

CITY OF WHITTIER

7333 Greenleaf Avenue

Whittier, CA 90602

(562) 698-2131

(562) 694-5909 Dispatch

One Way Fare: \$.50

(WORKING IN COOPERATION WITH LA HABRA HEIGHTS)

WHAT IS DIAL-A-RIDE?

A transportation service for senior citizens and persons with disabilities, living within the City of Whittier city limits and the City of La Habra Heights.

WHO CAN RIDE?

Seniors (60+) and persons with disabilities are eligible to use Dial-A-Ride. The service is provided from **curb to curb***. Drivers can assist you in boarding and exiting the vehicle, but not taking you up to the door. If needed, you must provide your own escort to assist you in getting to and from the vehicle. An escort rides free of charge.

*A special **door-to-door** service is also available from Monday through Friday. Call dispatch for trip availability.

Dial-A-Ride is not an ambulance service and cannot provide emergency transportation.

FOR MEDICAL EMERGENCIES, CALL 9-1-1

WHERE CAN I GO?

You can go anywhere within the Whittier City limits and La Habra Heights City limits.

WHERE DO I SIGN-UP?

Application forms may be filled out at the Senior Center, Parnell Park or Whittier Depot. Upon verification of your application (age or disability), a ride card can be purchased. A doctor's certification is required for those qualifying under disability. You may also request that an application package be sent to you by calling (562) 698-2131.

WHAT IS THE FARE?

Cards may be purchased at the Whittier Senior Center, 13225 Walnut St. **or** from Parnell Park, 15390 Lambert Rd. **or** from the Transit Office, 7333 Greenleaf Ave., Whittier 90602 **or** by mail from the Transit Office, 7333 Greenleaf Ave., Whittier 90602:

- \$5 for 10 rides
- \$10 for 20 rides

Up to two friends or relatives may ride with you for \$1.00 each per trip.

A \$15 Monthly Pass is available for passengers who meet low-income guidelines.

Extend your trip by buying a City of La Habra Heights Dial-A-Ride ride card, which will allow you to travel into that city.

WHEN CAN I RIDE?

Monday through Friday **7 am- 9 pm***

Saturday /Sunday **8 am- 9 pm***

Holiday/& holiday observance **8 am - 4 pm***

*Rides **MUST** be scheduled ***no later*** than 30 minutes before closing time

24-hour advance notice for the holidays:

New Year' Eve	Fourth of July
New Year's Day	Labor Day
MLK Jr. Day	Veteran's Day
Presidents' Day	Thanksgiving Day
Memorial Day	Christmas Eve
	Christmas Day

no same-day service on holidays

HOW DO I RIDE?

For the best service, we recommend that you schedule your ride **before 4 p.m. the day before the trip will be taken.** You can pre-schedule both your initial and return trips at the same time. By pre-scheduling your trip, you will receive a 25-cent coupon that may be redeemed when you purchase your next Dial-a-ride card. Only one coupon is given for pre-scheduling either round trips or single trips.

To ride on the same day, call dispatch ***WHEN YOU ARE READY TO LEAVE.*** These trips are subject to availability.

Standing order reservations can be made for **school**, **work**, and **ongoing medical treatments only.** These trips are limited, and subject to periodic review.

HOW DO I RESERVE A TRIP?

Call **(562) 694-5909** to schedule your ride, and give the dispatcher the following information:

- Your ***NAME***
- ***STREET ADDRESS*** of the pick-up and return location.
- ***DAY*** and ***DATE*** that you want the ride.
- ***TIME*** you want to be picked up and returned.
- Indicate if you use a ***WHEELCHAIR*** or ***SERVICE ANIMAL.***
- If you are going to a medical appointment, give your ***APPOINTMENT TIME*** and ***DOCTOR'S ADDRESS.***
- Tell dispatcher the ***TOTAL NUMBER*** of passengers riding.

NOTE: You may also call from direct phone lines at: Albertson's, Ralph's/Quad, Ralph's/Marketplace, Lutheran Towers, Parnell Park, Starbucks/Greenleaf and Whittier Senior Center

HOW DO I CANCEL MY RESERVATION?

Remember to cancel your ride with dispatch if you don't need your Dial-A-Ride trip to avoid penalties. An early cancellation gives the dispatcher an opportunity to reassign the time slot to someone else.

No-shows make it difficult to provide services efficiently and cause delays and inconvenience for other riders. All passengers are responsible for calling to cancel trips that are not needed.

Same-day trips must be canceled no later than **15 minutes before** your pick-up time. **Prescheduled trips** and **standing order trips** must be canceled **by 4 p.m. the day before your trip**. An early cancellation gives the dispatcher an opportunity to reassign the time slot to someone else.

The following are considered No-Shows:

- You are not at your scheduled pick-up point at your pick-up time.
- You are not ready to board at your scheduled pick-up time.
- You need assistance by a care provider or job coach at your destination, but no one is at your drop-off point at the scheduled time.
- Repeated no-shows may result in suspension of service.

ATTENTION WHEELCHAIR PASSENGERS:

Please make sure you are secured by a lap belt on the Dial-A-Ride vehicle. For your safety, scooter users are encouraged to leave the scooter and sit in a regular seat on the vehicle.

ARE ANIMALS ALLOWED ON DIAL-A-RIDE?

Service animals, i.e. seeing-eye dogs, are the only animals allowed.

WHAT ELSE DO I NEED TO KNOW?

- **Dial-A-Ride is a shared ride service.** You will be sharing the van with other passengers. This means that the driver may pick up or drop off other passengers before taking you to your destination. Allow plenty of time to get to your destination.
- **Be prompt and visible at your pick-up location** as drivers can wait no more than 5 minutes.

- **Limit the amount of shopping bags** and packages to 6 packages.
- **Smoking, food or drinks** are NOT allowed in the Dial-A-Ride vehicles.
- **Please do not tip the driver.** You are welcome to call or write to the Transit Office about a driver you appreciate.
- **All Riders are required to wear the seatbelts in the van at all times for your own safety.**
- **Return trips can be made at the time your reservation is made** if you know your return time.
- **Do not ask the driver to make schedule or destination changes. Trip destinations cannot be changed at the start of the trip or while en route. Unscheduled side trips are not permitted.**
- **Please place your call no later than 30 minutes prior to the end of service hours.**
- **Infants younger than 6 years of age and/or weighing less than 60 lbs. must be placed in a car seat. Car seat to be provided by parent, guardian, escort or care attendant.**
- **Drivers are not allowed to enter a passenger's residence for any reason. However, if you request door-to-door service, the drivers can help carry small packages to your door and escort you from your door to the door of your destination.**
- **If any passenger interferes or is involved in any behavior detrimental to the safe operation of the vehicle or its passengers, his/her riding privileges may be revoked, suspended or denied.**

Customer Service: If you have any questions, complaints or suggestions related to the service, please call the City of Whittier, Transit Department at: 562 698-2131.

DIAL -A-RIDE BROCHURE

To receive a complimentary Dial-A-Ride brochure explaining the rules and regulations of riding Dial-A-Ride call the City of Whittier, Transit Department at (562) 698-2131. Large print of the brochure is available upon request.