

June 19, 2025

Dear Clients of the Weber Human Services RIDE Senior Transportation Program, their caregivers, and other stakeholders:

I am writing to inform you about an important update regarding our RIDE. Due to budgetary constraints, the RIDE program will change significantly starting Monday, July 21, 2025. On that date, our senior transportation will no longer take place in Weber Human Services (WHS) vehicles driven by our own drivers.

WHS RIDE will begin arranging transportation for our eligible clients within Weber County through Lyft services. A donation of \$5 per one-way trip will be suggested; a monthly statement will be sent to clients from Weber Human Services. You will never be asked to pay the Lyft drivers directly. Registered clients must be aged 60 or older, reside in cities in Weber County, and have no other means of transportation (such as UTA Paratransit, Medicaid transportation, family caregivers, or other transportation resources). The following additional rules will apply as of July 21, 2025:

- A limited number of rides will be available from 8 am – 3 pm, Monday – Thursday. No rides will be available on Fridays, weekends, or holidays.
- Weber Human Services will send monthly reminders regarding the suggested donation of \$5 per trip (\$10 per round trip).
- Transportation will be provided by Lyft drivers arranged through Weber Human Services.
- The available number of trips per day will be limited, and will be prioritized according to the following purposes: (1) medical trips and (2) grocery shopping trips.
- Trips may still be scheduled by calling the RIDE's main number, (801)-625-3776 and following the directions to leave a message. A Weber Human Services staff member will call you back to arrange your trip within 3 RIDE business days (Mon – Thu.).

We understand the impact this will have on you and sincerely apologize for any concerns or inconveniences these changes may cause. We appreciate your understanding and your support for the RIDE.

Sincerely,



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