

## Schedule an On-Demand Ride

1. Simply Dial 2-1-1.  
*(During Shelter-in-Place, please call 30-60 minutes in advance to schedule a ride)*
2. Listen for the option for HOP participants to book an on-demand ride and **press 4** to be connected to 2-1-1 staff.
3. 2-1-1 staff will order your ride on Lyft/Uber and tell you the estimated cost. 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 tell you:
  - a. The name of the driver, the color and type of car. This will help you recognize the car when it arrives.
  - b. How many 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 Area

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.**

## 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.
  - *Anything over \$20 is paid by the client.*
- Your costs are charged to your credit or debit card at the end of each ride.

<b>Example:</b> Let's say 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>

## Service Hours

**Monday – Friday, 8:15 am to 5:30 pm** *All rides must be completed by 6:00 pm.*  
**Wheelchair accessible vehicles may be available; please inquire with 2-1-1 staff.**

## Good to Know

***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 this doesn't seem possible for you 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.

- If calling from a non-510 phone number, please dial 510-727-9560 to contact Eden I&R.