

STEP 3-ENJOY YOUR TRIP

- Be ready to board when the vehicle arrives. Your RideChoice driver is not required to wait more than five minutes for you to board, so be ready.
- RideChoice is a commercial product, comparable to taxi or rideshare service. Drivers may provide basic assistance to and from the vehicle and may assist with the carrying of small packages and/or with the stowing of manual wheelchairs and walkers upon request. Drivers are not expected to provide the type of assistance typically provided by a personal care attendant and drivers will not enter any building or private residence. You may bring up to three additional companions with you at no extra charge.

Contact Information

RIDECHOICE ELIGIBILITY

To apply for RideChoice or book a trip, contact the following:

- RideChoice eligibility - 602.716.2100
- Book a trip - 602.716.2111

VALLEY METRO CUSTOMER SERVICE

To comment about RideChoice service, contact Valley Metro Customer Service at:

- 602.253.5000
- TTY 602.251.2039
- csr@valleymetro.org

VALLEY METRO WEBSITE

For more information, please visit valleymetro.org/ridechoice.

Valley Metro RideChoice



RideChoice

For years, RideChoice has been expanding travel options for ADA paratransit certified people and seniors in participating communities.

When using RideChoice, you will not only get easier access to a network of rideshare transportation providers such as Uber, taxicabs and other wheelchair-accessible vehicles, you will also have more trips to get you where you want to go.

- Once you're eligible, call **602.716.2111** for all your RideChoice needs. The RideChoice Call Center and service are available 24 hours per day, every day of the year, including holidays.
- Request your ride when you want to travel; there's no requirement to book ahead.
- Take up to 20 trips per month! If you need to take longer trips, or if you need to use RideChoice for more frequent trips to work, school or medical appointments, we have additional program options that may be just right for you. Please contact us at 602.716.2100, RideChoice option, to discuss these options.

- RideChoice costs \$3 for each one-way trip up to eight miles, with any additional miles costing \$2 per mile.

- Go straight there. You do not have to share your ride.

- If you need wheelchair-accessible service, just ask. There is no additional charge.

Are You Eligible?

RideChoice eligibility rules vary by community. See the following table to learn about eligibility where you live:

Participating Communities	Eligibility
<ul style="list-style-type: none">• Avondale• Gilbert• Goodyear• Maricopa County• Mesa• Scottsdale• Tolleson	ADA paratransit certified eligible people
<ul style="list-style-type: none">• Chandler• Fountain Hills• Surprise• Tempe	ADA paratransit certified eligible people and seniors 65 and above

To book a trip, please contact: 602.716.2111

Getting Started

To apply for Valley Metro RideChoice service, please call 602.716.2100.

Approximately two weeks after enrolling in the RideChoice program, you will receive a welcome letter. It includes instructions for using RideChoice.

Using RideChoice is as easy as 1, 2, 3!

STEP 1—CALL RIDECHOICE AT 602.716.2111 ANY TIME, DAY OR NIGHT

Be ready to provide your pick-up and drop-off addresses, the date and time you wish to travel, and the transportation provider you wish to use for the trip. Providers include rideshare companies, several local taxicab companies and other companies who provide wheelchair-accessible service.

STEP 2—PAY YOUR FARE

RideChoice costs \$3 for each one-way trip up to eight miles. Beginning with the ninth mile, you will be charged an additional \$2 per mile. When you book your trip, the RideChoice Customer Service representative will advise you of the length of your trip and the amount that you will be charged on the day of your scheduled trip. Fares may be paid by having RideChoice charge your credit or debit card. You may also pay for RideChoice by having our provider deduct the fare from your checking account.