

NEW EXPANDED SERVICE
Starting July 1, 2023



Go San Ramon is a pilot program provided by County Connection in partnership with the Livermore-Amador Valley Transit Authority and the City of San Ramon.

Go San Ramon will pay half the cost of your Uber or Lyft ride (up to \$5) when your trip starts or ends within Zone 1 (San Ramon).

TAKE UBER
& OR LYFT
SAVE!

Get up to \$5 off each trip when you use ride-hailing service with Uber or Lyft in the San Ramon area.

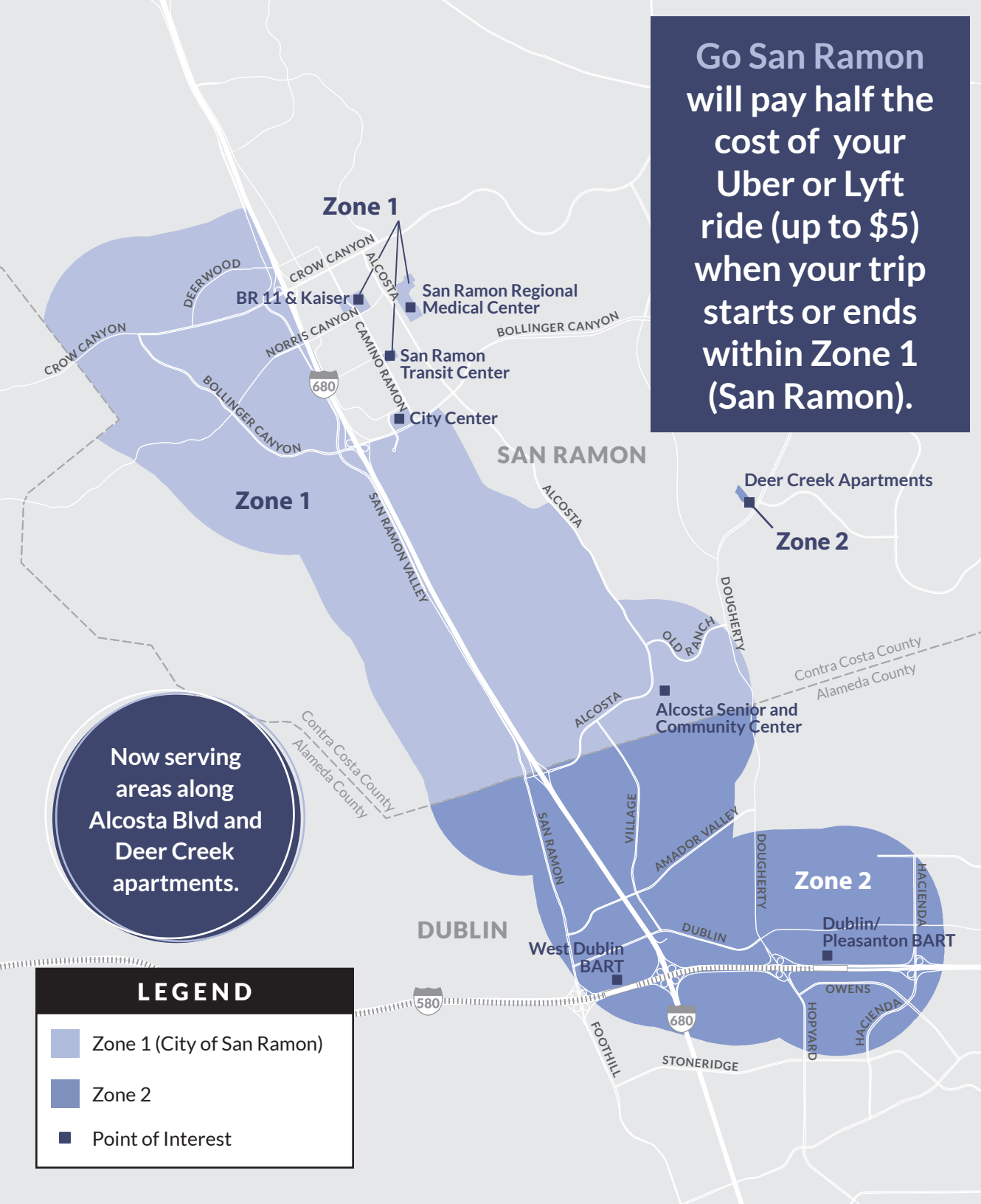
County Connection



QUESTIONS?

(925) 455-7500

countyconnection.com/gosanramon



How it works*

Rideshare travel with Uber or Lyft is a great way to schedule short and long-distance transportation with local drivers right from your phone! And if you need a ride within the San Ramon area or straight from a BART station, it's easy to get a discount on your trip!

- 1 Open the Uber or Lyft app. If you don't have the app, both are free to download.



Visit: bit.ly/gosanramon or scan the QR code and follow the prompts in your Uber account.



For Lyft, go to *Payment* Select *Add Lyft Pass* Enter promo code: **GOSANRAMON**

- 2 Set up your trip by using *Uber Pool* or *Lyft Shared*.

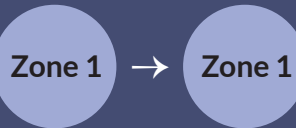
- 3 Your discount from Go San Ramon will be automatically applied once your trip concludes.

* Note that in order to qualify for the discount:

- » You must select a shared ride option (Uber Pool or Lyft Shared).
- » Your trip must be taken during County Connection's regular fixed-route service hours (see FAQs).

- » Your trip must be within Zone 1 or between Zones 1 and 2 of the designated service area.

START END



Zone 2 If your trip starts and ends within Zone 2, Go Tri-Valley (Wheels) provides a similar discount for rideshare travel within Dublin, Pleasanton, and Livermore.



For more info, visit: wheelsbus.com/gotrivalley or scan the QR code.



FAQs

WHEN IS GO SAN RAMON VALID?

Go San Ramon is valid for trips on any day of the week during County Connection's regular fixed-route service hours:

Weekdays, 4:30 am – 11:00 pm
Weekends, 7:00 am – 10:30 pm

The Go San Ramon pilot program was extended starting July 1, 2023 and will tentatively be available for one year, subject to funding availability.

WHERE IS GO SAN RAMON VALID?

Go San Ramon is valid for trips that start and end in Zone 1 or for trips between Zones 1 and 2.

Zone 1 of the service area includes parts of south and west San Ramon, as well as the San Ramon Transit Center, San Ramon Regional Medical Center, Kaiser, and Alcosta Senior and Community Center.

Zone 2 includes Deer Creek Apartments, West Dublin and Dublin/Pleasanton BART stations.

HOW LONG CAN I EXPECT TO WAIT FOR MY RIDE TO SHOW UP?

Actual wait times depend on how many drivers are currently in the area, but in most cases a ride may arrive within 10 to 15 minutes.

IS TIPPING YOUR DRIVER REQUIRED?

Tipping is optional. Go San Ramon does not cover the cost of tips.

IS THERE SERVICE FOR PEOPLE WITH DISABILITIES?

Yes, currently Uber offers vehicles that are wheelchair accessible. County Connection also provides ADA paratransit service. Call (925) 680-2066 or (925) 680-2067 for more information.

WHY IS GO SAN RAMON ONLY AVAILABLE TO PARTS OF SAN RAMON?

Go San Ramon is a 12-month pilot and available to those areas in the City where fixed-route transit service is limited or not provided.

WHAT HAPPENS AFTER THE 12-MONTH PILOT PERIOD?

On July 1, 2023, the pilot program was modified to expand the service area. Based on demand and funding, County Connection with input from San Ramon and LAVTA, will evaluate service demand, costs, and feasibility. A recommendation to continue, expand, or eliminate the service will be made after the pilot.

WHERE IS FIXED-ROUTE SERVICE IN SAN RAMON?

For San Ramon fixed routes, express service, and schedules, visit countyconnection.com.

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