

Transportation Services Application Packet

(revised November 2019)

Ride-On Tri-City! assists seniors and people with disabilities residing in Fremont, Newark and Union City with their transportation needs. Transportation Resource Specialists are available by phone or in-person to discuss an individual's transportation needs and help the individual get connected with the right transportation services and resources. If you have questions about the transportation services listed, call **Ride-On Tri-City!** at (510) 574-2053.

Ride-On Tri-City! is a program of the City of Fremont's Human Services Department. The program provides affordable transportation within Fremont, Newark and Union City.

Ride-On Tri-City! transportation services are available to:

- Fremont and Newark residents who are 70 years of age or older; OR,
- Union City residents who are 80 years of age or older; OR,
- Fremont, Newark and Union City residents who are unable to use public transportation independently due to a disability or disabling health condition.

Please Note: Wheelchair-Accessible Van Services for Union City residents are provided by Union City Paratransit. **Ride-On Tri-City!** can assist Union City residents (who are disabled and unable to use public transit) get registered for Union City Paratransit.

If you meet the above eligibility criteria for **Ride-On Tri-City!**, please use the attached application to apply for **ONE** of the following services:

Ride-Hailing Service

Service: Available to Fremont, Newark and Union City residents who are able to use a curb-to-curb service. Subsidized Lyft rides within Fremont, Newark and Union City are available Monday - Sunday, from 8am to 6pm, for participants with their **own smartphones and have an active Lyft account** (app downloaded and payment method set up).

Individuals who do not have smartphones can get discounted Lyft or Uber rides Monday - Friday, from 8am to 6pm, through a call center.

Rides are on-demand and usually arrive within 5-10 minutes of ride request.

Cost: Rider pays the first \$4 of the ride and up to \$16 in additional trip costs is subsidized by the program. Riders are responsible for paying any trip costs over \$20 as well as any tip provided to the driver. A maximum of 30 subsidized rides can be taken each month. There are no additional charges for companions or attendants traveling with a rider.

Accessibility: Wheelchair accessible vehicles are not widely available with this service.

Taxi Service

- Service:** Available to Fremont, Newark and Union City residents who are able to use a curb-to-curb service. Subsidized taxi rides within Fremont, Newark and Union City are available from 8am to 6pm, 7 days a week. Rides are requested on the same day service is needed.
- Cost:** Taxi vouchers cost \$4 each and subsidize up to \$16 of taxi meter fare. Only 1 voucher can be used per one-way trip. Riders are responsible for paying any fare beyond the \$16 voucher subsidy and any tip provided to the driver. A maximum of 30 taxi vouchers may be purchased per month. There are no additional charges for companions or attendants traveling with a rider.
- Accessibility:** There are no wheelchair accessible taxis available for service at this time.

Wheelchair-Accessible Van Service

- Service:** Available to Fremont and Newark residents who use wheelchairs or who are ambulatory and require special door-to-door assistance. Rides to and from destinations in Fremont, Newark and Union City are available from 8am to 6pm, 7 days a week. Reservations are taken up to 7 days in advance; same-day rides are available on a *space-available basis only*.
- Cost:** Rides cost \$4 per one-way trip. Fares are paid using pre-paid vouchers and cost \$40 per book of 10 one-way trip vouchers. Enrolled participants can access a maximum of 360 one-way trips per year. Riders present a pre-paid trip voucher for each one-way ride. There are no additional charges for companions or attendants traveling with a rider.
- Accessibility:** Rides are provided in lift-equipped, wheelchair-accessible vans with drivers who have been trained to provide specialized assistance to seniors and persons with disabilities.

Please return your completed transportation services application to:
(be sure to indicate which service you are applying for)

- Mail:** City of Fremont Human Services - ***Ride-On Tri-City! Program***
P.O. Box 5006
Fremont, CA 94537-5006
- Fax:** (510) 574-2054
- Hand deliver:** Fremont City Hall, Human Services Dept., Bldg. B,
3300 Capitol Ave., Fremont
- Email:** pgutierrez@fremont.gov or jma@fremont.gov

For more information, please call RIDE-ON TRI-CITY! at (510) 574-2053

8. How do you currently travel to your most frequent destinations? (Check all that apply)

- ADA Paratransit (i.e. East Bay Paratransit, Union City Paratransit)
- Drive myself Someone drives me Buses/BART Taxi
- Lyft or Uber Go-Go Grandparent Other: _____

9. Are you certified for rides through East Bay Paratransit or Union City Paratransit?

- Fully eligible Conditionally eligible **Eligibility is valid until:** _____
- Not eligible/Denied Applied, decision pending Have not applied Don't know

10. Do you use any of the following mobility aids or equipment? None

- Cane White Cane Walker Manual Wheelchair
- Power Wheelchair Power Scooter Service Animal Portable Oxygen

11. Do you need a wheelchair (WC) accessible vehicle when you travel? Don't use a WC

- Yes, always Sometimes, depends on trip I am taking No, I can transfer from WC

12. What type of assistance do you need when traveling? None Carrying bags

- Getting to/from front door Assistance because I am visually impaired Push wheelchair
- Getting in/out of vehicle Steadying arm when walking Fold wheelchair or walker
- Other: _____

Do you have someone who travels with you to provide you with assistance? No Yes

13. Please describe your disability or disabling health condition and explain how this condition prevents you from using public transit (i.e. buses or BART):

14. Is the above condition you describe: Permanent Temporary until: _____

15. Please list the destinations you needs rides to: (note if any are outside of Tri-City area)

16. Emergency Contact: _____ Relationship: _____

Cell phone: (_____) _____ Evening phone: (_____) _____

17. Do you need information in an accessible format? No Yes - If yes, please check

which format you prefer: Large Print Audiotape Braille CD/Electronic File

I certify that the information in this application is true and correct. I understand that knowingly falsifying information will result in denial of service. I give the City permission to contact me about my paratransit service experience and to verify my enrollment with East Bay Paratransit or Union City Paratransit. I understand that my application information will be kept confidential; only information required to provide service or verify service quality will be disclosed under any circumstances.

Applicant's Signature: _____ Date: _____

Person who assisted you with application/Phone #: _____