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 service. Drivers will provide basic assistance to and from the vehicle and will assist with the carrying of small packages and/or with the stowing of manual wheelchairs and walkers. Drivers are not expected to provide the type of assistance typically provided by a Personal Care Attendant and drivers are not permitted to enter any building or private residence. You may bring a companion with you at no extra charge.

Contact Information

For more information or to apply for RideChoice eligibility, contact the Valley Metro Mobility Center at 602.716.2100.

If you wish to file a formal comment (either good or constructive) about RideChoice service, contact Valley Metro Customer Service:

PHONE
602.253.5000
TTY 602.251.2039

EMAIL
csr@valleymetro.org

WEBSITE
valleymetro.org
RideChoice is Better Than Ever

With Valley Metro RideChoice, you not only get easier access and an expanded network of providers that includes Lyft, you also get more trips to get you where you want to go.

- Call 602.716.2111 for all your RideChoice needs. Agents are available to answer your calls and service is available 24 hours each 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! And if you need more to get to work, school or medical appointments, just call and ask.

- Pay only $3 out of pocket for each trip that is up to eight miles away. An additional charge of $2 per mile applies for each mile above eight miles.

- Go straight there. You do not have to share your ride or wait for others—unless you want to.

- 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:

<table>
<thead>
<tr>
<th>Community</th>
<th>Eligible People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chandler</td>
<td>ADA paratransit eligible people with disabilities and seniors, age 65 and above</td>
</tr>
<tr>
<td>Fountain Hills</td>
<td>ADA paratransit eligible people with disabilities and seniors, age 65 and above</td>
</tr>
<tr>
<td>Gilbert</td>
<td>ADA paratransit eligible people with disabilities</td>
</tr>
<tr>
<td>Mesa</td>
<td>ADA paratransit eligible people with disabilities</td>
</tr>
<tr>
<td>Surprise</td>
<td>ADA paratransit eligible people with disabilities and seniors, age 65 and above</td>
</tr>
<tr>
<td>Tempe</td>
<td>ADA paratransit eligible people with disabilities and seniors, age 65 and above</td>
</tr>
<tr>
<td>Maricopa County</td>
<td>ADA paratransit eligible people with disabilities</td>
</tr>
</tbody>
</table>

Getting Started

Using RideChoice is as easy as 1, 2, 3. Approximately two weeks after enrolling in the RideChoice program, you will receive a welcome packet. It includes instructions for using RideChoice.

**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 Lyft, several local taxicab companies and several companies who provide wheelchair-accessible service.

**STEP 2—PAY YOUR FARE**

RideChoice costs $3 for each trip that is up to eight miles away, with any additional miles costing 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. Fares may be paid with any credit or debit card. You may also pay for RideChoice by having our provider deduct the fare from your checking account.