

FAQs

What is RYDE and who can use it?

- RYDE is a curb-to-curb transportation service for adults 55+ 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 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.
- RYDE can be used for visits with friends, shopping, and appointments.
- Only 1 companion per passenger.

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)

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

Miles	EL	VL	L	Base price
Up to 4	\$0.90	\$2.25	\$4.50	\$9.00
4.01 to 8	\$1.30	\$3.25	\$6.50	\$13.00
8.01 to 16	\$1.80	\$4.50	\$9.00	\$18.00
Deposit	\$10.00	\$15.00	\$20.00	\$30.00

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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 in 2018:

Date	Holiday	Date	Holiday	Date	Holiday
January 1	New Year's Day	September 3	Labor Day	December 24	Christmas Eve
January 15	Martin Luther King Jr. Day	October 8	Columbus Day	December 25	Christmas Day
February 19	President's Day	November 12	Veteran's Day	December 26	Observing Christmas
March 30	Cesar Chavez	November 22	Thanksgiving	December 31	New Year's Eve
May 28	Memorial Day	Day after Thanksgiving Day			
July 4	Independence Day				

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 cancel 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

Tara Auday
RYDE Coordinator - SASCC
 (Los Gatos, Saratoga & Monte Sereno)
 19655 Allendale Ave, Saratoga, CA 95070
 408.892.9739
tara@sascc.org
www.sascc.org

RYDEs are NOT for emergency transportation.

In the event of an emergency

Please dial 911.