

*Outgoing*

**MEMORANDUM**



**CITY OF CAMPBELL**  
**City Manager's Office**

**To:** City Council  
**From:** *Brian* Brian Loventhal, City Manager  
**Subject:** RYDE Pilot Project

**Date:** October 3, 2017



Recently the City of Campbell joined other cities in our County and was recognized as an Age-Friendly City.

The first project in the City of Campbell's work plan, is the West Valley Cities Senior Transportation Pilot Program.

I am pleased to introduce to you RYDE (Reach Your Destination Easily) a pilot project which services the West Valley Communities. RYDE is an efficient service that provides curb to curb transportation for adults 55+.

Residents who are interested in participating in this program can register at the Campbell Adult Center on Tuesday, October 3<sup>rd</sup> from 9:00 am to 12:00 pm and Wednesday, October 4<sup>th</sup> from 1:00 pm to 3:00 pm. The program will have a soft launch Monday, October 16<sup>th</sup>.

For your reference, I am attaching a RYDE FAQ sheet, the flyer with the program registration details and a fee sheet for companies who provide transportation options for seniors. Please note that prices from some of the companies listed can increase due to surge pricing if they become busy; however, RYDE prices do not surge during peak hours.

Additionally, a majority of the RYDE's are provided by volunteer drivers. RYDE is currently reaching out to local service groups in the area to discuss RYDE and the need for additional volunteers.

## FAQs

**RYDE is a Senior Transportation Program serving adults 55+ residing in West Valley.**

- Soft Launch on **October 16<sup>th</sup>, 2017**
- RYDE is a local curb-to-curb transportation service for adults 55+ residing in

**Campbell  
Cupertino**

**Los Gatos  
Monte Sereno  
Saratoga**

- Adults 55+ must be ambulatory
  - RYDE can include Adults 55+ using a walker or cane
  - RYDE is **unable** to accommodate Adults 55+ in **wheelchairs or motorized scooters** at this time
- Eligible Passenger's personal care attendant will attend the RYDE without additional charge
- RYDEs are available to the following locations:
  - The city limits of **Cupertino, Campbell, Saratoga, Monte Sereno, and Los Gatos**
  - **Sunnyvale CalTrain Station**, located at 121 W Evelyn Ave., Sunnyvale, CA
  - **Santa Clara Valley Medical Center**, located at 751 S Bascom Ave., San Jose, CA 95128
  - **O'Connor Hospital**, located at 2105 Forest Ave., San Jose, CA 95128
  - **El Camino Hospital Mountain View**, located at 2500 Grant Road, Mountain View, CA 94040
  - **Good Samaritan Hospital**, located at 2425 Samaritan Drive, San Jose, CA 95124
  - **Kaiser Permanente - Santa Clara**, located at 710 Lawrence Expressway, Santa Clara, CA 95051
- To schedule a ride call your area coordinator
  - For resident of **Los Gatos, Saratoga, and Monte Sereno**
    - Call: **408-892-9739** Tara Auday
    - Email: [RYDEinfo@sascc.org](mailto:RYDEinfo@sascc.org)
  - For residents of **Cupertino and Campbell**
    - Call: **669-220-0831** Sam Sloan
    - Email: [RYDEinfo@wvcommunityservices.org](mailto:RYDEinfo@wvcommunityservices.org)

### 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: New Year's Day, Cesar Chavez Day, Martin Luther King Jr. Day, President's Day, Veteran's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, the day before Christmas Day, Christmas Day, and New Year's Eve.
- To schedule a ride, call **36 hours in advance**. Rides can be booked up to 5 weeks ahead.
- To cancel a ride call **24 hours in advance**
  - Less than 24 hours is considered a No-Show and person will be charged \$5.00

## FAQs

- RYDE fees are fixed based on the number of miles you travel to a destination.
  - Discounts of up to 90% off the standard RYDE fees are available for those who qualify.
  - Discounted rates are applied base on Financial Assistance Application form (Available at WVCS and SASCC-3months of paystubs needed)
  - Each passenger must start their account with a financial commitment prior to their 1st scheduled ride (deposit)

Persons in Family	Extremely Low	Very Low	Low
1	\$23,450	\$39,100	\$55,500
2	\$26,800	\$44,650	\$63,400
3	\$30,150	\$50,250	\$71,350
4	\$33,500	\$55,800	\$79,250
5	\$36,200	\$60,300	\$85,600
6	\$38,900	\$64,750	\$91,950
7	\$42,550	\$69,200	\$98,300
8	\$44,250	\$73,700	\$104,650

Miles	base price	50% FA	75% FA	90% FA
Up to 4	\$9.00	\$4.50	\$2.25	\$0.90
4 to 8	\$13.00	\$6.50	\$3.25	\$1.30
8 +	\$18.00	\$9.00	\$4.50	\$1.80
Deposit	\$30.00	\$20.00	\$15.00	\$10.00

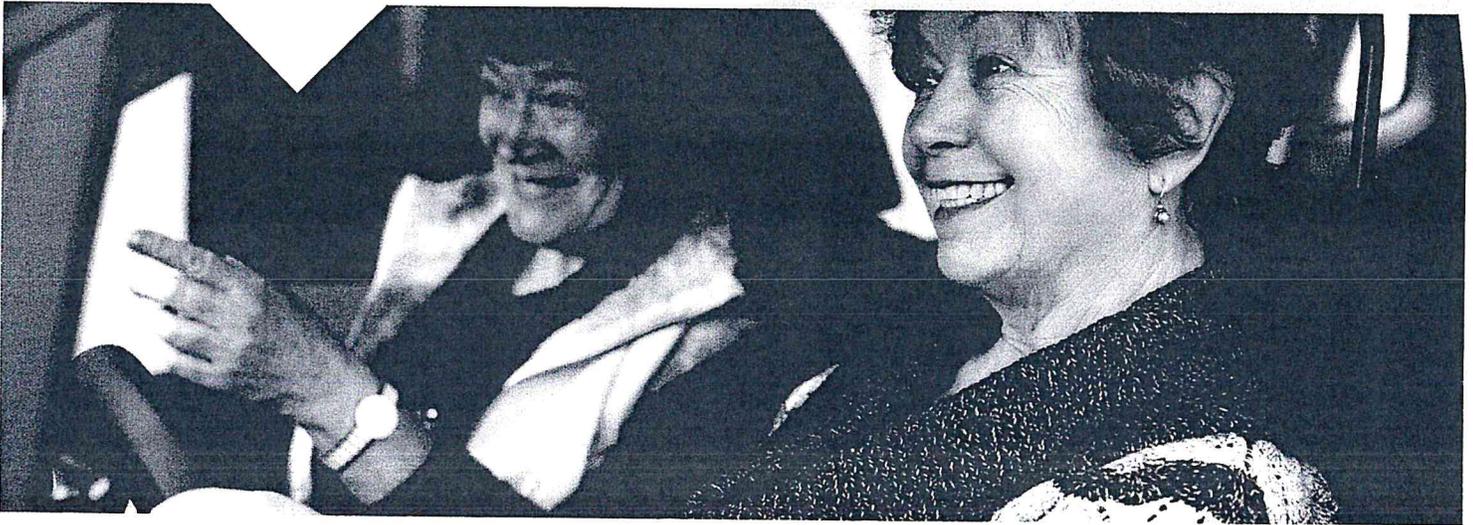
**RYDEs are not for emergency transportation. In the event of an emergency**

**Please- dial 911.**

# Curb-to-Curb Transportation for Adults 55+



Serving the West Valley Communities of Campbell,  
Cupertino, Los Gatos, Monte Sereno & Saratoga



RYDE is a curb-to-curb transportation and local trip planning service for adults 55+ living in the West Valley.

RYDE fees are fixed based on the number of miles you travel to a destination.

Discounts of up to 90% off the standard RYDE fees are available for those who qualify. Discounted rates are applied based on Financial Assistance Application form and supporting documents (3 months of paystubs, SS letter, bank statement, or tax returns).

## Dates to Register at the Campbell Adult Center

1 W. Campbell Ave.  
Campbell, CA 95008

October 3rd

9:00am-11:00am (Rm C35)  
11:00am-12:00pm (Rm M50)

October 4th

1:00pm-3:00pm (Rm C35)



Residents of Cupertino or Campbell, contact WVCS :  
669.220.0831  
RYDEinfo@wvcommunityservices.org

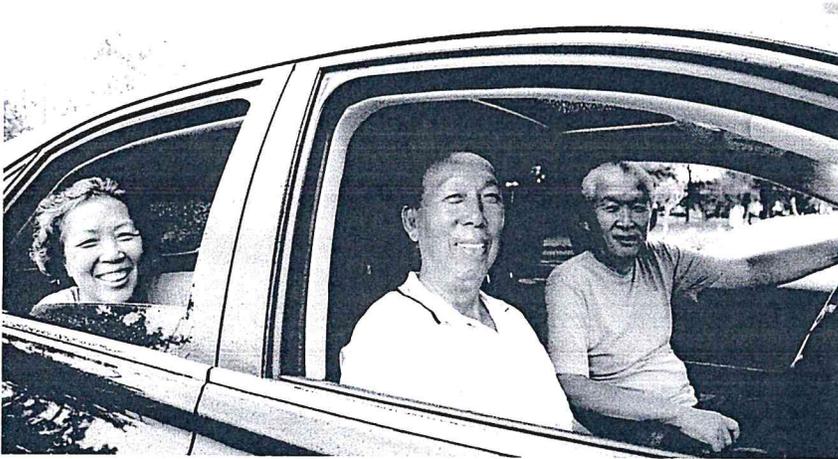


Residents of Los Gatos, Saratoga, or Monte Sereno, contact the SASCC:  
408.892.9739  
RYDEinfo@sascc.org

Company	base fare	other costs		minimum	Scheduling	Phone #
GoGoGrandparent	\$ 4.25	\$.95/mile	\$.14/minute	\$ 5.00	\$ .19/minute	"Walkers and foldable wheelchairs are no problem, as long as you can transfer yourself into a car without assistance."
VTA Access Paratransit	\$ 4.00	one way				"eligibility based on ADA Paratransit eligibility standards"
Boundless Care Inc.		\$3/mile		\$60.00		408.722.4882 408.363.8900
One-Stop MedEx				\$145.00		510.500.4487 408.907.5629
Road to Recovery				free		800.227.2345
S&P Med Trans Inc.				\$105.00		408.829.8648 408.264.6411
<b>Company</b>	<b>base fare</b>	<b>other costs</b>		<b>minimum</b>	<b>Scheduling</b>	<b>Phone #</b>
lyft	\$ 0.90	\$.90/mile	\$.09/minute	\$ 3.50	\$ 1.90	app
uberX	\$ 0.40	\$.97/mile	\$.14/minute	\$ 5.00	\$ 1.58	"Charges may increase if there's a surge in rider demand "
Taxi	\$ 3.50	\$3/mile				app

# VOLUNTEER DRIVERS NEEDED

RYDE is a curb-to-curb transportation and local trip planning service for adults 55+ living in the West Valley. A majority of the RYDEs are provided by VOLUNTEER drivers.



## Volunteer RYDE driver needs:

- ⇒ Current valid Driver's License
- ⇒ Proof of a vehicle insurance and inspection
- ⇒ Pass a National Background check and Drug Screening
- ⇒ Complete Comprehensive training

If you're interested in pursuing the rewarding task of volunteering with RYDE, contact your local RYDE Coordinator:

Cupertino and Campbell

669.220.0831

Los Gatos, Saratoga, Monte Sereno

408.892.9739

You could be giving a RYDE in as little as two weeks!

RYDE is a pilot project offered through a collaboration between The Saratoga Area Senior Coordinating Council, West Valley Community Services, the Santa Clara County Board of Supervisors, Valley Transportation Authority, the cities of Saratoga, Cupertino, Monte Sereno, Campbell, and the town of Los Gatos.