

## Canceling a Reservation

Other passengers are impacted by the resulting delays when a passenger fails to show for a scheduled trip. Therefore, all Dial-A-Ride passengers are requested to provide notification of a canceled trip no less than three (3) hours prior to the scheduled trip. To cancel a scheduled trip, please call the Dial-a-Ride office at 626.403.7368

## Be Prepared to Board

- Be prepared to board when the bus arrives.
- Please allow a 20 minute pick up window grace period for each pick up. It is also important to include a 30 minute ride time.

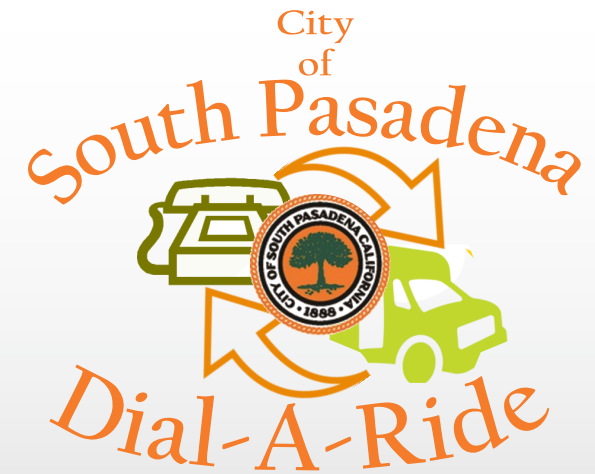
## Accessibility

All City of South Pasadena Dial-A-Ride vehicles are fully wheelchair accessible. Disabled individuals, who require a Personal Care Attendant (PCA), may have the attendant accompany them at no cost. At the time of making your reservation please advise staff that a PCA will accompany you.



## Restrictions

- Animals / Pets are not permitted on board unless they are guide or certified service animals.
- Passengers should be able to carry their own groceries, parcels or packages & shall not exceed 25lbs.
- Smoking & consuming alcohol is prohibited on all city vehicles.
- No abusive, threatening or obscene language or behavior towards passengers or staff members.
- Drivers cannot make unscheduled stops.
- This is a door to door service. Drivers are not allowed to go inside patron's homes or be used in lieu of an Aides for shopping trips.
- Minors are not allowed to ride alone.
- Per city policy, drivers are not allowed to accept any type of gratuity.
- For further information or questions regarding restrictions please contact our Dial-A-Ride office at 626.403.7368
- **Suspension of service** to a rider may apply due to any of the following: Disruptive or inappropriate behavior, multiple cancellations and/or no shows & health concerns which are unsafe to self or others.



**Hours of Operation**  
**Monday - Friday**  
**8:00 am to 5:00 pm**

**Last Pick Up at 4:00 pm**

**Senior Citizen's Center**  
**1102 Oxley St.**  
**South Pasadena, CA 91030**

## City of South Pasadena Dial -A-Ride

Dial-a-Ride is a transportation service for South Pasadena residents who are over 55 years of age, and/or residents with a disability.

### Operation Limits

Transportation is provided to & from any location within the South Pasadena City Limits, such as Doctors' Offices, Markets, Post Office, Hairdressers, The YMCA, Places of Worship, Banks, etc. Transportation is also provided to Huntington Memorial Hospital in Pasadena & surrounding medical offices, as well as in Arcadia (limited locations) & Alhambra (limited locations). Call our Dial-A-Ride Office to verify

addresses. Monthly trips are scheduled to Target (Pasadena & Alhambra Stores, Santa Anita Mall (Arcadia) & Costco (Alhambra).

Unscheduled stops are not permitted.

### Getting Started!

- **Registration** for Dial-A-Ride is required and can be done in person, or by mail. Identification cards are issued.
- Registration will assist staff in having contact information in case of an emergency.

### Ridership Fee

- A fee of .50 cents for each way (\$1.00 round trip).
- Please have exact fare since drivers are unable to provide change.
- Pre-Paid coupon cards are available for purchase. Call our Dial-A-Ride office for more information.

## How do I Schedule a Reservation?

To make a scheduled reservation call the Dial-A-Ride office at 626.403.7368. Be prepared to give the staff member on the phone the following information:

- Your Name
- Address
- Home Telephone Number and / or Cell, (Etc.)
- Pick Up Address
- Destination Address
- Return Ride Specifications
- Any Special Assistance (Walker, Wheelchair, etc.)

For our riders with difficulty hearing or communicating verbally over the phone, please make use of the 711 relay call service:

1. Dial 711
2. Inform the operator either by voice or TTY device of the number you are calling.
3. The operator will make the connection & begin the relay call.

## Rules / Safety

- All passengers must wear seatbelts.
- For your safety, we discourage conversations with the drivers while the vehicle is in motion.
- Passengers are asked not to stand until the vehicle has come to a complete stop.
- City vehicles are not permitted to enter private driveways when picking up passengers.
- Drivers cannot enter homes at any time or be used in lieu of an Aide

## Please Note

Occasional schedule conflicts will occur. Please allow a minimum grace period of twenty (20) minutes before and after your scheduled pick up time. At this time it is important that you be in front of the pick up location to wait for the driver. The driver will only wait 5 minutes.

### Complaint Resolution

Because it is important to us that all of our riders have a positive experience with our Dial-A-Ride program, we welcome your comments, and suggestions. Please contact us at 626.403.7368

**No Dial-A-Ride services are provided on Saturday, Sunday or the following holidays:**

New Year's Day	Christmas Eve
Memorial Day	President's Day
Thanksgiving Day	Veteran's Day
M. L. King Day	Christmas Day
Independence Day	Columbus Day
Lincoln's Birthday	Labor Day

& The Friday after Thanksgiving