FAQs

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 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. (Companion will need to fill out a separate “Companion Form”. Please contact your coordinator for more information.)
- 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>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>
FAQs

<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>$30,750</td>
<td>$51,250</td>
<td>$72,750</td>
</tr>
<tr>
<td>2</td>
<td>$35,150</td>
<td>$58,550</td>
<td>$83,150</td>
</tr>
<tr>
<td>3</td>
<td>$39,550</td>
<td>$65,850</td>
<td>$93,550</td>
</tr>
<tr>
<td>4</td>
<td>$43,900</td>
<td>$73,150</td>
<td>$103,900</td>
</tr>
<tr>
<td>5</td>
<td>$47,450</td>
<td>$79,050</td>
<td>$112,250</td>
</tr>
<tr>
<td>6</td>
<td>$50,950</td>
<td>$84,900</td>
<td>$120,550</td>
</tr>
<tr>
<td>7</td>
<td>$54,450</td>
<td>$90,750</td>
<td>$128,850</td>
</tr>
<tr>
<td>8</td>
<td>$57,950</td>
<td>$96,600</td>
<td>$137,150</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</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 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 or $10.00, whichever is less.
  - Cancellations must be within 2 days during normal business hours (ie a cancellation on Sunday for Monday would not meet this threshold).
- To schedule or cancel a ride, please call your area coordinator:
FAQs

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

Sam Sloan  
RYDE Coordinator - WVCS  
(Campbell & Cupertino)  
10104 Vista Drive, Cupertino, CA 95014  
(669) 220-0831  
sams@wvcommunityservices.org  
www.wvcommunityservices.org

RYDEs are **NOT** for emergency transportation.  
In the event of an emergency  
Please dial 911.