



HAYWARD OPERATED PARATRANSIT PROGRAM

Program Information Sheet

Types of Rides

HOP offers 3 types of rides via our partner Onward Health:

- 1) Rideshare rides (such as Uber)
- 2) Companion Rides (door-to-door rides in a car with a trained driver who can provide some mobility assistance)
- 3) Wheelchair accessible vehicle rides (WAV)

Not sure which type of ride is right for you? You can discuss your needs with Onward concierge staff at (510) 583-4230, extension 2.

NOTE: Please book Companion and WAV Rides 24 hours in advance to ensure a ride. Uber rides are available on-demand.

To begin using HOP, you can book rides via phone or text

Booking a ride via PHONE CALL

1. **CALL 1 (510) 583-4230, extension 2 (Onward)** and provide your credit or debit card number for your first ride.
2. Provide addresses for your pick-up location and destination.
3. Onward staff will tell you:
 1. The name of the driver and the color and type of car.
 2. How many minutes before the car arrives.

Booking an UBER ride via TEXT

- **TEXT "Book" to 1 (510) 925-1700.** You will be sent a link to click and book your ride. *This number is for texting only.*
- Verify your date of birth.
- Enter credit/debit card number.
- Select your ride type, departure time and location, and destination.
- Receive a text confirmation and track your ride status!

Please note for Uber rides:

1. **Be ready and waiting on the curb for the ride.** Drivers will **not** come to the door to find you. Uber 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, call Onward at (510) 583-4230, extension 2.

2. **Cancellation fee is \$5.50.**

You can avoid cancellation fees by being ready for your ride when you order it.

Travel Area

HOP provides transportation up to 30 miles from your departure location. If you wish to travel 31-49 miles, please call or email HOP for approval at least 48 business hours in advance. No rides are available for 50 miles or farther.

Hours

Call: Monday-Thursday, 6am-8pm | Friday, 6am-6pm | Saturday-Sunday, 8am-6pm

Text-to-Ride: Available 24 hours/day, 7 days/week

Costs

Ride prices are based on miles traveled each way.

- Your costs are charged to your credit or debit card at the end of each ride.
- Card information is maintained securely with encryption.

Cost per one-way ride

1-10 miles	\$4.00
11-20 miles	\$6.00
21-30 miles	\$8.00
31-49 miles (requires advance approval)	\$10.00

NOTE: HOP offers an additional subsidy through our Means-Based Fare. Please see the attached document, or call or email us to see if you are eligible.

Questions or need to apply? Call HOP at (510) 583-4230, extension 1 or email paratransit@hayward-ca.gov

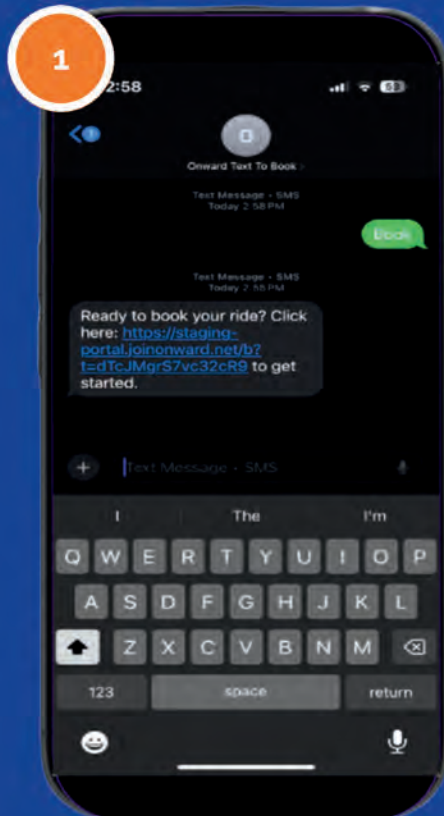
OUR MAILING ADDRESS:
THE HOP 777 B STREET, 4th FLOOR,
HAYWARD CA 94541



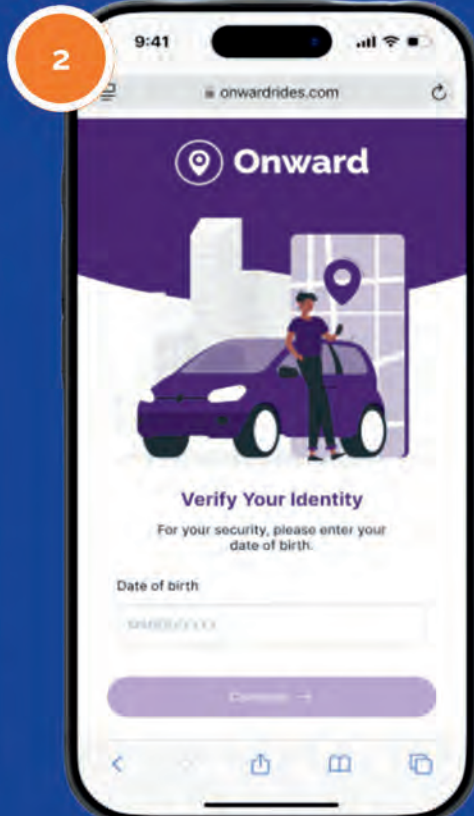
Schedule Paratransit Trips via Text Message

The City of Hayward has partnered with Onward to introduce new paratransit scheduling technology and assisted rideshare services. Onward's Text-to-Ride service will allow eligible Hayward residents to order, track and manage trips, by texting "BOOK" to 1 (510) 925-1700.

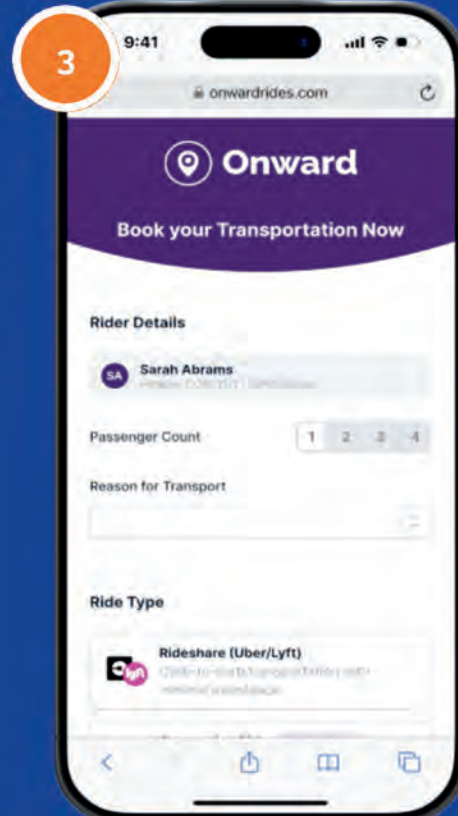
How it Works



Text "Book" to
(510) 925-1700

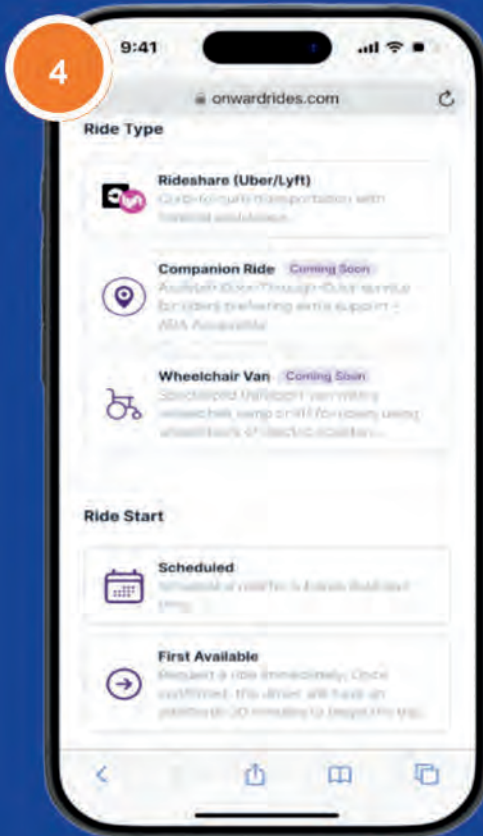


Verify Your
Date of Birth

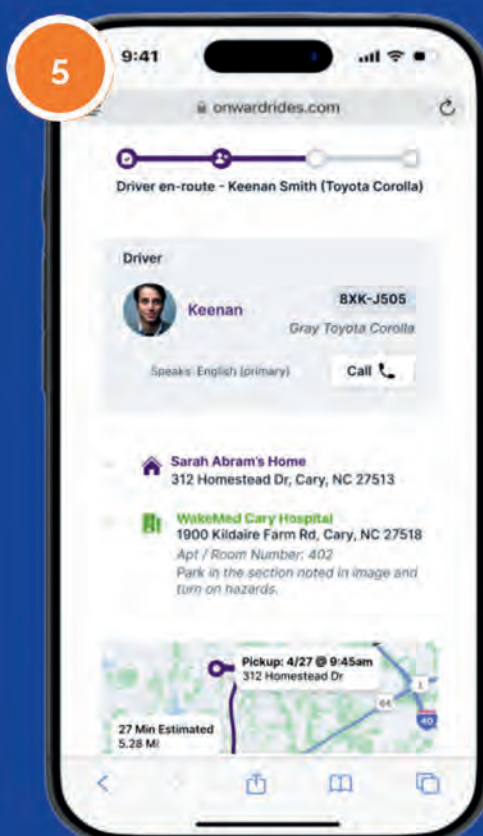


Choose a
Ride Type

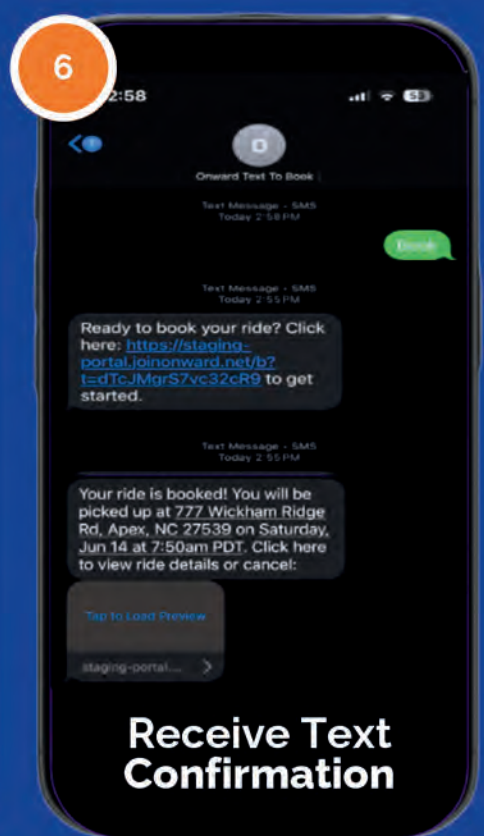
Be sure to text from your registered number and add us to your address book! 1 (510) 925-1700



Choose a Ride
Start Time



Check Your
Ride Status



Receive Text
Confirmation

Program Enrollment

The City of Hayward Paratransit's HOP program oversees enrollment. To enroll in HOP, email paratransit@hayward-ca.gov.

Alternative Booking Options

In addition to text message booking, enrollees may schedule transportation over the phone at 510-583-4230. Please do not call the Text-to-Ride number.

Tiered Pricing

1 - 10 miles	\$4
11 - 20 miles	\$6
21 - 30 miles	\$8
31+ miles	Call HOP

*Trips over 31 miles require authorization

Measure BB Funds

These funds offset transport costs creating lower cost, equitable services.

Equitable Transportation
365 Days a Year





New!
Service

Introducing Companion Rides

The ride-share solution for older adults, individuals with disabilities, and low acuity patients in need of minor physical assistance.



Door-Through-Door™ Assistance



Wheelchair & Walker Support



Navigating Stairs & Obstacles

WHEN TO USE COMPANION RIDES

- In need of light physical assistance
- Vision or hearing impaired
- Mild behavioral or cognitive impairment
- Dialysis appointments
- Daily acts of living
- Post surgery or procedure
- After general anesthesia
- Physical therapy visits
- And more!

Now available on the HOP Line
510-583-4230

