

## 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?

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

## WHERE DO I SIGN UP?

Application forms may be filled out at the Senior Center and Parnell Park. Upon verification of your application (age or disability), a ride card may be purchased. A doctor's certification is required for those qualifying under disability.

## WHAT IS THE FARE?

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.

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

Up to two friends or relatives may ride with you for \$1 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?

Mon-Fri	7 am - 9 pm*
Sat/Sun	8 am - 9 pm*
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' 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 **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. By prescheduling your trip, you will receive one 25-cent stamp, per round trip, that may be redeemed when you purchase your next Dial-A-Ride card. Only one coupon stamp is given for prescheduling your trip.

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

Standing order reservations may be made for **school, work, and ongoing medical treatments only.** These trips are limited, subject to periodic review and do not receive a coupon stamp.

## HOW DO I RESERVE A TRIP?

Call **(562) 698-3013** to schedule your ride, and give the dispatcher 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.

The following are considered No-Shows:

1. You are not at your scheduled pick-up point at your pick-up time.
2. You are not ready to board at your scheduled pick-up time.
3. 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.
4. Repeated no-shows may result in suspension of service.

### **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. 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 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 WHITTIER DIAL-A-RIDE**

**Working in cooperation with  
the City of La Habra Heights**

## **INFORMATION GUIDE**



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

**City of Whittier  
Transit Division  
13225 Walnut Street  
Whittier, CA 90602  
(562) 567-9480**

(Revised March 2014)