



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 Michael Antonovich, Fifth District



**L. A. COUNTY
DIAL-A-RIDE**

1-800-439-0439



TRANSPORTATION SERVICE FOR SENIOR CITIZENS AND PEOPLE WITH DISABILITIES WHO RESIDE WITHIN THE UNINCORPORATED COUNTY AREAS

SURROUNDING THE CITIES OF COVINA, WEST COVINA, AND LA PUENTE

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.

Signature: _____

Date: ___/___/___

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 areas surrounding the cities of Covina, West Covina, and La Puente (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 area outlined in blue on the map and up to three (3) miles beyond this area for medical appointments only.

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.