



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	\$37,450	\$62,450	\$96,000
2	\$42,800	\$71,400	\$109,700
3+	\$48,150	\$80,300	\$123,400

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 Monday - Friday
- **Telephone Hours:** 8:00am-4:30pm Monday - Friday
- Excluding the following holidays in 2024:

Date	Holiday	Date	Holiday	Date	Holiday
1/1-1/2	New Year's Day	6/17	Juneteenth	11/28	Thanksgiving Day
1/15	Martin Luther King Jr. Day	7/4-7/5	Independence Day	11/29	Day after Thanksgiving
2/19	President's Day	9/2	Labor Day	12/23-12/25	Christmas Eve
4/1	Cesar Chavez Day	10/14	Columbus Day	12/30-12/31	New Year's Eve Observed
5/27	Memorial Day	11/11	Veteran's 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 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 may be disqualified.
- To schedule or cancel a ride, please call your area coordinator:

<p>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</p>	<p>Joe Maddox RYDE Coordinator - Saratoga, Los Gatos, Monte Sereno, San Jose (zip codes: 95110, 95112, 95116, 95118, 95119, 95120, 95122, 95123, 95124, and 95139) 19655 Allendale Avenue, Saratoga, CA 95070 (408) 892-9739 RYDE@sascc.org</p>
<p>Anna Bielecki City of Morgan Hill RYDE Program 171 W Edmunson Ave, Morgan Hill, CA 95037 (408) 310-4250 RYDE@mhcr.com www.mhcr.com</p>	

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.