

## **Ride-On Tri-City! Transportation Services**

(revised 08/2024)

**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, Newark, and Union City residents who are:

- 70 years of age or older; OR,
- Under 70 years of age and qualify for ADA Paratransit, such as East Bay Paratransit or Union City Paratransit. ADA Paratransit services are available to individuals who are unable to use regular public transit independently due to a disability or health-related condition.

If you meet the above eligibility criteria for **Ride-On Tri-City!**, you may apply for **ONE** of the following services:

### **Ride-Hailing Service**

**Service:** Available to Fremont, Newark and Union City residents who can use a curb-to-curb service. Subsidized rides with Transportation Network Companies (TNCs like Lyft and Uber) are available within Fremont, Newark and Union City from 8am to 6pm, 7 days a week. Rides are on-demand and usually arrive within 5-10 minutes of ride request. Participants with their own smartphones can get subsidized rides through the Lyft app on their phone. Participants who do not have smartphones can get subsidized Lyft or Uber rides through GoGoGrandparent's Call Center.

**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 available with this service.

## Taxi Service

- Service:** Available to Fremont, Newark and Union City residents who can 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 \$20 of taxi meter fare. Only 1 voucher can be used per one-way trip. Riders are responsible for paying any fare beyond the \$20 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:** Wheelchair accessible vehicles are not available with this service.

## Wheelchair Accessible Van (WAV) Service

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

- 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, except for major holidays. Reservations are taken up to 3 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 30 one-way trips per month. 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.

If you, or someone you know, is interested in applying for Ride-On Tri-City! services, please complete the online transportation services application: [city.fremont.gov/rideontricityapply](http://city.fremont.gov/rideontricityapply)

When completing the online application, individuals can select the type of service they are interested in (see above list).

**For more information, please contact RIDE-ON TRI-CITY!:**

Phone: (510) 574-2053

Email: [RideOnTriCity@fremont.gov](mailto:RideOnTriCity@fremont.gov)