

RESTON COMMUNITY CENTER

RCC Rides Client/Rider Guidelines & Information



ABOUT RCC RIDES

RCC Rides is a free program offering reliable, personalized transportation to adults 55 years and older who cannot drive. Rides are provided by volunteer drivers who truly care about each and every individual they transport. Our mission is to help you remain independent!

WHERE CAN I GO?

Door-to-door rides are provided for essential needs and services such as medical or dental appointments, shopping, personal care, banking, and activities held at Reston Community Center.

Rides shall not be used for non-essential needs, such as travel to and from the airport, etc.

WHO IS ELIGIBLE?

Riders must be 55+ years old who cannot drive.

Our service covers residents in the Small Tax District 5 boundaries of Reston, Virginia.

HOW DO I SIGN UP?

Complete a RCC Rides Client/Rider Application to participate in the RCC Rides program. You may download the application online or call 703-390-6198 to request an information packet and application in the mail.

HOW DO I REQUEST A RIDE?

Once you have submitted your application, call 703-390-6198 at least one week in advance of your appointment. You must provide the following information:

1. Your full name and phone number.
2. Date, time and approximate length of appointment.
3. Full address (with zip code) of the appointment location.
4. Phone number of the appointment destination.
5. If the ride requested is round trip or one way.
6. Whether you want the driver to stay with you.
7. If you think you may need an additional stop during the ride.

WILL I RECEIVE CONFIRMATION?

You will receive confirmation from the Driver who selected your ride request. The day before your scheduled ride, you will receive an automatically generated phone call reminding you of the appointment.

WHAT IF NO DRIVER ACCEPTS MY RIDE REQUEST?

The RCC Ride Coordinator will call you at least 48 hours in advance to notify you if no driver has selected your ride request. You will be responsible for making other arrangements for transportation.

"It makes me feel more secure knowing there is someone that I can call if I need help with getting to the doctor or grocery store. Thank you again for being there for me and other seniors."

Elena V.

WHAT IF MY APPOINTMENT CHANGES OR I NEED TO CANCEL?

Please notify the RCC Ride Coordinator immediately by email: RCCRides@fairfaxcounty.gov or phone: 703-390-6198.

PARKING/TOLLS

You are responsible for any parking fees and tolls unless the driver personally elects to take a toll road.

DO I TIP?

Absolutely not – services are free and volunteer drivers do not accept tips or gas money.



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