FAQ

What is RYDE and who can use it?
- RYDE is a curb-to-curc 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.

<table>
<thead>
<tr>
<th>Persons in Family</th>
<th>Extremely Low (EL)</th>
<th>Very Low (VL)</th>
<th>Low (L)</th>
<th>Miles</th>
<th>EL</th>
<th>VL</th>
<th>L</th>
<th>Base Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$34,800</td>
<td>$58,000</td>
<td>$82,450</td>
<td>Up to 4</td>
<td>$0.90</td>
<td>$2.25</td>
<td>$4.50</td>
<td>$9.00</td>
</tr>
<tr>
<td>2</td>
<td>$39,800</td>
<td>$66,300</td>
<td>$94,200</td>
<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>3+</td>
<td>$44,750</td>
<td>$74,600</td>
<td>$106,000</td>
<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></td>
<td></td>
<td></td>
<td></td>
<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 operations?
- **Transportation Hours:** 8:00am-4:00pm.
- **Telephone Hours:** 8:00am-4:30pm.
- Excluding the following holidays in 2020:

<table>
<thead>
<tr>
<th>Date</th>
<th>Holiday</th>
<th>Date</th>
<th>Holiday</th>
<th>Date</th>
<th>Holiday</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1</td>
<td>New Year's Day</td>
<td>July 3</td>
<td>Independence Day Observed</td>
<td>November 27</td>
<td>Day after Thanksgiving</td>
</tr>
<tr>
<td>January 20</td>
<td>Martin Luther King Jr. Day</td>
<td>September 7</td>
<td>Labor Day</td>
<td>December 24</td>
<td>Christmas Eve</td>
</tr>
<tr>
<td>February 17</td>
<td>President's Day</td>
<td>October 12</td>
<td>Columbus Day</td>
<td>December 25</td>
<td>Christmas Day</td>
</tr>
<tr>
<td>March 30</td>
<td>Cesar Chavez Observed</td>
<td>November 11</td>
<td>Veteran's Day</td>
<td>December 31</td>
<td>New Year's Eve</td>
</tr>
<tr>
<td>May 25</td>
<td>Memorial Day</td>
<td>November 26</td>
<td>Thanksgiving Day</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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:

**RYDEs are NOT for emergency transportation.**

**In the event of an emergency**

**Please dial 911.**