

City of South Pasadena
South Pasadena Dial-A-Ride Program Policy
Operated from: 1102 Oxley Street, South Pasadena, CA 91030
Transit office: (626) 4 0 3 – 7 3 6 8
Senior Center office: (626) 4 0 3 – 7 3 6 0

PURPOSE

”Dial-a-Ride” is a public transportation service designed to meet the transportation needs of the older adults and disabled residents of South Pasadena in order to assist them with remaining independent.

The transportation program is administered and operated by the City of South Pasadena, Community Services Department. This program is a local transit service for eligible residents who are without other means of necessary daytime travel. The program is operated according to policies and procedures that permit maximum participation without regard to race, creed, religion, national origin, or personal favoritism.

HOURS & DAYS OF OPERATION

Service is offered Monday through Friday, 8:00 am to 5:00 pm. with the last pick up at 4:00 pm. There is no service on City observed Holidays.

OPERATIONS

Operation of Dial-a-Ride requires the grouping of rides, whenever possible, according to destination. Dial-a-Ride is not a taxi service. The service maybe used for rides anywhere in South Pasadena, some areas of Pasadena for medical appointments. The service is provided Monday through Friday with a fleet of five (5) vans all with wheelchair access.

Locations for medical appointments:

- Huntington Hospital and surrounding medical offices
- Kaiser Hospital at the Foothill and Lake locations
- Pasadena medical offices on Washington Blvd
- Alhambra - 55 S. Raymond
- Department of Motor Vehicles – 49 S. Rosemead Blvd

Other provided transportation

- Any location in South Pasadena such as doctor’s offices, banks, market, etc.

REGISTRATION

Registration is required for use of the services. Registration forms are available at the Senior Center. Registration can be taken via telephone, in person, or by mail. A registration form with basic contact information will be kept on file at the office and will be updated on an annual basis. An identification card will be issued once registration is complete.

PRIORITY USE OF RIDES

Medical appointments have top priority in scheduling. The time slots of 8:00 – 9:00 am will be reserved for medical appointments only. Remaining trips are scheduled on a first-come, first-serve basis.

- Same day appointments are permitted on availability
- Medical appointments for the following cities Pasadena, Arcadia and Alhambra (limited)
- Grocery: Vons, Pavilions, Bristol Farms, Trader Joes, Ralph's, 99 Cent Store & Costco
- Banking
- Beauty and Barber appointments
- Post Office and general shopping
- Recreational and social visits
- Farmers Market or Gold Line
- Department of Motor Vehicles
- Social Security Office
- Monthly trips are scheduled to Target (Pasadena & Alhambra), and Arcadia Mall
- Multiple trips per day are welcomed, as long as they are requested in advance
- ***Unscheduled stops are not permitted***

Occasional schedule conflicts will occur. Please allow a minimum grace period of twenty five (25) minutes before and after your scheduled pick up time. The dispatcher will call a few minutes before the driver is due to arrive. At this time it is important that the passenger be in front of the pickup location to wait for the driver. The driver will only wait 5 minutes.

FEE FOR SERVICE

A service fee of 50 cents per ride is charged to registered passengers. The Center offers coupon cards for those users who prefer not to carry cash. The drivers do not have the ability to make change. Financial Assistance is available for South Pasadena Residents only. Application, proof of residency and income verification must be submitted upon request to the Transit Office.

A care taker rides for free but only one care taker per passenger. Anyone other than a care taker such as family members must pay 50 cents per ride.

LIABILITY/SAFETY

For the safety of all passengers

- We discourage conversations with drivers while they are driving the vehicle/van
- Passengers are asked to not stand up 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
- Drivers are instructed to carry groceries up to the door and leave them at the door step

WHEELCHAIR ACCESS

All vehicles have built-in lifts that help wheelchair users board the bus. The lifts lower down from the bus and extend out a few feet onto the curb. The wheelchair user must then roll onto the lift platform. Once the wheelchair user is on the platform, the driver will electronically raise the lift to the bus height. The bus driver then loads the lift back into the bus. To exit the bus, wheelchair users can use the lift to be lower back to the sidewalk.

Wheelchair brakes are required to be kept in top working condition. Brakes are crucial when you are parked and secured in the vehicle. In this situation the wheelchair brakes must hold steady; if your chair moves, you could suffer a fall or be unable to reach the chair. Brakes are also useful in parking situations where the surface is not entirely flat, for example on a hill or ramp. A brake failure can cause the wheelchair to roll back down the surface, which could be a hazard.

Foot rests are required for all wheelchairs due to the safety hazards when pushing the passenger in the wheelchair.

CANCELLATIONS

The number to call for cancellation is the same as for reservations (626) 403-7368. Cancellation requests must be received a minimum of two hours prior to the scheduled pick up time. Voice messages may be left at the same number and are retrieved regularly. Failure to give proper notice is defined as a "late cancel." Riders are responsible for calling as soon as possible to cancel pick up or return trips.

A passenger who is not at the designated pick-up location and misses a scheduled trip is defined as a "no-show". Drivers are limited to waiting no more than five minutes. If a passenger refuses his/her trip when the driver shows up, this is defined as a "cancel at the door" which also counts as a "no-show".

RESERVATIONS

Reservations are required and accepted 2 weeks to 24 hours in advance. All reservations should be made as soon as possible to ensure availability to 626-403-7368. Monday reservations must be scheduled by Friday the week prior. Ongoing (standing) medical appointments are welcome.

PROCEDURES

To request a ride, participants must call (626) 403-7368 between 8:00 am and 5:00 pm Monday through Friday one business day in advance for any reservation. Same day reservations appointments are permitted on availability. Participants requesting service will be asked to provide the following information:

- Full Name
- Pick up address
- Pick up time
- Telephone number
- Destination address
- Time of a specific appointment
- Emergency contact name and number

On occasion requests may not be accommodated in the schedule, however the passenger will then be notified and a revised time will be suggested. If the times requested can not be accommodated in the schedule, the participant will be notified. The rider can either accept a revised time or cancel the request and make other arrangements.

- All passengers are encouraged to be ready 25 minutes prior to the scheduled pickup time and to wait inside for a call from the Transit Coordinator indicating that the driver is on the way.
- Once the call is received passengers are encouraged to come out and wait for the driver.
- The South Pasadena Dial-A-Ride service is committed to providing residents the best service possible. In the unlikely event that the driver has not arrived 15 minutes after the scheduled pickup time, passengers should call the dispatch office at (626) 403-7368.

ELIGIBLE RIDERS

South Pasadena residents age 55 and over and residents having certification of a disability are eligible to use Dial-A-Ride. Passengers must be ambulatory (able to walk or move around without the assistance of the driver when walking or in a wheel chair). If this is not possible, the passenger must be assisted by a care taker. Care takers with an eligible rider must be over the age of 18 and only one care taker per eligible rider.

Provision will be made for someone who is temporarily “disabled” and needs a one-time trip.

RESTRICTIONS

- Drivers may not make unscheduled stops.
- Passengers are not to exceed eight (8) bags of groceries and drivers cannot carry items that exceed 25 pounds. Drivers are unable to enter the home of any passenger.
- Large bulky items such as furniture or large boxed item will not be permitted.
- Pets are not permitted in the vehicles; service animals are able to ride with a registered participant.
- Care takers are able to ride free of charge with passengers and **MUST** accompany riders who are not sufficiently alert or ambulatory.
- No minor passenger under 18 years of age can ride in vehicles.
- Smoking and alcohol is prohibited on the city vehicles.
- The Supervisor reserves the right to evaluate last minute requests.

OUT OF TOWN TRIPS

Special out of town shopping trips are scheduled each month such as trips to Target in Alhambra and Pasadena, and Arcadia Mall, Due to limited capacity, these trips are on a first call, first serve basis. For out of town trips, there is a minimum of 3 passengers to make the trip to the Mall, Target or Costco. The trips are for a time period of 2 ½ and 3 hours.

WHEN A CARE TAKER IS REQUIRED

A care taker is required if the driver is locking and unlocking doors, if a driver must enter a home to assist passenger to exit the home, if the passenger cannot push themselves in a wheelchair, if a passenger is not stable or unable to walk short distances without stopping, if a medical conditions require assistance or if the passenger is unsafe to self and others.

SUSPENSION OF SERVICE

Dial a Ride services will be suspended when the passenger's behavior becomes verbally or physically abusive, disruptive behavior, inappropriate behavior, consistent "no shows", behavior and health concerns which are unsafe to self and/or others and wheelchair is not in proper working conditions.

COMPLIMENTS, PROBLEMS, SUGGESTIONS

Participants with compliments, problems, or suggestions are encouraged to write or call the Senior Services Division to the attention of the Supervisor/Manager. Drivers are never permitted to accept monetary gifts, tips, or gratuities. Written commendations for exceptional service are encouraged in lieu of tipping of gifts. All comments regardless of the nature (negative or positive) are encouraged to assist us in providing the best Dial-A-Ride service possible to the older adults of South Pasadena.

CIVIL RIGHTS ACT

Title VI of the 1964 Civil Rights Act and related nondiscrimination statutes and regulations require that no person in the United States shall, on the ground of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. The City of South Pasadena is dedicated to protecting the rights of its constituents, to include but not limited to their civil rights per Title VI of the 1964 Civil Rights Act. The following are proposed processes and procedures; to be enacted by the City of South Pasadena and enforced by its Dial-A-Ride employees.

Updated and Approved: By Senior Citizen Commission January 2014
Updated and Approved: By Senior Citizen Commission May 2011
Approved: By Senior Citizen Commission November 2006