



# City of Whittier Dial-A-Ride

## Service Guidelines

The City of Whittier is proud to offer low cost transportation for city residents who qualify for this special service. Our goal is to provide a quality program for as many riders as possible. To help ensure efficient, effective service, we have developed the following guidelines. If you have any questions or suggestions, please do not hesitate to contact us at (562) 567-9480.

### **Who can ride?**

- **City of Whittier** residents who are 60 and over;
- **City of Whittier** residents who are under 60 and have a qualifying disability that prevents driving and use of public buses (a doctor's certification is required). Riders who are under 18 must be accompanied by an adult;
- Escorts who are traveling with a qualified rider for the purpose of assisting the rider; and,
- Friends/family may also occasionally ride with the qualified rider for \$1.00 per person each way;

Please note that only certified service animals may board the vehicle. Proof of certification will be required.

### **Where can I go?**

You can go anywhere within the **Whittier city limits**.

A separate, special DAR Plus service is also available for medical/dental trips to surrounding areas. Fliers for this program are available at the Whittier Senior Center or Parnell Park.

### **How much help can the driver provide?**

The service is provided from curb-to-curb. Drivers will assist you in boarding and exiting the vehicle, but may not take you up to the door. A special door-to-door service is available by prior arrangement. If you are not able to ride without assistance, you must provide your own escort (who rides free of charge). Be sure to let the scheduler know if you will be having an escort accompany you or if you need door-to-door assistance.

### **What is the fare?**

Trips are 50¢ each way. Riders must purchase prepaid cards. Cards are available in \$5 and \$10 increments and do not expire. Cards may be purchased in person or by mail at the Uptown Senior Center, 13225 Walnut St., Whittier 90602 or in person at Parnell Park, 15390 Lambert Rd. Monday-Friday 8:00 a.m. to 5:00 p.m. (excluding holidays). You must have a valid fare card to ride. The drivers are not allowed to accept payments for ride cards or trips.

Up to two friends or relatives may ride with you for \$1.00 each way (amount is deducted from the fare card). Escorts who are riding to assist you ride free.

A \$15 Monthly Pass is available for passengers who meet low-income guidelines. (Proof of income is required.)

### When can I ride?

|                   | First Pick-Up | Last Pick-Up | Last Drop Off |
|-------------------|---------------|--------------|---------------|
| Monday – Friday   | 7:00 a.m.     | 8:30 p.m.    | 9:00 p.m.     |
| Saturday – Sunday | 8:00 a.m.     | 8:30 p.m.    | 9:00 p.m.     |
| Holidays*         | 8:00 a.m.     | 3:30 p.m.    | 4:00 p.m.     |

\*Prescheduled trips only on New Year's Eve, New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Veteran's Day, Thanksgiving Day, Christmas Eve and Christmas Day.

### How do I reserve a trip?

You must already be registered and have a Dial-A-Ride card.

Call **(562) 698-3013** to schedule your ride. The dispatcher will need to know:

1. Your LAST NAME, FIRST NAME
2. STREET ADDRESS of pick-up and return location
3. DAY and DATE you want the ride
4. TIME you want to arrive at your destination\*
5. The TOTAL NUMBER of passengers riding
6. Indicate if you use a WHEELCHAIR or SERVICE ANIMAL (animal must be cleared in advance)
7. Indicate if you require the DOOR-TO-DOOR Service
8. If you are going to a medical appointment, give your APPOINTMENT TIME and DOCTOR'S ADDRESS

\*DAR is a shared ride. It is not an uninterrupted point-to-point service. While we will make your ride as short as possible, your pick-up time will be set by the dispatcher.

### Prescheduling Trips

Reservations are accepted from seven days ahead until 6:00 p.m. the day before your trip. For the best service, we recommend that you schedule your ride at least two days ahead of time. You can preschedule both your initial and return trips at the same time. By prescheduling your trip, you will receive a 25¢ stamp on your green preschedule card (per round trip) which may be redeemed when you purchase your next Dial-A-Ride card.

Note that pick-ups must be scheduled no later than 30 minutes before closing time.

### Same Day Trip Scheduling

Same day pick-ups are based on availability and are not available on holidays. To ride on the same day, call dispatch *WHEN YOU ARE READY TO LEAVE*.

## Standing Reservations

Standing reservations may be available for ongoing medical treatments, work and other appointments and are subject to approval and availability. These trips are limited, subject to periodic review and do not receive a coupon stamp.

## Changing Destinations

Normally, trip destinations cannot be changed en route or at start of trip. Occasionally, vehicle scheduling will permit this change. The decision to approve changes is made by central dispatch, not the driver or passengers. Riders who change their destination will need to call dispatch to schedule a same-day pick up to take them from their changed destination to their original destination. In other words, if a rider realizes on the way home that they need to stop at the store, dispatch may approve the new destination. However, the rider will then need to call dispatch and ask for a same-day pick up to take them from the store to their home. Please remember, there is **no guarantee** that a same-day trip will be available and DAR is not responsible for taking you from your new destination to your original destination.

Family members, caregivers or other responsible parties may request that a rider be prevented from changing their destination en route. This request must be made on the DAR application or by calling the DAR program at 562-567-9480. However, please be aware that we **cannot prevent** adult riders from leaving the vehicle **at any stop**. Further, the DAR program and drivers are not responsible for making sure passengers disembark at the correct location.

## Cancellations and Penalties for No Shows

There is probably someone else who could use your slot if you don't need it! So be sure to cancel your ride with dispatch if you don't need your trip. Be aware also that **repeated** No-Shows may result in suspension of your DAR privileges.

- ***Same-day trips*** must be canceled no later than 15 minutes before your pick-up time or they will be considered a No Show.
- ***Prescheduled trips*** and ***standing order trips*** must be canceled by 6:00 p.m. the day before your trip or they will be considered a No Show. Exceptions might be granted for shorter cancellation notifications if due to unexpected emergencies e.g. doctor's office cancels an appointment after 6:00 p.m. the day before the trip.
- The following are also considered No-Shows:
  1. You are not at your scheduled pick-up point at your pick-up time. (Drivers may wait only 5 minutes at a pick-up point.)
  2. You are not ready to board at your scheduled pick-up time.
  3. You need assistance by a care provider or other person at your destination, but no one is at your drop-off point at the scheduled time.

## Additional Important Items

- Whittier Dial-A-Ride is for **City of Whittier** residents only. Individuals living in the unincorporated areas adjoining the City (e.g. South Whittier, West Whittier, etc) are served by LA County Dial-A-Ride (800) 439-0439.

- Dial-A-Ride is a shared-ride service. It is not an uninterrupted, point-to-point service. You will be sharing the van with other passengers. When planning your trip, remember to allow extra time.
- Rides are scheduled subject to availability.
- Be prompt and visible at your pick-up location (drivers can wait no more than 5 minutes). Have your card ready to present when you board the bus.
- Shopping bags and packages are limited to 6 packages.
- Passengers using respirators and portable oxygen are permitted to ride with these devices. (Because this is a shared ride, trips may take longer than anticipated. Please be sure to have sufficient oxygen to allow for a longer ride.)
- Smoking, food or drinks are NOT allowed in the Dial-A-Ride vehicles.
- Drivers may not accept cash, tips or other forms of payment (other than a prepaid ride card). You are welcome to call or write to compliment a driver.
- Wear your seat belt at all times for your own safety.
- Rider safety is the number one goal of the drivers. Drivers may refuse service to any riders who engage in unsafe behavior during the trip, including refusal to wear safety belts, inappropriate behavior, or other issues that interfere with the safe operation of the vehicle or safety of the passengers.
- For your safety, scooter users are encouraged to leave the scooter and sit in a regular seat on the vehicle.
- Riders younger than 8 years of age and/or shorter than 4' 9" must be placed in a car seat. Car seat must be provided by parent, guardian or care attendant.
- Riders under 60 who have a temporary disability will be required to provide regular doctor's certifications.
- For the comfort of your fellow passengers, rude or offensive behavior or language will not be permitted. Riders are also asked to observe appropriate hygiene and avoid wearing excessive perfume or after shave.
- Disruptive or otherwise inappropriate behavior or hygiene and rude or offensive behavior directed at passengers, drivers, dispatchers or other DAR staff may result in suspension of your Dial-A-Ride privileges.