



City of El Monte



PUBLIC WORKS DEPARTMENT **TRANSPORTATION SERVICES DIVISION**

3990 Arden Drive
El Monte, California 91731
(626) 580-2217

DIAL-A-RIDE TRANSPORTATION

The City of El Monte offers a Dial-A-Ride service for Senior Citizens (55 years of age and older) and disabled (any age) residents of El Monte. If you are disabled and under the age of 55 you must obtain a Physician's Verification Form from the Transportation Office and have your physician complete the form and return it to our office with your completed Dial-A-Ride application. If your disability is a temporary disability please have your doctor state duration of disability on the Physician's Verification.

Please note that this service is a curb-to-curb service, and our drivers are able to assist clients in and out of the vehicle only.

To apply for a Dial-A-Ride card or to report any service problems with the Dial-A-Ride Program, please call the Transportation Office at (626) 580-2217, Monday through Thursday, between the hours of 6:00 a.m. and 4:30 p.m. To arrange for transportation, you may call Dial-A-Ride directly at (626) 307-3224.

When calling the number on your card for transportation, please provide your Dial-A-Ride I.D. number, which is on the front of your card in the lower left-hand corner. 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 with you. Please report lost or stolen cards to this office so that it can be voided and a new card issued. Also, please contact the Transportation Office to report a change of address.

Personal Care Attendant "PCA":

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.

ESCORTS:

If you are in need of assistance for traveling purposes, your 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 appropriate fare. If you will be escorting a Dial-A-Ride participant that is a minor child six years or younger under the weight of 60 pounds, you are responsible for providing the required safety seat for that child.

IN-TOWN:

Dial-A-Ride service hours are 7:00 a.m. to 6:00 p.m. Monday through Friday, and 8:00 a.m. – 4:00 p.m. Saturday and Sunday. Dial-A-Ride's in-town transportation fee is \$.50 each way.

~ **There will be no service on the following holidays:** New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
(Christmas Eve and New Year's Eve service will end at 5:00 p.m.)

OUT-OF-TOWN:

Out-of-Town Dial-A-Ride service is available Monday through Friday. Pickups begin at 8:00 a.m. and last pickup will be 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 pickups for this service. Dial-A-Ride's out-of-town transportation fee is \$1.00 each way.

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 are in need of assistance to maneuver your wheelchair, you must have a personal care attendant or escort to assist you (see "PERSONAL CARE ATTENDANT" and/or "ESCORT" section above).

Please call (626) 580-2217 for program information in alternative formats, such as large print, braille and verbal assistance.

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

