What is RYDE and who can use it?
- RYDE is a curb-to-curb transportation service for adults 65+ residing in Campbell, Cupertino, Los Gatos, Monte Sereno, and Saratoga
- Adults must be ambulatory (use of a cane or walker, or be able to walk on their own)
- RYDE is unable to accommodate wheelchairs or motorized scooters at this time
- There is no additional charge for an eligible passenger’s personal care attendant
- Only 1 companion per passenger
- RYDE can be used for visits with friends, shopping, and appointments

Where can I travel?
- Anywhere within the city limits of Campbell, Cupertino, Saratoga, Monte Sereno, and Los Gatos
- Up to 8.00 miles from your home beyond these city limits, within Santa Clara County
- Sunnyvale CalTrain Station, located at 121 W Evelyn Avenue, Sunnyvale, CA
- To any medical appointments: Ask your RYDE coordinator
- In the event of ride-sharing, all pick-ups/drop-offs must occur within 1 mile

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 $.90
- Each passenger must make a deposit before their first scheduled ride (deposit)

<table>
<thead>
<tr>
<th>Persons in Family</th>
<th>Extremely Low (EL)</th>
<th>Very Low (VL)</th>
<th>Low (L)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$27,950</td>
<td>$46,550</td>
<td>$66,150</td>
</tr>
<tr>
<td>2</td>
<td>$31,950</td>
<td>$53,200</td>
<td>$75,600</td>
</tr>
<tr>
<td>3</td>
<td>$35,950</td>
<td>$59,850</td>
<td>$85,050</td>
</tr>
<tr>
<td>4</td>
<td>$39,900</td>
<td>$66,500</td>
<td>$94,450</td>
</tr>
<tr>
<td>5</td>
<td>$43,100</td>
<td>$71,850</td>
<td>$102,050</td>
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<tr>
<td>6</td>
<td>$46,300</td>
<td>$77,150</td>
<td>$109,600</td>
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<tr>
<td>7</td>
<td>$49,500</td>
<td>$82,500</td>
<td>$117,150</td>
</tr>
<tr>
<td>8</td>
<td>$52,700</td>
<td>$87,800</td>
<td>$124,700</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Miles</th>
<th>EL</th>
<th>VL</th>
<th>L</th>
<th>Base price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 4</td>
<td>$0.90</td>
<td>$2.25</td>
<td>$4.50</td>
<td>$9.00</td>
</tr>
<tr>
<td>4.01 to 8</td>
<td>$1.30</td>
<td>$3.25</td>
<td>$6.50</td>
<td>$13.00</td>
</tr>
<tr>
<td>8.01 to 16</td>
<td>$1.80</td>
<td>$4.50</td>
<td>$9.00</td>
<td>$18.00</td>
</tr>
<tr>
<td>Deposit</td>
<td>$10.00</td>
<td>$15.00</td>
<td>$20.00</td>
<td>$30.00</td>
</tr>
</tbody>
</table>
What are the hours of operation?
- **Transportation Hours**: 8:00am-12:00pm and 1:00-4:00pm, Monday through Friday
- **Telephone Hours**: 8:00am-12:00pm and 1:00pm-4:30pm, Monday through Friday
- Excluding the following holidays:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Month</th>
<th>Holiday</th>
<th>Month</th>
<th>Holiday</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year's Day</td>
<td>January 1</td>
<td>Independence Day</td>
<td>July</td>
<td>Thanksgiving</td>
<td>November</td>
</tr>
<tr>
<td>Martin Luther King Jr. Day</td>
<td>January</td>
<td>Labor Day</td>
<td>September</td>
<td>Day after Thanksgiving Day</td>
<td>November</td>
</tr>
<tr>
<td>President's Day</td>
<td>February</td>
<td>Columbus Day</td>
<td>October</td>
<td>Christmas</td>
<td>December</td>
</tr>
<tr>
<td></td>
<td>March</td>
<td>Veteran's Day</td>
<td>November</td>
<td>New Year's Eve</td>
<td>December</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>May</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

How do I schedule a ride?
- **RYDEs are one-way**, two rides is a roundtrip
- To schedule a ride, call **2 business days in advance**. Rides can be booked up to 5 weeks 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, whichever is less,
  - Cancellations must be within 2 days during normal business hours (so a cancellation on Sunday for Monday would not meet this threshold)
- To schedule or cancel a ride, call your area coordinator:

  - **Sam Sloan**
    - RYDE Coordinator - WVCS
    - (Campbell & Cupertino)
    - 10104 Vista Drive, Cupertino, CA 95014
    - 669.220.0831
    - sams@wvcommunityservices.org
    - www.wvcommunityservices.org

  - **Joe Maddox**
    - RYDE Coordinator - SASCC
    - (Los Gatos, Saratoga & Monte Sereno)
    - 19655 Allendale Ave, Saratoga, CA 95070
    - 408.892.9739
    - RYDEinfo@sascc.org
    - www.sascc.org

**RYDEs are NOT for emergency transportation.**

**In the event of an emergency**

**Please dial 911.**