
| 7 | \$58,750 | \$97,900 | \$139,100 | | | | | |
| 8 | \$62,550 | \$104,250 | \$148,750 | | | | | |

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
www.sascc.org

Denise Melroy
RYDE Coordinator – Morgan
Hill
171 W Edmunson Ave,
Morgan Hill, CA 95037
(408) 310-4250
RYDE@mhcrc.com
www.mhcrc.com

RYDEs are NOT for emergency transportation.

In the event of an emergency

Please dial 911.