



## City of El Monte Dial-A-Ride Program

PUBLIC WORKS DEPARTMENT - TRANSPORTATION SERVICES DIVISION  
3990 Arden Drive, El Monte, California 91731  
(626) 580-2217

### Service Guidelines

The Dial-A-Ride (DAR) Program was established to provide senior and disabled City of El Monte residents with essential trip services to medical, dental and dialysis appointments. In addition to medical appointments, the DAR Program provides residents with supplemental trips. Supplemental DAR trips will be scheduled in an efficient manner. The DAR Scheduling Team will schedule non-essential trips in small groups (occasionally, essential trips will also be scheduled with one or two other DAR participants). To help ensure efficient and effective service, we have developed the following guidelines:

#### WHO CAN RIDE?

- **City of El Monte residents 55 years and over.**
- **City of El Monte disabled residents** who are **under 55 years** and have a qualifying disability that prevents driving and the use of public buses. Disabled residents must obtain a Physician's Verification form from the Transportation Services office and have a physician complete and sign the form and return to the Transportation Services office with a completed Dial-A-Ride application. If the disability is temporary, please have the doctor state the duration of the disability on the Physician's Verification form. Riders who are under 18 must be accompanied by an adult.
- **One (1) Escort** may travel with a qualified rider for the purpose of assisting the rider. The escort must be 18 years of age or older. If assistance is needed for traveling purposes, the escort must also apply for and be issued a Dial-A-Ride card. Escorts may only use Dial-A-Ride when they are accompanying a valid Dial-A-Ride cardholder. Escorts are required to pay the fee of **\$0.50 in-town and \$1.00 out-of-town each way**. If the Escort will be escorting a minor child six (6) years or younger or under the weight of 60 pounds, the escort will be responsible for providing required safety seat for the child.
- **One (1) Personal Care Attendant (PCA)** may travel with a qualified rider for the purpose of assisting the rider (must be 18 years of age or older). Personal Care Attendants will travel with their designated Dial-A-Ride participant free of charge. All participants who require a Personal Care Attendant will not be permitted to travel without their PCA. Eligibility for "Personal Care Attendant Required" participants and their PCA will be determined at the time of registration.
- **Service animals:** Please note that only certified service animals may board the vehicle. Proof of certification will be required. Inform the Dial-A-Ride Customer Service Representative at the time of booking that a service animal will travel with the participant. Pets and or non-service animals may not be transported at any time. This includes non-service animals in carriers or cages. Per the American Disabilities Act (ADA) Title II and III, "a service animal must be under the control of its handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls (U.S. Department of Justice Civil Rights Division, 2020)."

- **Emotional Support Animals:** To accommodate DAR riders with Emotional Support Animals (ESA), the DAR participants must establish a client-provider relationship 30 days prior to obtaining an (ESA) letter (ESA Law AB468 Effective 11/01/2022). The participant must have a medical recommendation letter from a licensed mental health counselor stating the person has an emotional condition, and the animal provides emotional support benefiting the person with the disability. Emotional support animals must be always transported in secured pet carriers while utilizing the DAR vehicle. Dial-A-Ride participants are responsible for the clean-up of their animal.

## REGISTRATION

To apply for a Dial-A-Ride card or to report any service problems with the Dial-A-Ride Program, please call the Transportation Services office at (626) 580-2217. To register for a DAR card walk-ins are available during Transportation Services business hours, **Monday through Thursday between the hours of 8:00 a.m. and 3:30 p.m.**

City of El Monte residents must have their California driver's license or identification (ID) card, or other government issued document with their current City of El Monte home address. If the government issued document does not have the applicant's current address, the applicant must bring a current rent receipt or utility bill during registration.

An application and photo ID will be provided on-site at the Transportation Services office, located at **3990 Arden Drive, El Monte, CA, 91731**. There is no cost to register, and eligible participants can permanently use the service, as needed, once the applicant has registered. However, please contact Transportation Services to report a change of address. To arrange for transportation, call Dial-A-Ride directly at **(626) 307-3224**. If you require a DAR service vehicle to register for DAR, you must reserve 24-hours in advance. DAR participants may schedule up to a week in advance or 24-hours prior to their scheduled trip.

## WHERE CAN DAR PARTICIPANTS GO?

### IN-TOWN:

**Effective January 1, 2023**, Dial-A-Ride service hours are **7:00 a.m. to 5:00 p.m. Monday through Friday** with the last scheduled pick-up at 4:30 p.m., **NO SERVICE WILL BE PROVIDED ON SATURDAY**, and **Sunday, 8:00 a.m. – 2:00 p.m.** with the last pick-up at 1:30 p.m. All reservations must be made at least 24-hours before the requested time during business hours. Appointments may be made up to one week in advance. The representative will attempt to provide you with your requested time, or a reasonable alternative. Please note, passengers are required to schedule medical appointments/trips in advance. Effective January 1, 2023, **same day reservations will be limited to unexpected medical appointments only**. Requests for medical appointments and all other trips will be accepted up to seven days prior, but no later than one day prior to the service date and time. **Dial-A-Ride in-town transportation fee is \$0.50 each way**. Drivers cannot make change, please have the exact fare when boarding the vehicle. This is a shared ride transportation service, Dial-A-Ride passengers will share rides with other Dial-A-Ride passengers.

### OUT-OF-TOWN:

Out-of-Town Dial-A-Ride service hours are **8:00 a.m. – 5:00 p.m. Monday through Friday** with the last scheduled last pick-up at 4:30 p.m. Out-of-town service is limited to a five-mile radius outside of El Monte City Hall and is limited to **medical appointments only**. This service is provided on a reservation basis only. Reservations must be made 24-hours in advance. There may be up to a one-hour response time for pick-ups for this service. **Dial-A-Ride's out-of-town transportation fee is \$1.00 each way.**

## **FREE RIDES ON THE CITY OF EL MONTE FIXED-ROUTE TRANSIT “TROLLEY BUSES” AND “COMMUTER SHUTTLE” SERVICES:**

Seniors 55 years and older and disabled of any age are invited to ride on the **Fixed-Route transit service “Trolley Buses” and “Commuter Shuttle” service for FREE** with **proof of a City of El Monte issued Dial-A-Ride card**. Ask City of El Monte Transportation Services staff or your DAR driver for schedules. Local transit service schedules are also available at the City of El Monte – Transportation Services website at [www.ci.el-monte.ca.us/326/Transportation-Division](http://www.ci.el-monte.ca.us/326/Transportation-Division).

### **HOLIDAYS**

The Dial-A-Ride service will be unavailable during the following holidays: New Year’s Day, President’s Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

### **RESERVATION PROCEDURE**

To request a ride, please have the following information ready for the Dial-A-Ride Customer Service Representative:

- First and last name
- Dial-A-Ride ID number
- Desired pick-up date, time, and address
- Drop-off address and any possible appointment times
- A return time and address of destination
- Purpose for trip
- Whether or not a Personal Care Assistant, Escort, and/or wheelchair and walker assistance will be needed.

### **Note: Reservations are based on availability and on first-come, first-served basis.**

You must present your Dial-A-Ride card to the driver prior to departure for your scheduled trip. The driver may refuse service if you do not have your card.

The Dial-A-Ride service is a curb-to-curb service, drivers can assist clients in and out of the vehicle only. Drivers are unable to enter a passenger’s home, unlock or lock doors, or carry any large items up or down stairs or into homes.

### **SUBSCRIPTIONS:**

Subscription reservations may be available for ongoing medical treatments, work and other essential appointments and are subject to approval and availability. These trips are limited and subject to periodic review. No-show/cancellations less than 24-hours of three (3) or more occurrences will result in suspension of your Dial-A-Ride services for a 30-day calendar period.

### **MOBILITY ASSISTANCE:**

For Citizens in need of a wheelchair-lift van, service is available for both out-of-town and in-town service. When calling Dial-A-Ride for transportation, please advise the dispatcher of your request for a wheelchair lift van. We recommend that you call 24-hours in advance to assure availability. If you need assistance to maneuver your wheelchair, you must have a personal care attendant or escort to assist you (for more information see “PERSONAL CARE ATTENDANT” and/or “ESCORT” section).

### **LOST DIAL-A-RIDE CARDS**

Please report lost or stolen cards to the Transportation Services Division office so that it can be voided, and a new card can be issued.

## CANCELLATIONS & NO-SHOW POLICY

At the City of El Monte, we understand that unexpected occurrences may happen and there will be a need to change or cancel scheduled rides. To avoid a “No-Show,” the Transportation Services Division has put in place clear definitions and guidelines of its Cancellation and No-Show policies.

### **CANCELLATIONS:**

Call the Dial-A-Ride hotline at **(626) 307-3224** at least **24-hours prior** to the time of your scheduled trip to cancel. If the trip is not cancelled, you will be considered a NO-SHOW. SCHEDULE CHANGES WITH DISPATCH, NOT WITH THE DRIVER. To ensure that you and other passengers arrive to your destination on time, call dispatch to make changes to your schedule.

### **NO-SHOW:**

It is considered a No-Show/Cancellation when a client cancels their scheduled trip less than 24 hours in advance to their scheduled pick-up time or when they do not show up at the scheduled appointment past the 15-minute grace period. No-shows/cancellations less than 24-hours of three (3) or more occurrences will result in a suspension of your Dial-A-Ride service for a 30-day period.

## RIDER RESPONSIBILITIES FOR BOARDING

- Make reservations within proper time frames.
- Be ready at pick-up location and be on time.
- Call to inquire if the vehicle has not arrived by the end of the window time.
- Call to cancel unneeded rides as soon as possible to avoid a “no show”.
- There is no eating, drinking, or smoking while riding the Dial-A-Ride vehicles.
- Always wear a seatbelt for your own safety.
- No pets allowed (except for certified service animals).
- Do not block aisles with personal belongings.
- DAR riders are allowed a total of three (3) shopping bags and/or packages per trip with a combined weight not-to-exceed 25 pounds. Shopping bags and/or packages should be limited to what the passenger can safely carry on-board.
- Use a mask when entering the vehicle. If COVID-type symptoms are present (i.e., headache, cough, nasal or throat congestion, fever, etc.), please cancel your appointment.
- No weapons, firearms, explosives, flammable materials, or corrosive liquids on vehicles.
- Drivers’ priority is rider safety. Drivers may refuse service to any riders who engage in unsafe behavior during the trip, including refusal to wear safety belts, inappropriate behavior, or other issues that interfere with the safe operation of the vehicle or safety of the passengers.

The City of El Monte is committed to ensuring that no person shall be excluded from the equal distribution of its transit services, programs, and resources because of race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. For more information, visit City of El Monte - Transportation Services website at [www.ci.el-monte.ca.us/326/Transportation-Division](http://www.ci.el-monte.ca.us/326/Transportation-Division) .

Please call Transportation Services at (626) 580-2217 for program information in the following alternative formats: large print, braille, and verbal assistance.

Thank you for choosing the City of El Monte’s Dial- A-Ride Program.

