



CityServe
OF THE TRI-VALLEY

RideCare Transportation

Compassion in Motion

WE CARE ABOUT YOUR STORY

CARE

We listen to your story and get to know you as an individual.

COORDINATION

Coordinate resources and volunteers between the faith-based community, nonprofits, schools, businesses, and government agencies.

CONNECTION

Food, Housing
Rides, Caring Visits
Wellness Classes
Personal Coaching
Medical Care
Caregiver Support



CARE VALUES

COLLABORATE - Who can we serve with?

ADVOCATE - Who needs a voice?

REACH - Who is underserved?

ELEVATE - Who can we lift up today?



Care Wheel

Based on the
Dimensions of Wellness

We provide crisis
intervention and
prevention programs to
stabilize lives



Bridging the Gap

- 19% of older adults (60+) do not have a personal vehicle*
- Free, reliable transportation
- Service area throughout Alameda County
- Door-through-door round trip
- Vetted and trusted volunteers wait for client during appointment
- Riders enjoy a friendly visit with the drivers
- Volunteers may choose to attend appointment to take notes or assist with shopping

** U.S. Centers for Disease Control and Prevention (CDC)*

Who We Serve

- ✓ Enrolled in Care Coordination
- ✓ Age 18+ with disabilities, including: Self-care, Hearing, Vision, Ambulatory, Cognitive, Independent living
- ✓ Age 60+ and ambulatory
- ✓ Able to walk independently- *Use of walkers, rollators, canes, leg braces welcome*
- ✓ Able to schedule rides and attend appointments independently
- ✓ Resident of Pleasanton, Dublin, Livermore, Sunol, or San Leandro
- 📌 *Note: If receiving anesthesia, we can drop off only, not pick up!*

How We Serve

- Clients schedule rides with RideCare team members
 - *Medical appointments, grocery, pharmacy, social service offices*
 - *Approximately 2 weeks notice, slots fill quickly*
- Volunteer drivers receive a weekly email with the opportunity to sign up to drive
 - *Volunteers choose whichever slot best fits their schedule*
- Volunteers call the client the day before the drive to introduce themselves and confirm drive details
- Volunteers are a social connection and a wellness check for isolated older adults
- Often times this is the only social interaction for some riders



Care Wheel Categories: Physical Health, Community, Basic Needs, Emotional Well-Being, Financial Stability

Mary, an immigrant widow who lives independently, relies on CityServe's RideCare program to maintain her health and independence.

Mary no longer drives and is experiencing a complex blood disorder and faces frequent medical appointments, including lab work, infusions, dermatology, cardiology, oncology, breathing studies, cortisone shots, and prescription pickups. Each appointment is critical to her care.

With RideCare, Mary enjoys social contact, consistent rides, access to health care, and the removal of transportation barriers.



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Let's Connect!

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