

# about us



## Ryde4Life Program

Senior Transportation with Uber/Lyft

EZ Ride is a non-profit public-private partnership that strives to improve the quality of life for people in New Jersey by providing transportation services for commuters, older adults, and people with reduced mobility.

In addition to our Ryde4Life Program that is designed to serve seniors, we manage the state's largest carpool and vanpool program and operate shuttle services for businesses, municipalities and universities.

We provide more than 500,000 shuttle rides a year in the state's most densely populated counties.

In 2013, we were recognized for excellence in serving the needs of people in our community and named the Urban Community Transportation System of the Year by the Community Transportation Association of America.

To learn more about what we can do for you or your company, visit [www.ezride.org](http://www.ezride.org).



flexible | personal | convenient

### For more information:

Call Monday – Friday: 8 am to 5 pm

EZ Ride  
144 Park Place East  
Wood-Ridge, NJ 07075

Tel. 866-208-1307 ext. 4  
Email: [Ryde4Life@ezride.org](mailto:Ryde4Life@ezride.org)

[www.ezride.org](http://www.ezride.org)



## Ryde4Life Program

EZ Ride offers transportation for seniors in partnership with Transportation Network Companies (TNC) like Uber and Lyft, which allows us to help more seniors with rides that can be requested in real time or scheduled in advance. The program offers rides to individuals over 60 years old throughout New Jersey and is offered all working days from 8 am to 5 pm.

### Here's what you pay

A credit or debit card (Visa or MasterCard) is required to open an account.

1. Non-refundable Membership Fee: \$15 per year
2. Administrative Fee: \$1.00 per ride (may be waived for eligible seniors)
3. Ride charges will be per Uber/Lyft rates applicable at the time any ride is provided. Applicable taxes, if any, shall be added as required by law.
4. Subsidy: Subject to availability of funds, which will be confirmed on a quarterly basis, EZ Ride will offer the following discounts to eligible riders:
  - Reduction of \$1.00/ride may be offered to seniors who provide a copy of their valid PAAD Card (Pharmaceutical Assistance for Aged and Disabled) issued by NJ Department of Human Services.
  - Administrative fee of \$1.00/ride may be waived.
  - Subsidies are limited to a total of eight (8) rides per month except rides for dialysis.
5. Payment Terms and Conditions:
  - All fees and charges are collected in advance from the credit/debit card by charging \$100 to start the account; additional \$100 will be debited as and when the account balance drops to \$25.
  - Fees and charges paid are final and nonrefundable.

## Reservations

Advance reservations are **NOT** required.

Please contact our Ride Coordinators between 8 am to 5 pm (M-F) to schedule your ride.

**866-208-1307 Extention 4**

## Additional guidelines

- EZ Ride places your request for the ride on Uber/Lyft websites. You can place this request directly on their website without joining this program.
- The rides are provided by drivers who are 'Third Party Providers' of Uber/Lyft.
- EZ Ride and Uber/Lyft do not provide transportation services, nor function as a transportation carrier.
- The drivers are screened and selected by Uber/Lyft per their own criteria. EZ Ride is not responsible for screening or selection of drivers.
- EZ Ride Coordinators will assist the riders to check the price of the ride on Uber/Lyft platform, confirm availability and pricing before placing the request for the ride.
- Typically, the request for a Ride is accepted instantaneously by a Driver. The information about the vehicle (license plate and type of car) along with the name of the driver will be texted to your mobile phone by Uber/Lyft.
- If you are unable to receive the vehicle and driver information directly from Uber/Lyft, our Ride Coordinator will call you to facilitate the ride.
- You may elect to cancel your request for services at any time prior to the driver's arrival, in which case you may be charged a cancellation fee by Uber/Lyft and an administrative fee by EZ Ride.
- Gratuities are voluntary. You are free to provide additional payment as a gratuity to any driver who provides the ride. However, you are under no obligation to do so.
- Rider is responsible for the cost of any repair for damage to, or necessary cleaning of, Driver/Third Party Provider's vehicle and property resulting from your use of the Services in excess of normal "wear and tear" damages and necessary cleaning ("Repair or Cleaning").
- For full details of terms and conditions, see Ryde4Life Registration and Agreement Form.