

City of Hayward

Hayward Operated Paratransit



Rider's Guide

Revised February 2023

**City of Hayward
Hayward Operated Paratransit (HOP) Program
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(510) 583-4230

Upon request, this document can be made available in alternative accessible formats (i.e., large print, audio tape, etc.) Please contact the Paratransit Program Coordinator's office at (510) 583-4230 to request the Riders' Guide in an alternative accessible format.

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I. Important Telephone Numbers

Keep these phone numbers handy to help you with your transportation needs:

Hayward Operated Paratransit (HOP)

(510) 583-4230: For general information, applications, service complaints and recommendations.

2-1-1 (Operated by Eden I&R)

Dial 2-1-1 (or 510-727-9560, or 888-886-9660 if you are outside Alameda County limits): To setup your VIP ZIP account and/or to schedule an on-demand ride (in partnership with Lyft and Uber).

East Bay Paratransit (EBP) 1-800-555-8085: EBP provides Alameda County-wide transportation to program participants who have been certified as eligible to use EBP through an interview process. Please call EBP for applications or more information.

For life-threatening or medical emergencies, always call 911 – Paratransit will not provide emergency or urgent transport.

II. General Information

Paratransit services are available to eligible Hayward residents through one or both of the following programs:

- East Bay Paratransit (EBP)
- Hayward Operated Paratransit (HOP)

You are **required** to apply to both programs in order to maximize your transportation options.

HOP is a city-based paratransit program designed to supplement and complement the services provided by East Bay Paratransit. The City's program provides back-up services when East Bay Paratransit is unable to serve you.

For example, you could use HOP instead of East Bay Paratransit when you:

- Are not able to pre-schedule a ride with East Bay Paratransit when needed;
- Live outside of the East Bay Paratransit service area;
- Need transportation before your East Bay Paratransit application can be processed;

- Need a back-up service when an East Bay Paratransit is missed, and there is a long wait for another EBP vehicle to pick you up;
- Are not eligible for East Bay Paratransit services, but still meet HOP eligibility requirements.

A. Service Description

HOP currently only provides one (1) type of transportation for eligible individuals. The City contracts with Eden I&R, a local nonprofit, to provide curb-to-curb service through TNCs (Transportation Network Companies), such as Lyft and Uber.

Uber WAV provides rides in wheelchair accessible vehicles that may include wheelchair ramps, lifts, etc.

Service is available Monday through Friday from 8:15am to 5:30pm. All rides must be completed by 6:00pm. Services are currently unavailable in the evenings and over the weekends.

You must call 2-1-1 in order to schedule a ride. The rider's share of the fare is the first \$4 for each ride, and any amount over \$20. The rider's share of the fare is charged to the credit/debit card on file after the ride is complete.

- HOP will pay the costs of rides over \$4.00, up to a maximum of \$20.00. Any costs over \$20.00 is the rider's responsibility. To receive a trip cost estimate you must;
 - Call 2-1-1
 - Dial 510-727-9560 or 888-886-9660 if you are outside Alameda County limits.

B. Eligibility Requirements

To be eligible for transportation services through HOP, an applicant must be:

1. A resident of Hayward, Castro Valley, San Lorenzo, Fairview, Ashland, Cherryland, or unincorporated San Leandro; and
 - Seventy (70) years of age or older; or be between the ages of eighteen (18) and sixty-

nine (69) years old with a certified disability;
and

2. Unable to drive and unable to use public transportation (AC Transit buses or BART trains) independently due to a medical or disabling condition; and
3. Have applied to East Bay Paratransit.

C. Applying for Hayward Operated Paratransit

Applications are available from the City of Hayward's Community Services Division:

777 B Street – 4th Floor
Hayward, CA 94541

And online at the City's website:

www.hayward-ca.gov/residents/paratransit

You can also apply through the County website:

www.accessalameda.org

To request an application, call 510-583-4230, Monday – Friday, 9:00am – 4:00pm. A completed HOP application is required to obtain services. Additionally, applicants under 70 years old must have a physician, social worker, or

other health care professional certify to the applicant’s disability by completing the Hayward Paratransit Medical Statement or provide a copy of their EBP acceptance letter. Completed applications are reviewed by program staff; applicants who meet the eligibility criteria are enrolled in the program.

D. Service Area

HOP curb-to-curb service will transport program participants to and from destinations within the Hayward service area which includes:

Hayward	Castro Valley	Fairview	Cherryland
San Lorenzo	Ashland	San Leandro	Union City
Newark	Fremont	Pleasanton	Livermore
Dublin	San Ramon	Oakland	Alameda

Curb-to-curb service is supported only within the Hayward service area as noted above.

Scheduled ride trips outside of the Hayward service area are available through East Bay Paratransit (EBP). East Bay Paratransit trips out of Alameda County may be accommodated on a

case-by-case basis. You must contact East Bay Paratransit for information about travel outside of Alameda County.

Clients are cautioned to limit travel outside the designated service area as it is not guaranteed.

You may travel outside of the service areas but be aware that you are responsible for the costs of the trips over the \$20.00 limit and for trips that take place outside of the designated service hours.

Please Note:

- 2-1-1 will not be available to arrange for a Lyft or Uber ride outside of current business hours (8:15 am - 5:30 pm).
- If you are traveling outside the service area, you are responsible for any additional costs associated with traveling outside the service limits.
- **Note:** HOP and Eden I&R are not responsible for trips outside the designated area, for costs over \$20.00, or for costs incurred if you

travel outside of the designated program hours.

III. Fares

Lyft and Uber - Transportation Network Company (TNC): Riders must call 2-1-1 and arrange a HOP supported ride through Lyft or Uber to receive the \$4.00 rate. The \$4.00 fare is subject to change and available as funding allows. HOP will not pay for rides clients arrange without the assistance of 2-1-1. HOP will cover the costs of the ride over \$4.00, up to a maximum of \$20.00. Costs over \$20.00 per ride are not covered by HOP. All costs over \$20.00 are the responsibility of the rider.

A. Charges

All costs are charged to a credit, debit or prepaid card provided by the rider to 2-1-1 (operated by Eden I&R). Eden I&R uses a secure system to ensure privacy is maintained.

- Riders are required to provide credit, debit, or prepaid card information upon enrollment. **CASH OR OTHER SORTS OF PAYMENT ARE NOT ACCEPTED.** If the payment source changes, it is the client's responsibility to report the new information to 2-1-1; and
- A confirmation fee of 1 cent will be charged to validate (setup) the payment source; and
- Tips are not required and will not automatically be included with the costs of the ride; and
- The costs are charged to the credit, debit or prepaid card after each ride is completed.

B. Means-Based Fare Program (MBF)

HOP offers a limited number of means-based fares to eligible clients for reduced or no cost paratransit services. The means-based program only covers the first \$20 of a trip. Any costs over the \$20 threshold are the rider's responsibility. To qualify, applicants must be:

- Enrolled and in good standing

- An active rider with the HOP program for at least one month and
- Must meet HUD extremely low-income guidelines (please contact program administrator for additional information). Income information is required of all members of the household over 18 years of age.
- To be considered for the means-based Fare program, a complete application is required along with the following **income documentation**:
 1. Copies of social security benefit statement, disability benefit statement, and/or pension-investment benefit statement;
 2. Copies of bank statements for previous two months;

HOP will cover the costs of the first \$4.00 of rides scheduled through the TNC program and cover up to a maximum of \$20.00. With the exception of medical related trips, costs over \$20.00 per ride are not covered by HOP. All

costs over \$20.00 are the responsibility of the rider.

Through MBF, HOP will cover the cost up to a maximum of 35.00 for medical-related rides (requires verification).

Contact the Program Coordinator at (510) 583-4230 for the Means-Based Fare program application and additional information.

Arranging Paratransit Travel

A. Hours of Operation

2-1-1 schedules Lyft and Uber rides Monday – Friday, 8:15 am to 5:30pm. All rides must be completed by 6:00pm.

B. How to Schedule a Ride

For 2-1-1 and Lyft / Uber: 2-1-1 staff will order your ride and tell you the estimated cost of the ride. If the cost is more than you wish to pay, you may decline the ride or ask staff to change it.

2-1-1 only accepts ride reservations during business hours Monday – Friday, 8:15 am to 5:30 pm.

C. Speaking to 2-1-1 Staff

1. Tell the 2-1-1 staff person that you are a HOP client.
2. Give 2-1-1 staff the following information:
 - Your name and phone number
 - When you want to travel
 - Your pickup address: number, street, apartment or suite number, city, zip code and entry code for security entrances (if applicable)
 - Your requested pickup time and the time of your appointment (if applicable)
 - Your destination telephone number and address: number, street, suite number, city, zip code and entry code for any security entrances (if applicable)
 - Your requested return pickup time, if you want a round-trip
 - Whether you are using a cane, walker, wheelchair (manual or power), a

scooter or another assistive mobility device.

- Whether you will have a personal care attendant, companion or a service animal accompanying you on the ride;
 - Whether you need any special assistance from the driver (e.g., carrying bags, help to push your wheelchair to and from the vehicle, etc.);
 - Any other information the driver should know to help you travel.
3. Please be specific about the location (include street address) where you want to be picked up. Apartment buildings, office complexes, medical facilities and shopping centers often have multiple buildings, office suites, and/or entrances.
- Be sure to provide 2-1-1 staff with instructions regarding entry codes for pickup locations that are within a gated community or other places requiring special access.

4. Tell 2-1-1 staff something that will help the driver identify you such as “I’m wearing a red scarf” or “I use a walker.” 2-1-1 will relay this to the driver so they can easily recognize you.

If you are traveling to an appointment, be sure to tell 2-1-1 staff what time you must arrive at your destination (This is especially important for medical appointments.)

5. When you schedule a ride, you will be given the name of the driver, the color and type of car and an approximate time when the vehicle can be expected to arrive. Because many situations can affect service, 2-1-1 will provide a time for the “pick-up window”. If the vehicle arrives at any time during the window, the trip is considered “on-time”.

Please be sure that you are ready to leave when you place the call for the ride. Be prepared to walk out the door and wait at the curb for the driver. Lyft and Uber rides typically arrive within 5-

10 minutes of your call (but can be later depending on availability).

The drivers will not come to your door to find you.

D. Multiple Stops

Multiple stops are prohibited. You must call 2-1-1 to arrange for travel to each unique stop.

E. Canceling or Changing a Ride

You must call 2-1-1 as soon as you know of a cancellation or a change to your reservation.

There is a cancellation fee of \$5.00 for rides not performed. You can avoid cancellation fees by being ready for your ride when you order it.

Drivers may cancel your rides as a “No Show” if you are not ready within 5 minutes of placing your ride order or if they cannot find you.

Cancellation fees are automatically charged to your credit/debit card. If you wish to dispute a charge, contact Eden I&R (2-1-1)

Riding with HOP

A. Pick-up and Drop-off Procedures

You must be waiting outside the designated pick-up point or in a sheltered location (inside home, front lobby of a building, etc.) where you can see the vehicle when it arrives. Please note that the vehicle may arrive early or late due to traffic, or other unforeseen circumstances.

Lyft and Uber drivers offer curb-to-curb service only and do not lift/carry passengers but may provide “reasonable assistance” (i.e., loading and carrying packages to the vehicle).

B. What to Do if Your Ride is Late

If the vehicle for your trip has not arrived by the end of your pickup window (15 minutes), please call 2-1-1, to report the late ride and request further assistance.

C. Trip Lengths

Lyft and Uber service is not a shared ride but is subject to traffic and other unforeseen delays.

D. Attendants and Companions

A personal care attendant (caregiver) is someone whose service or presence is required by the paratransit program participant to meet his or her personal needs or to assist in traveling. **Program participants can bring along ONE personal care attendant at no extra charge. Personal care attendants must board and be dropped off with the rider for the trip.**

Additional passengers (companions) may also ride if space is available.

Children under 18 years of age may travel as a companion. They **must** always remain in your care.

If you plan to travel with a child who is under 6 years of age or who weighs less than 60 pounds, *you must provide a car seat for the child that meets the standards established by state law.* You should be prepared to secure

the car seat in the vehicle, although the driver may assist you, if needed.

Personal care attendants and companions must be picked up and dropped off at the same location as the paratransit program participant. When scheduling your ride, you must inform 2-1-1 if you plan to have an attendant or companion(s) traveling with you.

E. Board with a Mobility Device

All wheelchair accessible vehicles used by Uber WAV for this service are equipped with passenger lifts that meet the requirements of the Americans with Disabilities Act. Drivers are trained to operate the lift and to secure mobility devices in the vehicles. **The vehicles will accommodate mobility devices such as wheelchairs and three-wheel scooters up to 48" by 30" and with a gross weight of up to 600 lbs. Mobility devices, which exceed these standards, may not be transportable.** If you have questions as to whether your mobility device is transportable, please check with the 2-1-1 when you call to schedule your ride .

F. Transporting Packages

Parcels should be limited to approximately three (3) per trip, or a number that can be managed easily on your own. If traveling with more than 3 grocery bags (or similar sized packages) arrangements must be approved at the time the reservation is made. For the safety of all program participants, you may not transport flammable liquids, explosives acids, or any other hazardous materials.

Lyft and Uber drivers are not required to assist with packages.

You may bring a respirator, portable oxygen, and/or other life-support equipment as long as it does not violate laws or rules related to transportation of hazardous materials.

Equipment must be small enough to fit in Lyft or Uber.

G. Transporting Animals

You may travel with a service animal such as a guide dog or canine companion. **If you are planning to travel with a service animal, please inform 2-1-1 when you book your trip.** For safety reasons, pets and other non-service animals are prohibited.

IV. Rider Responsibilities

The City of Hayward has a list of rider responsibilities designed to ensure safety and comfort for all program participants as well as the driver.

Program participants have a responsibility to:

- Read all sections of the Riders' Guide carefully and ask for clarification when needed.
- Be at pickup locations on time.
- Provide entry if the pickup location is located within a gated community or other place with special access. **If a vehicle is unable to enter the pickup area and you fail to meet the vehicle,**

the trip is considered cancelled, (or a no-show) and you will be charged a \$5.00 fee.

- Call 2-1-1 if the vehicle has not arrived within 15 minutes of your order.
- **Please buckle up** - wearing seat belts are required by State Law.
- Treat drivers with courtesy.
- Avoid distracting the driver or inappropriate behavior.
- Make sure that attendants and companions are on time for rides and are picked up and dropped off at the same time and location as the program participant.
- Maintain wheelchairs and other mobility aids in safe condition according to manufacturer's specifications.
- Maintain acceptable standards of personal hygiene.
- Follow these common rules of courtesy:

- No eating, drinking, or smoking aboard the vehicle.
- No littering aboard the vehicle.
- No riding under the influence of alcohol or illegal drugs.
- Limit cell phone usage and keep conversations brief, at low-volume and to appropriate subjects.
- Unless earphones are used no radios, cassette tape players, compact disc players or other sound generating equipment are to be played aboard the vehicle.

Drivers retain the right to deny transportation to any program participant who fails to follow the policies outlined in the Riders' Guide. This may result in a cancellation fee of \$5.00 which the rider would be responsible for.

V. Driver Responsibilities

The City of Hayward expects all drivers contracted to provide paratransit travel to meet or exceed basic service standards.

A. Drivers have a responsibility to:

- Adhere to the same standards of common courtesy and personal hygiene as those required of program participants.
- Treat program participants with courtesy.
- Arrive in a vehicle clearly identifiable as Lyft or Uber.
- Stay within the “line-of-sight” of their vehicle.
- Maintain the assigned service schedule for the convenience of all program participants.
- Lyft / Uber drivers offer curb-to-curb service only and **are not required** to assist passengers to and from the main doors of their origin or destination.
- Ensure that all mobility devices are safely secured.

Passengers have the right to report drivers who do not adhere to the driver responsibilities outlined above without fear of negative consequences. To report complaints (or compliments) call the City Paratransit Program office at 510-583-4230 or Eden I&R at 2-1-1.

Drivers are not permitted to:

- Schedule rides or make unscheduled stops.

- Enter program participant residences.
- Perform any personal care assistance to program participants, including but not limited to assisting program participants to dress.
- Physically lift program participants or carry program participants or wheelchairs up or down steps, unless pre-approved by the City of Hayward.
- Escort program participants beyond the curb.
- Accept tips or gratuities.

B. Driver Assistance Limits

- Lyft and Uber drivers offer curb-to-curb service only and **are not required** to assist passengers to and from the main doors of their origin or destination. They may, as a courtesy, assist with entering or exiting the vehicle at the curb or with loading limited packages.

VI. Suspension of Services

Misusing the system can result in a suspension of your HOP service. The following are misuses of paratransit service, which could lead to suspension:

A. Suspension for No-Shows

A **“No Show”** is a driver reported cancellation of the ride. If you **“No-Show”** four (4) times within any calendar quarter your service may be suspended for 30 days. Calendar quarters are as follows:

- January – March
- April – June
- July – September
- October – December

A total of four (4) suspensions in a calendar year may result in you being removed from the program. You will be notified when you are at risk of being suspended due to **“No Shows”**.

B. Suspension for Abusive or Disruptive Behavior

Disruptive or abusive behavior can annoy or endanger passengers, drivers, and other paratransit service staff. Disruptive and abusive behavior includes but is not limited to:

- Intimidation or threats of physical harm to driver or other program participants.
- Verbal abuse of drivers, other program participants or Paratransit staff
- Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations
- Unauthorized use of vehicle equipment
- Voluntarily and repeatedly violating riding rules, including:
 - smoking in the vehicles
 - refusing to remain seated and belted in
 - eating or drinking in the vehicle without medical indication
 - defacing equipment
 - loud or inappropriate language/ conversations on cell phones, and

- refusing to comply with other requirements specified in other policies stated in this guide.

If an investigation reveals your disruptive behavior is due to a disability and beyond your control, your service may not be suspended. However, HOP may require you to travel with a personal care attendant to help control your behavior and prevent harm to you, other passengers, or the driver.

If your personal care attendant cannot help you control your behavior, and a safety problem continues to exist, your service may be discontinued.

C. Suspension of service for misuse

Misusing trips can result in suspension of your paratransit service. Your service may be suspended if:

- You have made false or misleading statements on your eligibility application, or

- You allow other non-eligible individuals such as friends or family members to ride using your name.

D. Steps of the Suspension Process

If you are reported or observed to be abusing the service in any way, including but not limited to those mentioned above, HOP staff will contact you to investigate. If your behavior or use of the service is determined to be inappropriate, you will receive a written notice of service suspension, which will explain the reasons for the suspension. You will also receive written instructions for appealing your suspension, should you wish to appeal the decision to suspend you.

E. Appealing Your Service Suspension

To appeal a suspension, call the City of Hayward Paratransit Program Manager at 510-583-5343.

Note: If you are appealing a suspension, you may not use HOP services until the suspension has been

reviewed and removed. You will be notified in writing when your account has been re-activated.

F. Suspensions will not be proposed for circumstances, which are beyond your control.

Examples of situations not within the passenger's control are:

- An unplanned personal emergency
- Sudden or worsening illness
- Late arrival of the Lyft/Uber vehicle
- A driver who behaves inappropriately, or
- Disruptive behavior caused by a disability

VII. Customer Service

HOP welcomes your compliments, complaints, and suggestions. We are committed to using customer feedback as a tool to improve service quality.

Customers should expect the following service from HOP:

- All staff and drivers are professional and courteous.

- Vehicles will arrive within the designated pickup window.
- Vehicles shall be clean and easily identified as Lyft or Uber.

A. Compliments

If any staff associated with providing paratransit service has been particularly helpful, or has gone out of their way to help, please contact the HOP office so a notice of commendation can be issued.

B. Complaints

Passengers should file a complaint any time the service is not satisfactory, safe, or secure.

To assist us in investigating your service concerns, please file the complaint as soon as possible on a HOP provided form. A blank form is included with this packet.

When filing a complaint, please provide us with the following information:

- Your name, address, and telephone number

- Date and time of incident
- Details of the incident
- Any supporting documentation

All complaints are taken seriously, and every effort is made to resolve complaints in a timely manner.

Please direct your service compliments or complaints to:

**City of Hayward – HOP
Hayward City Hall
777 B Street
Hayward, CA 94541-5007
(510) 583-4230**

X. “Hayward on the Go” Free Travel Training

The “Hayward on the Go” Program is a partnership with Community Resources for Independent Living (CRIL) to offer seniors and people with disabilities the opportunity to learn how to use different forms of paratransit and public transportation.

Participants learn how to use BART, AC Transit and various paratransit programs through individual and

group training. Among other topics, participants will learn how to obtain an RTC Clipper Card, how to use 511.org to plan a trip, and how to safely use mobility devices while on paratransit and public transportation. Workshops are held monthly, and group trip expeditions are offered quarterly.

For additional information and to register call **510-881-5743**.

XI. Group Trips: General Information – *Currently unavailable due to Covid-19*

In addition to its door-to-door and curb-to-curb transportation service, HOP also provides a limited number of group transportation services for shopping and social/recreational activities when time and space permit.

Group Trip destinations have included:

- Libraries
- Local Places of Interest
- Local Restaurants
- Parks
- Performance Events
- Senior/Community Centers
- Shopping Malls
- Supermarkets
- Theaters

Group trip service is **not** available via 2-1-1, Lyft or Uber.

XII. Other Transportation Resources

LIFE Eldercare Program

Seniors with mobility, frailty, vision, or other impairments may qualify for assistance from trained volunteer drivers with door-through-door assistance. Call **510-856-9010**

San Leandro Paratransit

San Leandro residents may call **510-577-7985** for information on San Leandro's paratransit program.

Oakland Paratransit

Oakland residents may call **510-238-3036** for information on Oakland's paratransit program.

Union City Paratransit

Union City residents may call **510-675-5373** for information on Union City's paratransit program.

Fremont Paratransit

Fremont residents may call **510-574-2053** for information on Fremont's paratransit program.

XI. Using Regular Public Transit Service

There are many benefits of using regular public transit services. AC Transit and BART service offers:

- More than 100 regular routes operating throughout the East Bay and connecting with transit systems in at least six Bay Area counties.
- Wheelchair accessible buses, and accessible BART stations and trains, operating on timed schedules and requiring no advance reservations.
- Fares are significantly less than those charged for paratransit service. Additionally, senior citizens and people with disabilities may also be eligible for reduced fares on AC Transit and BART through the Regional Transit Discount Card Program.

For information on regular public transit services (bus/train routes and schedules), or reduced fare programs, call:

AC Transit: 5-1-1

TTY:1-800-448-9790

BART: 510-464-6000

TTY:1-800-448-9790

The Hayward Operated Paratransit (HOP) program is committed to providing excellent customer service to all participants, The HOP is a subsidized accessible paratransit service for enrolled participants of the Hayward Paratransit Program. The Program is funded by the Alameda County Transportation Commission through Alameda County's Measure B/BB half cent transportation sales tax.



PROGRAM COMPLAINT FORM

RIDER DETAIL

Date of Complaint: _____

Client Name: _____

Client Address: _____

Contact Telephone Number: _____

Contact Email Address: _____

TRIP DETAIL

Date and time of incident: _____

Pick-up Address: _____

Drop-off Address: _____

TRIP SURVEY

		Yes	No
1	Did you have any difficulty making your ride reservation?		
2	Did the driver pick you up within the established window of time (usually within 15 minutes of your call)		
3	Did the driver have problems finding you at your pick-up location?		
4	Was the vehicle clearly marked Lyft / Uber?		
5	Did you need assistance from the driver to board the vehicle? If yes, did the driver help?		
6	Was the driver courteous?		
7	Was the vehicle clean?		
8	If using a wheelchair, was a wheelchair-accessible vehicle dispatched for your ride?		

DETAILED ACCOUNT OF INCIDENT: Please provide a detailed description of the incident including your concern and any supporting documentation (use reverse side or include extra pages if additional space is needed).
