

July 2025 Issue

The Hayward Hopper

Hayward Operated Paratransit (HOP) Rider Newsletter



IN THIS ISSUE:

Simpler HOP Phone
Tree!

New, More Affordable
Flat Fares!

Save the Phone Call,
Text to Ride is Here!

Extended Phone Hours
for Booking Rides!

Simpler Phone Tree for Faster, Easier Calls!

Last month, we introduced our one-stop phone number for all HOP services:

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

Now it's even simpler!

- ▶ **Press 1** if you have **questions** or want to **sign up**
- ▶ **Press 2** if you want a ride. **UBER, Companion Rides,** and **Wheelchair Accessible Rides** all in one place!

Beginning July 1st, all rides will be booked through the Concierge team at **Onward Health, Inc.**

We're also extending the new, simplified fares to all our riders, including for UBER rides. See inside for details on how it works!



Flat Fares for UBER Rides Start July 1st!

UBER rides with HOP are getting easier!

Just like our new Companion and Wheelchair rides, UBER trips will now have simple, flat fares based on how far you travel.

This means **no more surprise charges**—you'll know the cost before you ride.

You can take an UBER, Companion Ride, or Wheelchair Accessible Ride for **any reason** up to **30 miles**. If you're going further (up to 50 miles) call us for approval before booking!

We're making things simpler, more predictable, and easier for you.

New Flat Rates for All HOP Rides!

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

New Extended Hours for Booking Rides by Phone

Along with new services and fares, HOP has **changed its hours** to get you where you need to go **earlier on weekdays**, and into the **evening on weekends!**

Monday to Thursday: 6am to 8pm

Friday: 6am to 6pm

Saturday and Sunday: 8am to 6pm





NEW! Text-to-Ride Starts in July!

HOP riders can now request or pre-schedule rides **straight from their phones**, any time day or night!

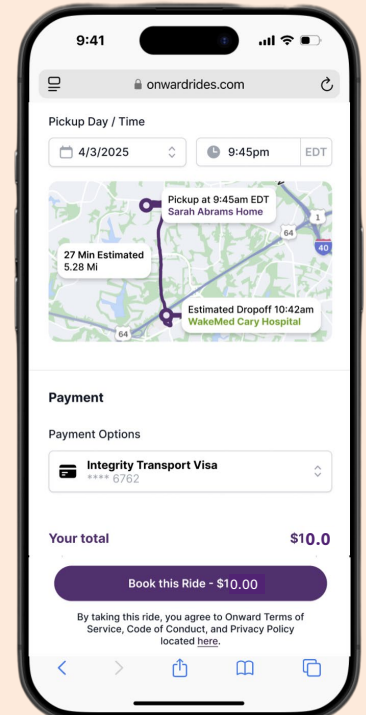
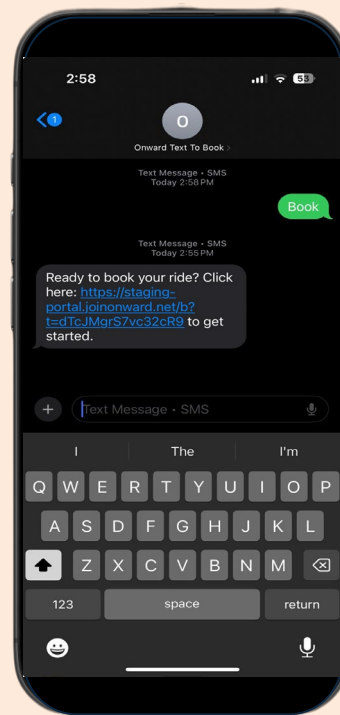
Just text **"Book"** to **1-510-925-1700**.

(Please note this number is *only* for texts!)

You'll get a link—click it, enter your birth date, and choose your ride type, date, time, and destination.

Once booked, you'll get a message confirming your ride, plus a link to check or cancel it if needed.

It's quick, easy, and available **24/7!**



**Questions about HOP Services?
HOP Staff is here Monday to Friday, 9am to 5pm**

Call us at **(510) 583-4230** and **Press 1**
Or email **paratransit@hayward-ca.gov**

For questions, call (510) 583-4230 and press 1 or email paratransit@hayward-ca.gov

ca.gov

2) Email a scan or photo of your benefits statement to paratransit@hayward-ca.gov

Hayward, CA 94541

777 B St., 4th Floor

Hayward Operated Paratransit

1) Mail a copy of your benefits statement with your name and phone number to:

To apply, either:

to travel at no cost with HOP!

If you receive Social Security Benefits, Medi-Cal, CalFresh, WIC, CalWorks, General Assistance (GA) or Cash Assistance Program for Immigrants (CAPI), you may be able

You could be riding with HOP for FREE with our Means-Based Fare!



City of Hayward
777 B Street, 4th Floor
Hayward, CA 94541
(510) 583-4230