



SILICON VALLEY
hopper

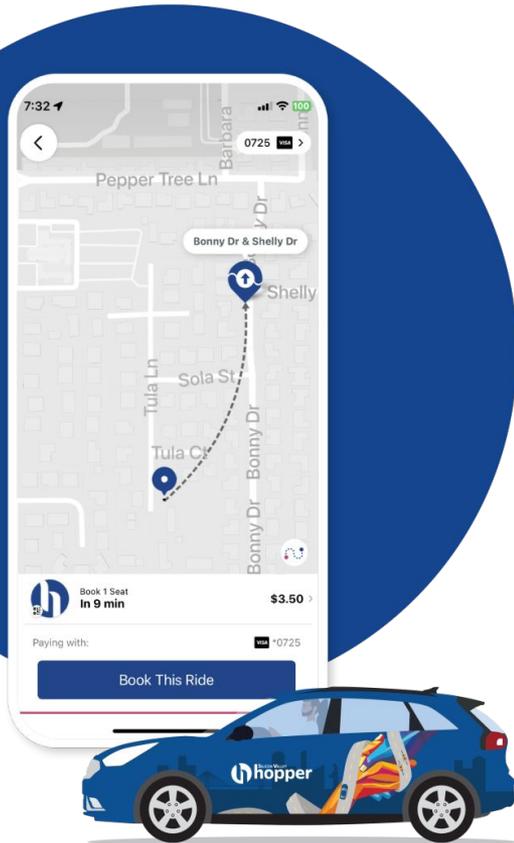
How to use the service

What is Silicon Valley Hopper?

Silicon Valley Hopper is Cupertino and Southern Santa Clara's on-demand transportation service.

Book a shared ride straight from your phone and get picked up in a branded vehicle.

Now serving Kifer Senior Apartments!



Service Basics

Service Hours

- > Monday to Friday 7am-7pm
- > Saturday 9am-5pm

Price

- > **\$1.75 fare for:**
Seniors, students, disabled
& low income riders
- > **\$3.50 for all other riders**
** \$1.00 for each additional passenger
added to your ride*

Ways to pay

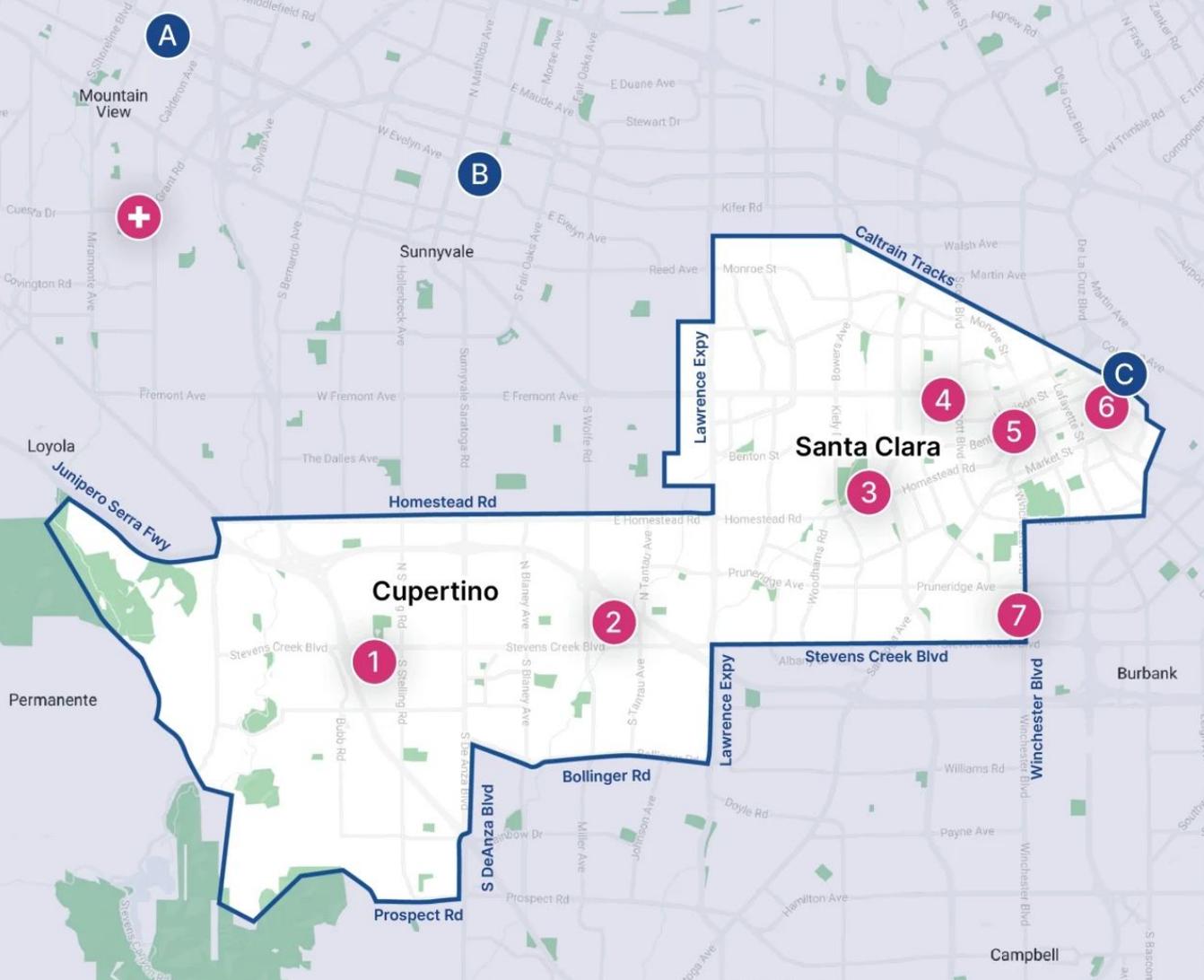
- > Credit or debit card
- > Vouchers - can be
purchased at Santa
Clara City Hall



Service Basics

All electric vehicle fleet!





Popular destinations:

- 1 De Anza College
- 2 Main Street Cupertino
- 3 Central Park/
Central Park Library
- 4 Santa Clara Town Center
- 5 Santa Clara Senior Center
- 6 Santa Clara University
- 7 Westfield Valley Fair
- + El Camino Health -
Mountain View Hospital

Transit hubs:

- A Mountain View
Caltrain Station
- B Sunnyvale Caltrain Station
- C Santa Clara
Caltrain Station

Creating an account

**Download
the app**

Search for **Silicon Valley Hopper** in the App Store or Google Play Store.



**Call Customer
Service**

Call the number below to be **assisted by an agent**:

(669) 201-1892

Creating an account

1

Click on **Don't have an account yet?**

The screenshot shows a login screen with a back arrow on the top left and a 'Next' button on the top right. The title is 'Log in' with the subtitle 'Please enter your details below'. There are two input fields: 'Email' and 'Password'. Below the password field is a 'Forgot password?' link. At the bottom, the link 'Don't have an account yet?' is highlighted in blue.

2

Add your information

The screenshot shows a 'Personal details' form with a back arrow on the top left and a 'Next' button on the top right. There is a profile icon with a plus sign on the top right. The form contains the following fields: 'First Name', 'Last Name', 'Email', and 'Password, at least 6 chars'. Below these is a 'Phone Number' field with a country code selector showing '+1' and a US flag. At the bottom, there is a checkbox labeled 'I agree to receive information and offers from Silicon Valley Hopper and selected third parties'.

3

Add your payment method

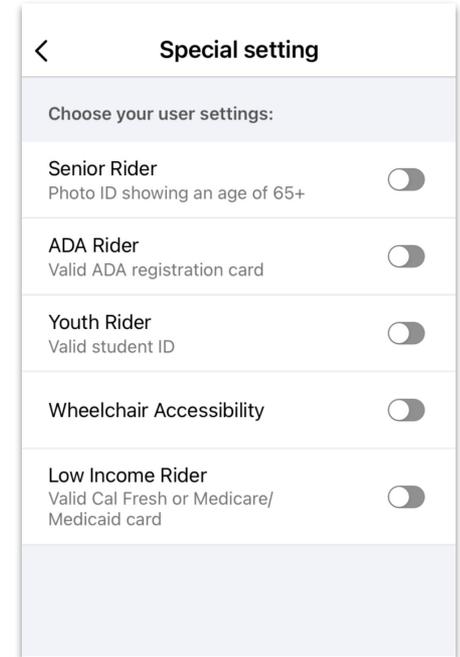
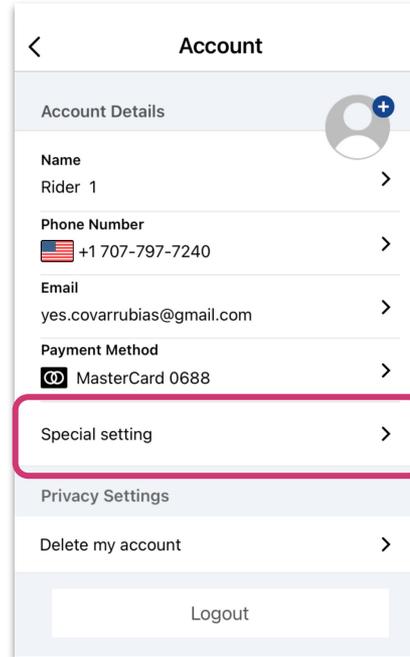
The screenshot shows an 'Add method' screen with a close button (X) on the top left and the title 'Add method' on the top right. The text says 'Please select your payment method:'. There are two options: 'Voucher' with a card icon and an upward arrow, and 'Enter your code here' with a star icon. Below these is a grey 'Save' button. At the bottom, 'Credit Card' is listed with a card icon and a downward arrow.

Special Settings

To receive reduced fare and/or access a wheelchair accessible vehicle, you need to activate the special setting(s).

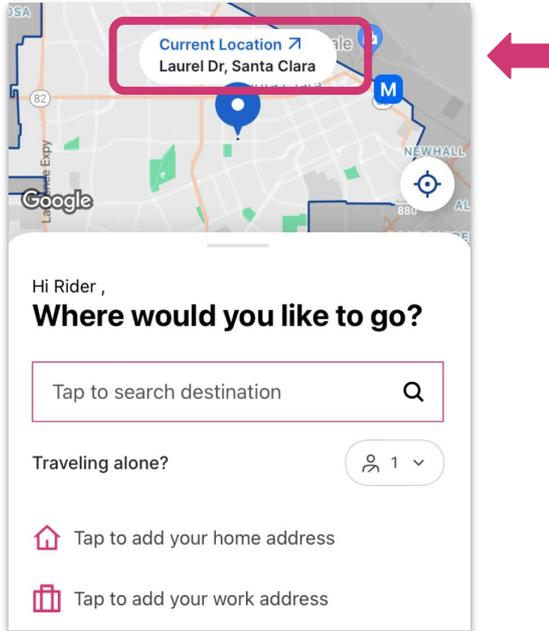
Tap on the 3 lines in the upper lefthand corner of the screen the tap on your name.

Tap on **Special setting** then select the setting(s) that suit you

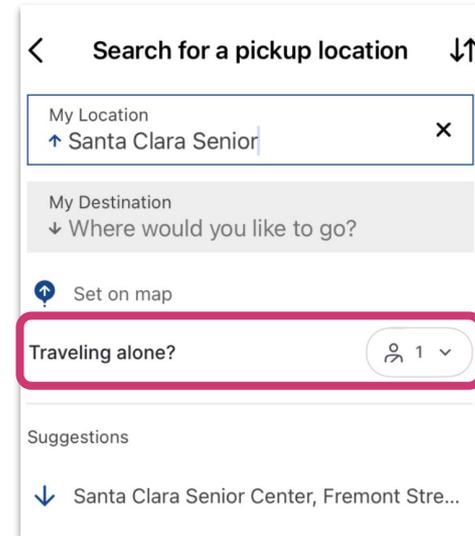


Booking a ride

Enter your address in the **Current Location** search bar **OR** use the pin on the map and tap on **Confirm**.

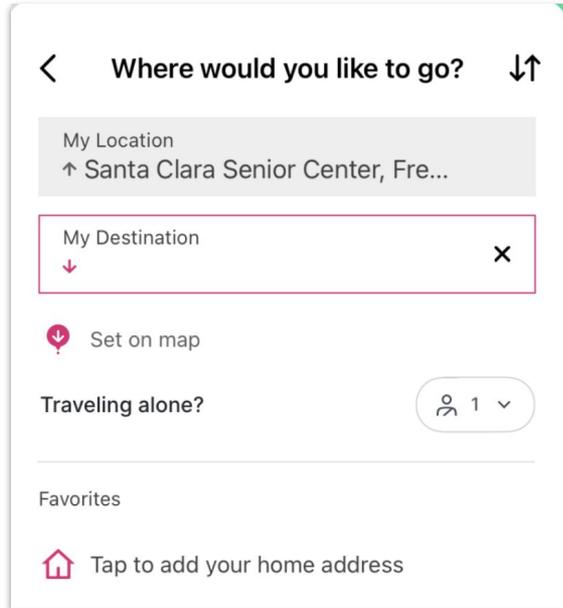


If you're bringing additional passengers, tap on the passengers icon.



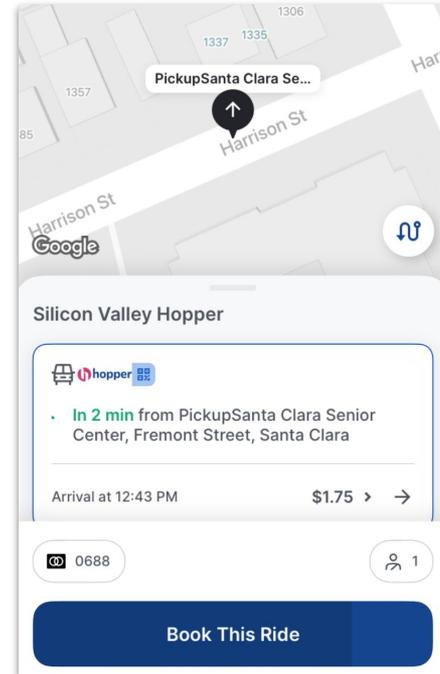
Booking a ride

Enter your **destination** in the **My Destination** search bar **OR** use the pin on the map and tap on **Set Dropoff**.



The screenshot shows a search interface for a ride. At the top, it asks "Where would you like to go?" with a back arrow on the left and a search icon on the right. Below this, there are two main input areas: "My Location" with a pin icon and the text "Santa Clara Senior Center, Fre...", and "My Destination" with a red border, a pin icon, and a clear 'X' button. Below the destination field is a "Set on map" option with a pin icon. At the bottom, there is a "Traveling alone?" section with a person icon and a dropdown menu showing "1". There is also a "Favorites" section with a house icon and the text "Tap to add your home address".

Ride options will appear. Choose the option that works best for you then press **Book This Ride**.

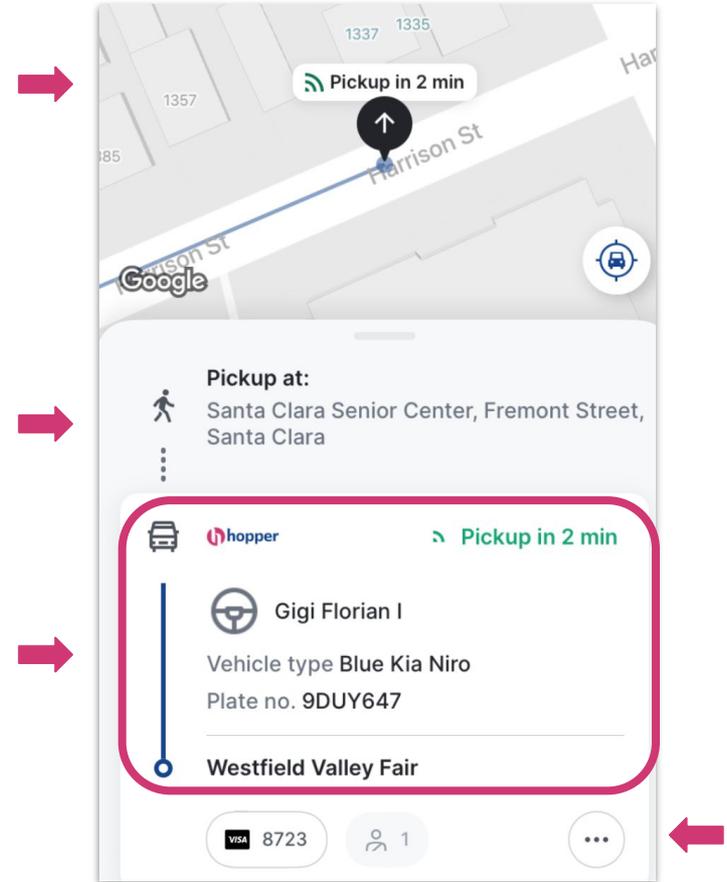


Ride Confirmation

Once you book your ride, you'll see the **driver's name, vehicle make, plate number, estimated pick-up time, and pick-up location (corner closest to you).**

You will receive a text notification when your ride is minutes away.

You can share your ride information with others and/or cancel your ride by tapping on the 3 dots in the lower right corner of the screen.



Phone Booking

You can call customer service to create an account and book a ride.

Give us a call at **(669)201-1892** to create your rider account.

Provide the customer service agent with your **pickup and dropoff address** and they'll help you book your ride.

The agent will provide you with **estimated pickup time and vehicle information** once your ride has been booked.

Meet your driver!

Your driver Isaac will be at your address in 4 mins, please look out for a vehicle with the license plate ONN 000.



Features that stand out



Wheelchair
Accessible
Vehicles



Phone booking
for those without
smartphone
access



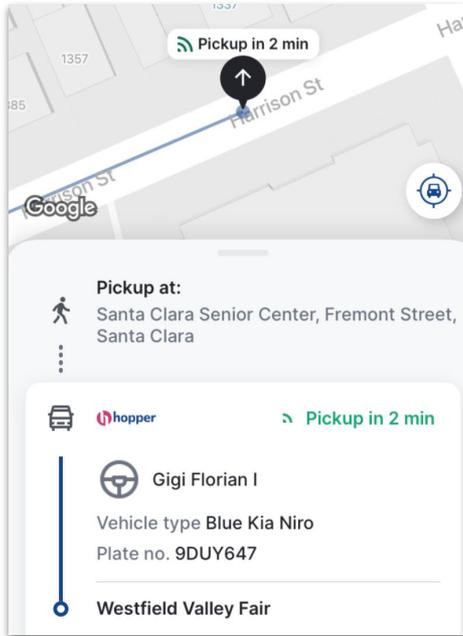
Door to Door option
for riders with limited
mobility



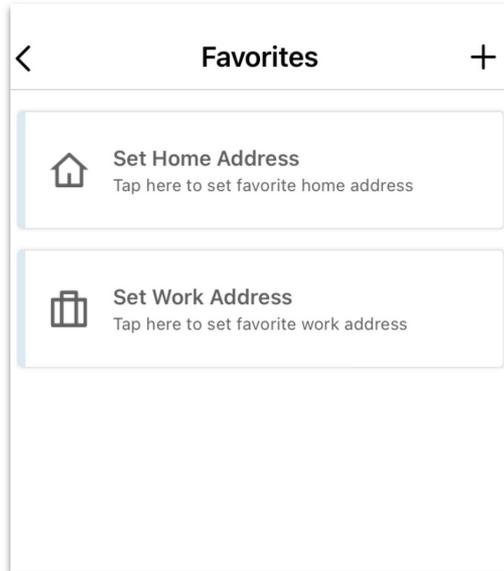
Via app is compatible
with iOS & Android
Accessibility Suites

Benefits of using the app

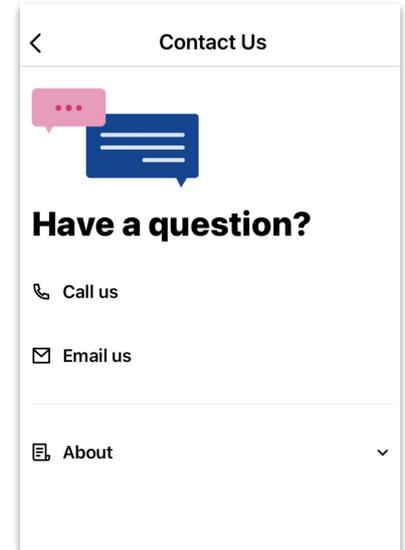
Follow your driver in real time



Save your most frequented locations.



Contact Customer Support



Questions?

