



## Schedule an On-Demand Ride

1. Dial **2-1-1** (*Please call 30 minutes in advance to schedule a ride*)
  - If calling from a non-510 number dial
    - **510-727-9560** or
    - **888-886-9660**
2. Listen for the option for HOP participants to book an on-demand ride and **press 4** to be connected to a 2-1-1 (Eden I&R) staff member.
3. 2-1-1 staff will order your ride through Lyft or Uber and tell you the estimated fare. If it is more than you wish to pay, you may decline the ride or change it with staff at this point.
4. When the ride is confirmed 2-1-1 staff will provide:
  - a. The name of the driver, the color and type of car. This will help you recognize the car when it arrives.
  - b. The estimated number of minutes before the car arrives (usually 5-10 minutes)

Tell 2-1-1 staff a distinguishing thing about yourself such as "I have a red coat" or "I use a walker." They will relay this to the driver so that they can more easily recognize you.

## Service Areas

**HOP** provides services in the following areas:

Hayward	Newark	Livermore	Oakland
San Leandro	Fremont	Dublin	Alameda
Union City	Pleasanton	San Ramon	Castro Valley
Fairview	Cherryland	San Lorenzo	Ashland

**\* Medical trips outside of these locations must be approved by the HOP Program Coordinator. Please call (510) 583-4230 for more information.**



## Service Hours

**Monday – Friday, 8:15 am to 5:30 pm, closed on national holidays.**

- All rides must be completed by 6:00 pm.

- **Wheelchair accessible vehicles may be available.**
  - Please inquire with 2-1-1 staff.

## Costs

- Your share of cost is \$4 for each ride.
- The HOP covers the remaining ride costs up to a maximum of \$20.
- Costs over \$20 per trip are not covered by HOP.
  - Any amount over \$20 is paid by the rider.
- Your costs are charged to your credit or debit card after each ride.

<b>Example:</b> If you travel from Hayward to Oakland and the total cost of the ride is \$26	
Rider pays the first four dollars	\$4.00
The HOP covers the next sixteen dollars	\$16.00
Rider pays any costs above twenty dollars	\$6.00
<b>Total cost to Rider</b>	<b>\$10.00</b>

## Additional Information

### ***Please note:***

- Be ready and waiting on the curb for the ride. Drivers will not come to the door to find you. Uber/Lyft drivers may cancel if you are not ready within 5 minutes to get in the car. *If you do not think you will make it to the pickup point on time or you need more help, speak with 2-1-1 staff.*
- **Cancellation fee is \$5.00.**
  - You can avoid cancellation fees by being ready for your ride when you order it.