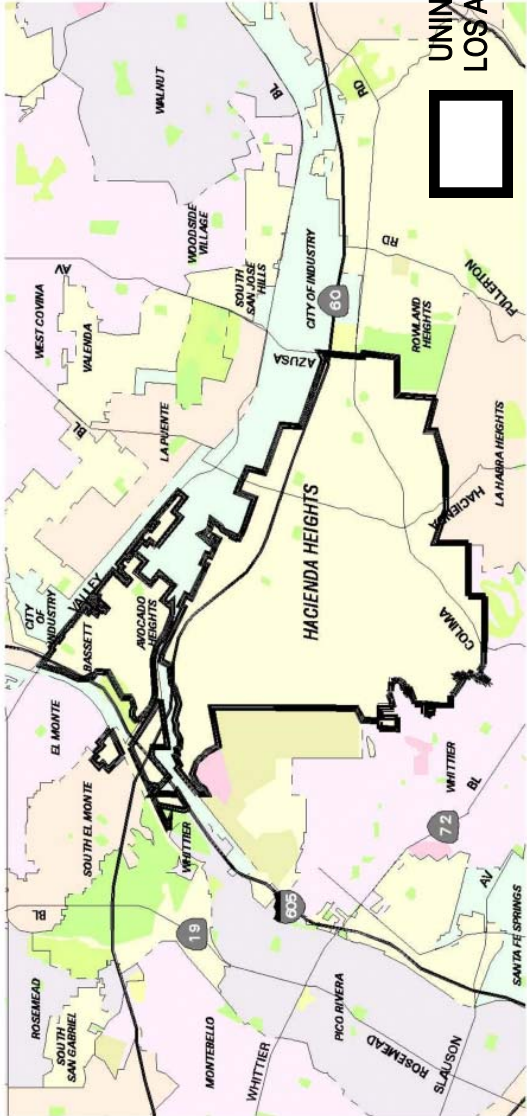


UNINCORPORATED AREAS OF  
LOS ANGELES COUNTY SERVED



### 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  
with 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**

**HACIENDA HEIGHTS  
AVOCADO HEIGHTS  
BASSETT**

**L.A. COUNTY DIAL-A-RIDE  
APPLICATION FORM**  
Send Application Materials to:  
Southland Transit  
3650 Rockwell Avenue  
El Monte, CA 91731-2322

Applicant's Name: \_\_\_\_\_  
Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number:  
(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

\*Are you 60 years of age or older?

YES  NO

\*Do you have a disability?

YES  NO

*\*Please provide a copy of a state ID card.*

Check all that apply:

Do you use a wheelchair (If so, is it motorized? YES  NO

Use a cane

Use a walker

Visually impaired

Need the services of an escort

Other: (Please specify)

**EMERGENCY CONTACT INFORMATION:**

Contact's Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**Assignment of responsibility:**

I assume full responsibility for and release the Los Angeles County Dial-A-Ride for my safety and well-being before I board and after I exit the vehicle.

**COMPLETE ONLY IF YOU ARE LESS THAN 60 YEARS OF AGE**

This section to be completed by applicant's Physician

Physician's Name: \_\_\_\_\_

State License: \_\_\_\_\_

Business Address: \_\_\_\_\_

Phone Number:  
(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Is the applicant permanently disabled?  
YES  NO

Does the applicant require disability-related assistance? YES  NO   
Describe: \_\_\_\_\_

Is the applicant temporarily disabled?  
YES  NO   
(If yes, please specify for how long: date \_\_\_/\_\_\_/\_\_\_)

*I certify that the eligibility information contained in this document is true and correct.*

Physician's Signature

Date \_\_\_/\_\_\_/\_\_\_

**For Office Use Only**

Approved  Denied

By \_\_\_\_\_

Date \_\_\_/\_\_\_/\_\_\_

**INFORMATION**

**WHO CAN RIDE?**

Seniors (60+) and persons with disabilities who reside within the unincorporated County area of Hacienda Heights, Avocado Heights, and Bassett (see attached map). The vehicles are wheelchair accessible.

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 Queen of the Valley Hospital.

**WHEN CAN I RIDE?**

Monday-Friday: 7 a.m. to 5 p.m.  
Saturday: 8 a.m. to 4 p.m.  
Sunday: 9 a.m. to 3 p.m.

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 can arrive 5 minutes before to 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 as soon as possible in advance of your trip. Cancellations not called in 2 hours before a trip may 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 six 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. Each of the fare paying riders may carry a maximum of five (5) medium packages per trip.

• 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.