

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 will assist you in boarding and exiting the vehicle, but not taking you up to the door. **A special door-to-door service is available upon request.** If needed, you must provide your own escort to assist you while you travel. Your escort rides free of charge.

WHERE CAN I GO?

The Dial-A-Ride service area includes all of La Habra Heights, La Habra and up to one-quarter of a mile from Whittier Blvd. in Whittier as far west as Colima Rd., which includes the Whittwood Mall.

- You can also travel to and from St. Jude Medical Center and Brea Mall during regular Dial-A-Ride hours for \$2 each way. This service requires 24-hour advance reservations.
- If you purchase a City of Whittier Dial-A-Ride card you can use that card to extend your trip to and from any address within the Whittier City limits.

WHEN CAN I RIDE?

Mon-Fri	9 am - 6 pm*
Sat/Sun	No Service
Holiday/observance	8 am - 4 pm**

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

**24-hour advance notice for holidays:

New Year's 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

WHERE DO I SIGN UP?

Application forms and **RIDE CARDS** may be obtained from La Habra Heights City Hall, 1245 N. Hacienda Road, La Habra Heights, CA 90631 or by mail from the Whittier Transportation Center, 7333 Greenleaf Ave., Whittier, CA 90602. You can also call the La Habra Heights City Hall at **(562) 694-6302**. A doctor's certification of disability is required for applicants under the age of 60. Dial-A-Ride will provide a free ride to City Hall to any first-time customer wishing to apply for the program.

WHAT IS THE FARE?

Upon verification of your eligibility, a Dial-A-Ride card may be purchased. Rides are \$1 per one-way trip (except to St. Jude Medical Center and Brea Mall, which are \$2 per one-way trip).

Ride Cards are \$10 or \$20 and must be purchased in advance since drivers cannot accept cash. If you have an escort assisting you, the person rides for free, and must be 18 years or older. Up to two companions (non-eligible riders)

may ride along with you for \$2 per one-way trip each (charged to the customer's card).

HOW DO I RIDE?

For the best service, we recommend that you schedule your ride **no later than 6 p.m. the day before the trip will be taken.** You can preschedule both your initial and return trips at the same time.

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

CAN YOU ACCOMMODATE WHEELCHAIRS?

Yes. Please specify if you use a wheelchair when you make a reservation, so the driver can position the vehicle for easy access. For safety reasons, scooter users are encouraged to transfer to a regular seat on the vehicle.

ARE ANIMALS ALLOWED ON DIAL-A-RIDE?

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

HOW DO I RESERVE A TRIP?

A 24-hour advance reservation is required. Same-day rides are allowed as space permits. To schedule a ride, **call (562) 698-3013** and give the following information:

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

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.

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 6 p.m. the day before your trip**. An early cancellation gives the dispatcher an opportunity to reassign the time slot to someone else.

WHAT ELSE DO I NEED TO KNOW?

- **Dial-A-Ride is a shared-ride service.** You will be sharing the van with other passengers. 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 to compliment a driver.
- **Wear your seat belt 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.
- Trip destinations cannot be changed at the start of the trip or while en route. Unscheduled side trips are not permitted.
- Place your call no later than 30 mins. 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 or care attendant.**

CITY OF LA HABRA HEIGHTS DIAL-A-RIDE

Working in cooperation with the
City of Whittier

INFORMATION GUIDE



**A transportation service for
senior citizens and
persons with disabilities**

(562) 567-9480

(Revised May 2011)