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.
- 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 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 and drops-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 $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>$27,950</td>
<td>$46,550</td>
<td>$66,150</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>$31,950</td>
<td>$53,200</td>
<td>$75,600</td>
<td>4.01 to 8</td>
<td>$1.30</td>
<td>$3.25</td>
<td>$6.50</td>
<td>$13.00</td>
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<tr>
<td>3</td>
<td>$35,950</td>
<td>$59,850</td>
<td>$85,050</td>
<td>8.01 to 16</td>
<td>$1.80</td>
<td>$4.50</td>
<td>$9.00</td>
<td>$18.00</td>
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<tr>
<td>4</td>
<td>$39,900</td>
<td>$66,500</td>
<td>$94,450</td>
<td>Deposit</td>
<td>$10.00</td>
<td>$15.00</td>
<td>$20.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>5</td>
<td>$43,100</td>
<td>$71,850</td>
<td>$102,050</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>6</td>
<td>$46,300</td>
<td>$77,150</td>
<td>$109,600</td>
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<td></td>
</tr>
<tr>
<td>7</td>
<td>$49,500</td>
<td>$82,500</td>
<td>$117,150</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>$52,700</td>
<td>$87,800</td>
<td>$124,700</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
FAQs

What are the hours of operations?

- **Transportation Hours**: 8:00am-12:00pm and 1:00pm-4:00pm.
- **Telephone Hours**: 8:00am-12:00pm and 1:00pm-4:00pm.
- Excluding the following in 2019:

<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 4</td>
<td>Independence Day</td>
<td>November 29</td>
<td>Day after Thanksgiving</td>
</tr>
<tr>
<td>January 21</td>
<td>Martin Luther King Jr. Day</td>
<td>September 2</td>
<td>Labor Day</td>
<td>December 24</td>
<td>Christmas Eve</td>
</tr>
<tr>
<td>February 18</td>
<td>President's Day</td>
<td>October 14</td>
<td>Columbus Day</td>
<td>December 25</td>
<td>Christmas Day</td>
</tr>
<tr>
<td>April 1</td>
<td>Cesar Chavez</td>
<td>November 11</td>
<td>Observing Veteran's Day</td>
<td>December 26</td>
<td>Observing Christmas</td>
</tr>
<tr>
<td>May 27</td>
<td>Memorial Day</td>
<td>November 28</td>
<td>Thanksgiving Day</td>
<td>December 31</td>
<td>New Year's Eve</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 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 $10.00, 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 (Saratoga, Los Gatos & Monte Sereno)
  19655 Allendale Ave, Saratoga, CA 95070
  408.892.9739
  joe@sascc.org
  www.sascc.org

**RYDEs are NOT** for emergency transportation.

In the event of an emergency

Please dial 911.