



DIAL-A-RIDE GUIDE

City of Monterey Park

**FREE CURB-to-CURB
Transportation Service
for Seniors**

SERVICE HOURS

MONDAY – FRIDAY

8:30 AM – 4:00 PM

Last pick-up is at 3:30 p.m.

Langley Center
400 West Emerson Avenue
Monterey Park, CA 91754
Phone: (626) 307-1396
www.montereypark.ca.gov

DIAL-A-RIDE RULES AND POLICY

- MEDICAL related appointments have first priority. Members can call **5 DAYS** in advance to schedule an appointment.
- Non-Medical appointments may be scheduled no more than **3 DAYS** in advance.
- **SAME DAY** services for *MEDICAL BASED NEEDS* are based on available appointments.
- Seniors who need assistance must be accompanied by an adult or escort (18 years & older).
- Drivers are **ONLY** allowed to assist seniors and carry packages on and off the vehicle and to the sidewalk or driveway. The maximum weight is 15 lbs.
- Service trained animals may accompany a senior member if assistance is needed.
- Ride with courtesy to ALL passengers and drivers. Any inappropriate behavior or complaints may result in membership cancellation.
- Riders may not consume alcohol or be under the influence of any controlled substance.
- There is **NO** eating, drinking or smoking permitted on board any vehicles.

APPOINTMENT INFORMATION

MAKE AN APPOINTMENT

Call the Dispatcher Desk to make an appointment (up to 3 DAYS) in advance, except for medical needs (5 DAYS) and provide the Dispatcher:

1. Name, Address, Phone Number
2. Desired and Return Time of Pick-up
3. Any Special Accommodations (escort, wheelchair, walker, etc.)

PICK-UP TIPS

1. Members should be ready at least (15 minutes) before their scheduled pick-up time.
2. Drivers will wait (10) minutes for a member after arriving at the designated pick-up before leaving. A courtesy call will be made prior to the driver leaving a no-show.
3. However, if the Driver does not arrive after (10) minutes at the scheduled time, please call the Dispatcher.

RETURN PICK-UP

Call the Dispatcher Desk when your appointment is **complete** to schedule your return pick-up. Dial-A-Ride will make every effort to be on-time within the designated waiting window.

CANCELLATION

If you need to cancel a scheduled appointment, please call the Dispatcher (626) 307-1396 at least **48 hours** in advance.

What is DIAL-A-RIDE?

Dial-A-Ride (DAR) is a **FREE SHARED** transportation service for Monterey Park Senior Residents ages 55+ and/or Persons with Disabilities that travels within City limits, except for medical appointments to adjacent communities in Alhambra, Montebello, San Gabriel and other unincorporated LA County areas.

WHERE CAN I GO?

Dial-A-Ride is a shared ride service that our senior residents can make ANY trip from their home within the City of Monterey Park and trips to outside communities for medical appointments only. Local trips within the city include:

City Hall	Grocery Store	Hair Salons
Langley Center	Post Office	Shopping
Plazas		

HOW DO I JOIN?

To become a DIAL-A-RIDE member, residents must complete an application and provide proof of residency with photo (drivers license or current ID). Applications are available at the Langley Center and can be submitted in person or by mail to:

Langley Center – Dial-A-Ride
400 W. Emerson Ave., Monterey Park CA 91754
www.montereypark.ca.gov

MEMBERSHIP INFORMATION

Approved applications are issued a DAR membership card for up to **1 year** and must carry and show the drivers at time of pick-up.

HOW DO I RESERVE MY TRIP?

Call Dial-A-Ride (626) 307-1396
Monday - Friday 8:30 am – 4:00 pm
Last pick-up is at 3:30 p.m.

DIAL – A – RIDE APPLICATION

耆英接送車輛服務申請單

SOLICITUD DE DIAL-A-RIDE

Are you a member of / 你是否是會員 / ¿Es usted miembro de

- Dial – A – Ride / 耆英接送車輛服務
- Taxi Coupons / 計程車接送折扣卷
- Fiesta Taxi / Fiesta 計程車 / Fiesta Taxi
- Access Services / Servicios de Access

First Name / 名 / Nombre: Last / 姓 / Apellido

Street Address / 住址 / Dirección

City / 城市 / Ciudad

Zip Code / 郵政號 / Código Postal

Phone / 電話號碼 / Teléfono

Alternate Phone / 額外電話號碼 / Teléfono Alterno

Emergency Contact Information / 緊急聯系資料 / Información del Contacto de Emergencia:

Name / 姓名 / Nombre:

Phone / 電話號碼 / Teléfono:

Additional Needs: 其他需求: Necesidades Adicionales

- Walker / 拐杖 / Andador
- Wheelchair / 輪椅 / Silla de Ruedas
- Escort / 需要他人陪同 / Escolta
- Electric Wheelchair / 電動輪椅 / Silla de Ruedas Eléctric

I assume full responsibility for and release the City of Monterey Park from any liability for my safety and well-being before I board and after I exit the Dial –A- Ride vehicle and agree to abide by all rules and regulations set forth by the City of Monterey Park/Langley Center as listed.

我同意使用耆英車輛接送服務時，當等待、上下車及離開此服務項目時，我將負責我的身家安全及同意免責蒙特利市市政府所有責任，當使用此項耆英接送車輛服務時，願意接受蘭利老人福利中心/蒙特利市市政府所設定的法規

Yo asumo toda la responsabilidad y libero a la Ciudad de Monterey Park de toda responsabilidad por mi seguridad y bienestar antes de que suba y después que salga del vehículo de Dial-A-Ride y estoy de acuerdo en cumplir con todas las reglas y regulaciones establecidas por la Ciudad de Monterey Park/Centro Langley como es indicado.

¿QUÉ ES DIAL-A-RIDE?

Dial-A-Ride (DAR) es un servicio de transporte **COMPARTIDO GRATUITO** para los residentes de Monterey Park de 55 años de edad o mayores y/o personas minusválidas que se desplazan dentro de los límites de la Ciudad, a excepción de citas médicas a la comunidades adyacentes en Alhambra, Montebello, San Gabriel y otras áreas no incorporadas del Condado de Los Angeles.

¿DONDE PUEDO IR?

Dial-A-Ride es un servicio de transporte compartido en el que nuestros residentes mayores pueden hacer CUALQUIER viaje desde su casa dentro de la Ciudad de Monterey Park y viajes a otras comunidades sólo para citas médicas. Viajes locales dentro de la Ciudad incluyen: *Municipalidad Mercados Peluquería Centro Langley Correo Plazas de Compras*

¿CÓMO ME INSCRIBO?

Para llegar a ser miembro de DIAL-A-RIDE, los residentes deben completar una solicitud y presentar prueba de residencia con fotografía (licencia de conducir o identificación actual). Las solicitudes están disponibles en el Centro Langley y se pueden entregar en persona o enviar por correo al: **Centro Langley – Dial-A-Ride 400 W. Emerson Ave., Monterey Park CA 91754**

www.montereypark.ca.gov

INFORMACIÓN DE MEMBRESÍA

A las solicitudes aprobadas se les emiten una tarjeta de socio de DAR por hasta **un año** y las deben llevar y mostrar a los conductores en el momento de la recogida.

什麼是耆英免費接送專車 (DIAL-A-RIDE)?

耆英專車接送服務是免費的，專為蒙特利公園市居住的年□在55歲以上長者或者是殘障需求的居民，提供蒙特利公園市內專車接送服務。因醫療方面的預約，蒙特利公園市居民還可以享受專車接送服務到，阿罕布拉市，蒙地貝婁市，聖蓋博谷市及其他洛杉磯郡附近相鄰的城市。

我能去那裡？

耆英免費接送專車服務是一個為蒙特利公園市居民可享受市內免費搭載專車接受服務。只有因醫療方面的預約，可享受市外接送服務。市內接送服務包括有前往市政府，商店，美容理髮店，蘭利老人中心，郵局及購物商場。

我如何才能成為會員？

蒙特利公園市居民，若要加入耆英專車接送服務必須先填寫報名資料表格，附有照片的駕駛執照證件或是身分證件。報名表格可到蘭利老人中心索取，填妥之後可以將表格直接遞交到蘭利老人中心或是郵寄到蘭利老人中心400 West Emerson Avenue, Monterey Park, CA 91754 www.montereypark.ca.gov

會員資訊

會員表格審核通過之後，會發出 DAR 會員卡，卡將有一年內有效期限，每當搭載免費接送車輛時，必須攜帶會員卡，交由司機查驗之後，乘客方可以免費搭載接送服務專車。

MEDICAL TRANSPORT FOR ALL

Dial-A-Ride is pleased to be able to offer you transportation services to the following medical facilities outside the City of Monterey Park.

Alhambra

Alhambra Hospital
Health Care Partners Medical Group
Pacific Orthopedic & Medical Center

East Los Angeles

Kaiser Permanente
White Memorial Hospital

Montebello

Beverly Hospital
Kaiser Permanente
Internal Medical Group
Health Care Partners Medical Group

San Gabriel

Eye Physician and Surgeon
Facey Medical Building
San Gabriel Medical Center

East L.A. Metro Gold Line
5150 E. Pomona Blvd.

CUSTOMER SERVICE

Any Questions, Applications,
Complaints, or Membership

626-307-1396