

## About Dial-A-Ride

The South El Monte Transportation Division offers Dial-A-Ride (DAR) services to residents age 60 or older, and to residents with disabilities who are under the age of 60 and unable to drive or use public transportation due to a disability.

DAR is a curb-to curb shared service offered Monday thru Friday. It is likely that the vehicle will stop and pick up other riders as it proceeds to your destination please book appointments accordingly.

Trips must originate within the City of South El Monte. Clients can schedule a trip up to 15 miles outside of city limits for medical appointments only. Trips to the market, bank, or to pay utility bills must be within city limits (*unless approved otherwise*).

## Application Form

DAR application forms are available at the front office and on the city website. Clients must bring a valid ID for proof of residency and if necessary proof of disability. Caregivers are also required to fill out an application. A single caregiver per rider is permitted.

Prior to making an appointment all requirements above must be met and verified by the Transportation Coordinator. Allow 1-2 weeks for application to be processed.

**OUR VEHICLES CAN ACCOMMODATE  
DISABLED PASSENGERS.**



## Pick-Up Window

Be ready prior to your schedule pick-up. DAR may arrive 15 minutes before or after your scheduled trip. Driver will ONLY wait 5 minutes for a passenger to board the vehicle. A courtesy call will be made prior to the driver leaving the location and cancelling your trip. Note: If you are 10miles outside the city radius, the last call is at 3:00 p.m.

## Additional Information

Please limit the number of grocery bags to 5 per trip. You must be able to maintain control of your packages while riding. The driver may help you load and unload your bags but is not required, take what you can carry.

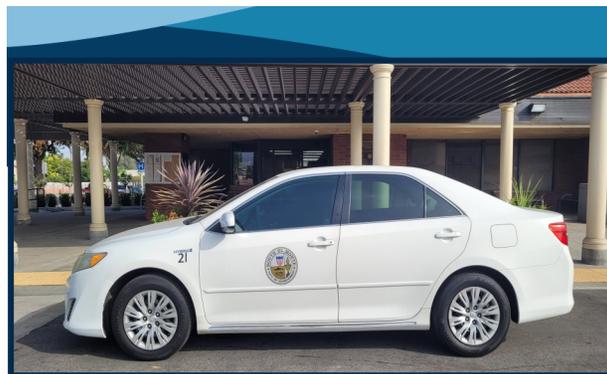
All medical equipment must be secured and remain under the control of the rider during travel.

## Hours of Operation

Monday - Friday 8:30 a.m.- 4:00 p.m.

Closed Weekends & Major Holidays

Appointment Reservations  
Monday-Friday 8:15 a.m.- 4:00 p.m.



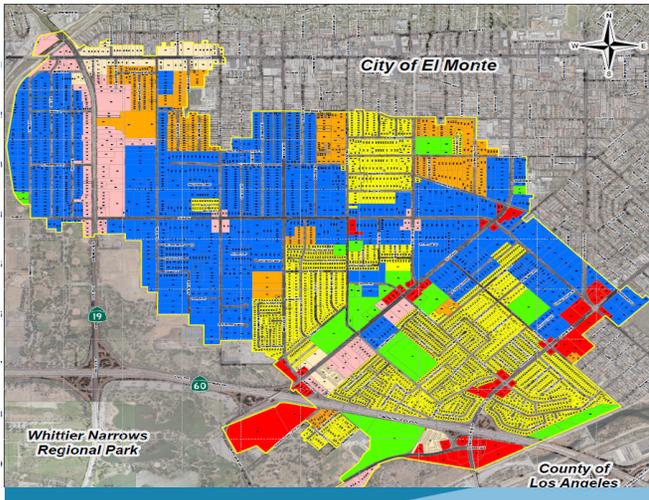
# CITY OF SOUTH EL MONTE TRANSPORTATION DIVISION

## DIAL-A-RIDE



Transportation Phone Number  
626.448.0131

Address:  
1556 Central Ave.  
South El Monte, CA 91733



## Passenger Tips

When your DAR departure time is near, watch for your vehicle to arrive or wait by the curb. Be ready to board as soon as the vehicle arrives, as it can only wait a short time (5min max).

- ◆ Transit vehicles are shared with other passengers.
- ◆ Vehicles make stops along the way, so passengers are asked to be flexible with their trip times.
- ◆ When requesting a ride allow adequate time to reach your destination.
- ◆ There is a 1 turnaround trip per day limit.
- ◆ NO riders will be taken to medical emergencies, churches or residential areas.

## Regulations and Guideline

All passengers being transported in the vehicle are required to properly wear seatbelts or have their mobility device secured throughout their entire ride.



**“Driven for Excellence”**

**We are committed to providing quality transportation services to meet your needs.**

## How to Schedule Your Trips

All Appointments must be made with the transportation dispatcher or assistant. No appointments will be scheduled by the driver. Requests for service are taken on a first-come, first served basis.

Call 626.448.0131 and tell the dispatcher your:

- ◆ First and Last name.
- ◆ Pick-up and destination address.
- ◆ Your desired pick-up time.
- ◆ If you use a wheelchair or other mobility devices.
- ◆ Number of people traveling, not including yourself (limit 1).
- ◆ Mobile Phone number.

## Type of Reservation

Trip reservations may be requested up to one day before your desired appointment and up to six days in advance if the trip is a medical appointment. Priority will be given to clients requesting trips to medical appointments.

## Trip Cancellation

For trip cancellations please call DAR 626.448.0131 and provide your full name. Your cancellation will allow DAR to provide trips to other passengers. If a driver is waiting more than 5 minutes for a passenger without notice you will be cancelled and labeled as a **NO SHOW**.

### SERVICE SUSPENSION NOTICE

Services may be suspended for the following reasons:

- ◆ (3) Excessive missed trips.
- ◆ (3) Excessive short turn arounds due to no doctor appointment.

*May result to 1 month service suspension.*

## Wheelchair and Mobility Devices

South El Monte Dial-A-Ride will make every attempt to accommodate “common” wheelchairs, scooters and other mobility devices. While we make all reasonable efforts to accommodate our riders, if your mobility device is larger than the average size wheelchair, we may not be able to transport you.

## Driver Assistance

Dial-A-Ride is a curb-to-curb service. This means that the driver cannot leave the vehicle to come to your door or to search for you if you are not waiting outside near the facility entrance.

If you need help getting to the curb, please be prepared to rely on your Personal Care Attendant (PCA), friend or relative. A PCA can ride with client to provide assistance. They must board and de-board at the same location as the client. DAR does not provide personal care attendants and the driver cannot serve as a personal care attendant.

There will be some locations that the driver cannot safely access; in this case, they will find the next closest location to provide a safe drop off.

## How Much Does it Cost?

*The Dial-A-Ride service is free.*



No Open Containers Allowed in the Vehicle.