

Summary of GoRide passenger policies

- **CONTACT INFORMATION**-The GoRide mailing address is: 700 NE 2nd Street, Ste 100, Meridian, ID 83642
Call RIDELINE at 345-RIDE (7433) for general GoRide information. To reach GoRide to place a ride request or to check on a scheduled ride, cancel a future trip, please call 258-2715.
- **DAYS & HOURS OF OPERATION**-GoRide provides rides during the following schedule: Monday through Friday 8:00 AM to 5:00 PM and Saturday 9:00 AM to 4:00 PM. Reservation requests can be made Monday through Friday 8:00 AM to 5:00 PM.
- **WHEN TO RESERVE A RIDE**-Please schedule your GoRide ride a minimum of 2 working days prior to your trip up to two weeks in advance. *Note: reservation requests are not accepted on weekends. To request a Monday ride your ride request would need to be placed before 5:00 PM on Thursday.*
- **GORIDE RESERVATIONS**-GoRide is providing hundreds of rides per week. GoRide is NOT a taxi or limousine, but is a shared ride transit system that takes multiple passengers to different locations. Your needs are balanced with the needs of other customers. There may be times when the van arrives early. Please be ready for your ride one (1) hour before your scheduled pickup going to your destination and one (1) hour after your scheduled pickup for the return trip. *Note: drivers only have information about your current trip. For return trip information please call GoRide reservations at 258-2715.*
- **SERVICE AREA**-GoRide currently provides service to addresses in Boise, Garden City, Meridian, Eagle and Star, with limited service to Nampa and Caldwell.
- **ONSITE PICKUPS**-GoRide drivers provide curb-to-curb service. Drivers wait up to five (5) minutes once the vehicle arrives at your pickup location. If the vehicle arrives early, the driver may ask if you are willing to leave early. If you do not wish to leave prior to the scheduled pick-up time, the driver will continue to wait five (5) minutes past the scheduled pick-up time before leaving for the next pick-up or drop-off.

- **ADDITIONAL GORIDE INFORMATION-**

- All GoRide trips are non-NEMT (Medicaid) trips
- No bicycles
- Personal Care Attendants must be identified at the time reservations are requested
- Service animals may accompany passenger. Companion animals in approved containers
- Actual rides and dates subject to seating availability