

June 2025 Issue

# The Hayward Hopper

Hayward Operated Paratransit (HOP) Rider Newsletter



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Call One Number for  
All Things HOP!

Meet Our New  
Partner: Onward!

Need Extra Help?  
Try a Companion Ride

Coming Soon:  
Text-to-Ride

## All-New HOP: New Number, New Services, New Provider!

We've made it easier for you to use HOP!  
Starting now, there's just one number to call for everything:

☎ (510) 583-4230 or 1-833-HOP-7401 (toll-free)

No more guessing who to call. Just pick one of the options:

- **Press 1** if you have **questions** or want to **sign up**
- **Press 2** to book a discounted **UBER ride**
- **Press 3** to request a **Wheelchair Ride** or try our new **Companion Ride Service**

We're also teaming up with **Onward Health, Inc.**, a great new provider that helps thousands of seniors and folks with disabilities get where they need to go—safely and comfortably.

### Curious about Companion Rides?

Check inside for all the details!



## WHAT IS HOP AND WHO IS IT FOR?

**HOP** stands for **Hayward Operated Paratransit** – and it's here to help you get around!

If you live in **Hayward, San Lorenzo, Castro Valley, or unincorporated San Leandro**, you may be eligible for this **reliable, affordable transportation** service run by the City of Hayward.

## Who can use HOP?

- If you're **70 or older**, you qualify!
- If you're **18+ with a disability** that makes it hard to drive, you can qualify too.

Whether it's a doctor's appointment, a visit with friends, or a trip to the store — HOP makes it easier to get there.

**Want to sign up or see if you're eligible?**

Call us at **(510) 583-4230** and **Press 1**.  
[hayward-ca.gov/residents/paratransit](http://hayward-ca.gov/residents/paratransit)

## COMING SOON — NEW WAYS TO RIDE!

We're making HOP even easier with two new features:

### **Text-to-Ride**

Request an **UBER, Companion Ride, or Wheelchair Vehicle** by text — anytime, day or night!

### **Group Trips**

Going out with friends? HOP will offer rides for **groups of 4+** traveling to and from the same place in Alameda County.

Stay tuned for more details!





# New Service Starting May 12: Companion Rides! A Helping Hand When You Need It

Getting out and about just got easier! Beginning May 12, HOP is launching our new **Companion Ride Service** — a more supportive option than UBER or Lyft.



## What's a Companion Ride?

It's a **Door-Through-Door ride**, where your driver gives you a hand from your front door into the car — and into your destination on the other end.

Companion Drivers are:

- ✓ CPR & First Aid Certified
- ✓ Fingerprinted and Drug Tested
- ✓ Trained to give extra help

They can help with **foldable walkers and wheelchairs**, and if you really like your driver, you can even **ask for them again!**

## Are Companion Rides Right for You?

Can you stand and pivot, but need help getting into or out of a vehicle?

OR

Do you have a medical device, foldable wheelchair, or walker?

## Then Companion Rides are for You!

## New Flat-Rate Pricing Also Starts May 12!

No more guessing what your ride will cost. We're rolling out **flat rates** for:

- Wheelchair Accessible Vehicles (WAVs)
- Companion Rides

If you're going **more than 31 miles**, give us a quick call first:

**(510) 583-4230 or 1-833-HOP-7401**

**Get where you need to go with HOP!**

**New Flat Rate Companion Ride & WAV Fares**

Distance	Rider Fare
0-10 Miles	\$4
11-20 Miles	\$6
21-30 Miles	\$8
31+ Miles	Call Us!

## **You could be riding with HOP for FREE with our Means-Based Fares!**

### **Getting Around on a Fixed Income? Ask about the Means-Based Fare Program.**

HOP offers Means-Based Fares to eligible clients based on income. If you are enrolled in the Means-Based Fare program, HOP rides will be provided at **no cost**. If you receive one or more of the following benefits, you qualify:

- Social Security benefits (Social Security, SSI, SSDI)
- Medi-Cal
- CalFresh
- WIC
- CalWORKs
- General Assistance (GA)
- Cash Assistance Program for Immigrants (CAPI)

Call us to apply: (510) 583-4230, Press 1.



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