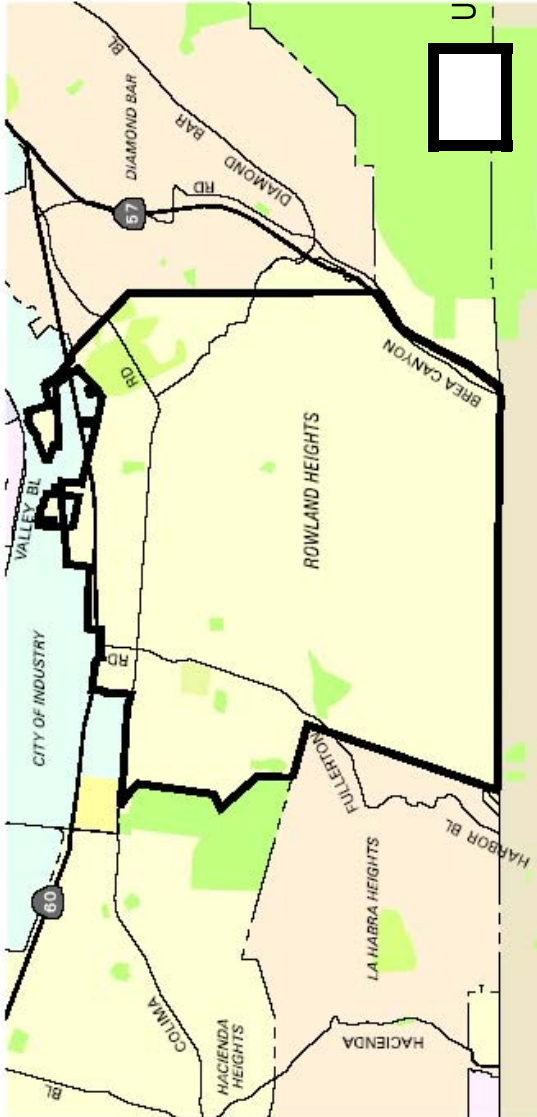




UNINCORPORATED AREAS OF
LOS ANGELES COUNTY



Travel Tips To Remember

- Plan ahead; try to schedule your return trip in advance.
- Be ready to board before the scheduled arrival time of your vehicle, so as not to delay other passengers.
- Please no eating, drinking or smoking in the vehicle.
- Always watch your step when you enter and exit the vehicle.
- Wheelchair passengers please make sure you are secured by a Dial-A-Ride lap belt.

**This service is financed
through funds provided by the
County of Los Angeles
(626) 458-3964**

Supervisor
Gloria Molina

First District



Supervisor
Don Knabe

Fourth District

L. A. COUNTY DIAL-A-RIDE

1-800-439-0439



**TRANSPORTATION SERVICE
FOR
SENIOR CITIZENS AND
PEOPLE WITH DISABILITIES
WHO RESIDE WITHIN**

ROWLAND HEIGHTS

INFORMATION

WHO CAN RIDE?

Seniors (60+) and persons with disabilities who reside within the unincorporated County area of Rowland Heights (see attached map).

First time seniors and riders with disabilities are required to show their ID to the driver to verify eligibility. If the driver cannot visually verify disability, then the driver may request a letter from a physician describing the disability.

WHERE CAN I RIDE?

One may travel within the unincorporated area on the map and up to three (3) miles beyond this service area and to the Brea Community Hospital, Queen of the Valley Hospital and Steinmetz Senior Center.

WHEN CAN I RIDE?

Monday-Friday: 7 a.m. to 5 p.m.

Saturday & Sunday: No Service

Service is not provided on the following Holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

IS THERE A CHARGE?

\$ 0.50 per one-way trip.

Escorts of the eligible persons with disabilities will not be charged a fare.

RESERVING A TRIP?

For a trip call **Southland Transit** at **(800) 439-0439**, and have the following information ready:

- **Your Name.**
- **Telephone Number at pickup location.**
- **Day and Date that you want to ride.**
- **Time you want to be picked up and returned.**
- **The Street Address of the pickup and destination location.**
- **Please indicate if you use a Service Animal or Wheelchair, so driver can position van for easy access.**
- **If you are going to a Medical Appointment, give your Appointment Time and Doctor's Address.**
- **Number of passengers riding, including whether an escort is traveling with you.**

PLEASE NOTE:

- Dial-A-Ride is not direct, point-to-point service. Your trip is scheduled with other riders, so allow a little extra time to get to your destination when scheduling your pick-up time.
- Schedule your trip **24-hours in advance**. You may schedule your trip up to **one week in advance**. Same day service is subject to availability.

- The Dial-A-Ride vans arrive within 5 minutes before or 15 minutes after your scheduled pickup time. Please be ready to meet the van at the specified location you arranged when you made the reservation.

- Please have **EXACT CHANGE**.

- **TO CANCEL**, you must call the reservation office at least **2 hours** before your trip. If this is not done, it will be considered a no-show. Multiple no-shows during any given month may result in suspension of service.

- No children are allowed unless they are the children of a disabled person. These children, if under the age of 15, must be accompanied by an adult. Any child under the age of four must have a car seat.

- Service animals for the disabled are the only animals allowed on Dial-A-Ride. The owner is responsible for the behavior of their animal.

- Drivers will also assist you in and out of the van with your grocery bags or parcels, but will not carry them to the door.

- Please do not tip the driver. You are welcome to write us about a driver you appreciate as we have an award program for excellent drivers.