

DIAL-A-RIDE GUIDE

WHAT IS DIAL-A-RIDE?

Dial-A-Ride (DAR) is a FREE SHARED transportation service for Monterey Park Residents ages 55+ years and/or Persons with Disabilities that travels within City limits, except for medical appointments to adjacent communities within 5 miles in Alhambra, Montbello, San Gabriel and other unincorporated LA County.

WHERE CAN I GO?

Dial-A-Ride is a FREE shared ride service providing transportation to and from any location in Monterey Park and trips to adjacent communities for non-emergency medical appointments only. Trips can include City Hall, Banks, Grocery and Retail Stores, Salons, Post Office, or another residence. Call Dial-A-Ride to verify service address location.

HOW DO I JOIN?

Residents must complete an application and provide a current photo ID card or utility bill showing proof of residency. Applications can be done in person, email or by mail. A one-time registration fee of \$5.00 (payable by cash or check to City of Monterey Park) applied to a issued Dial-A-Ride ID Card. Any lost or replacement ID Cards may be subject to additional fees.

MAIL APPLICATIONS TO:
LANGLEY CENTER - DIAL-A-RIDE
400 W. EMERSON AVE.
MONTEREY PARK, CA 91754

EMAIL: RECREATION@MONTEREYPARK.CA.GOV



Application are available online at
WWW.MONTEREYPARK.CA.GOV/

SENIORSERVICES and can be submitted via
mail, email or in-person.

SERVICE AREA

MEDICAL TRANSPORTATION

Dial-A-Ride is pleased to be able to offer our residents transportation services for non-emergency medical appointments to adjacent communities within 5 miles outside the City of Monterey Park. ADA accessible vehicles are available upon request.

Service areas for medical appointments are determined 5 miles from City Hall - 320 W. Newmark Ave, Monterey Park CA 91754.

* Same-day reservations can be made for medical and dental appointments however rides are not guaranteed. **Dial 911** if you have a urgent or life-threatening emergency.

Popular destinations:

- 1 Atlantic Times Square
- 2 Garfield Medical Center
- 3 Casuda Canyon Plaza
- 4 Barnes Park
- 5 Garvey Ranch Park
- 6 Walmart (Holidays)
- 7 East Los Angeles College
- 8 Ralphs
- 9 George Elder Community Center
- 10 Costco Wholesale

DIAL-A-TAXI SERVICES

The City of Monterey Park also offers a low-cost supplemental transportation service for our Dial-A-Ride members. This service allows members to shop, dine, and visit any location in the city or to adjacent communities for medical appointments within 5miles **24 hours a day, seven days a week.**

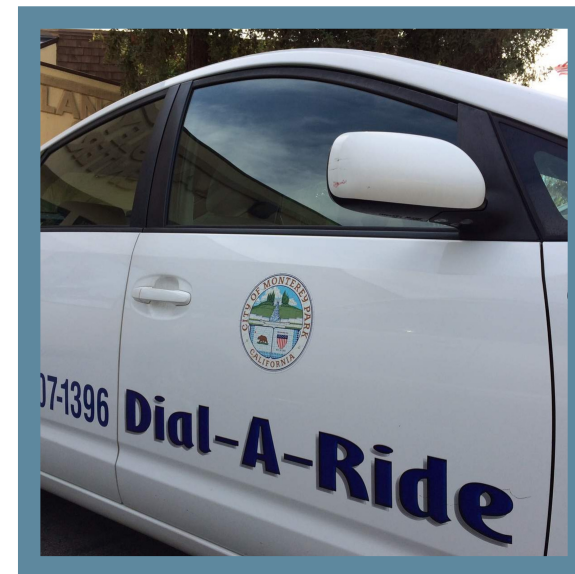
To Make an Appointment:

Call Dial-A-Taxi Dispatch at 855-305-9979

- Name, ID Card #, Pick-up and Drop-Off Address, Phone Number
- Appointment Date and Time
- Any Special Accommodations (escort, wheelchair, walker, etc.)
- \$1.00 copay fare per trip due to driver upon destination arrival



DIAL-A-RIDE SERVICES



**FREE CURB-to-CURB Shared
Transportation Service for City Residents
55+ year and/or residents with a disability**

QUESTIONS OR TO MAKE AN
APPOINTMENT
CALL DIAL-A-RIDE
626-307-1396

Recreation and Community Services
Langley Center
400 W. Emerson Ave.
Monterey Park, CA 91754
Mon - Fri 8:30 am - 4:30 pm
Phone: 626-307-1396
www.montereypark.ca.gov

DIAL-A-RIDE RULES & POLICY

- Medical related appointments have first priority. Members can call **5 DAYS** in advance to schedule an appointment.
- Non-Medical appointments can be scheduled no more than **3 DAYS** in advance.
- SAME DAY services are based upon available appointments.
- Members who need assistance may be accompanied by an escort (18+years). Notify Dispatcher at time of call.
- Drivers are **ONLY** allowed to assist with packages on and off the vehicle and to the curb and not permitted to enter private driveways. Max weight is 15lbs.
- Only Certified Service Trained Animals are permitted on board.
- Riders must wear seat belts and adhere to all CA DMV safety rules.
- Ride with courtesy to ALL passengers and drivers. Any inappropriate or disruptive behavior may result in member suspension or cancellation.
- Members may not consume alcohol or be under the influence of any controlled substance.
- There is **NO** eating, drinking or smoking permitted on any vehicle.

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

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齡在55歲以上長者或者是有殘障需求的居民，提供蒙特利公園市市內專車接送服務。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。

APPOINTMENT

Call the Dispatcher at 626-307-1396 up to 5 DAYS in advance for (medical appointments) and 3 DAYS (non-medical) and be prepared to provide the following:

- Name, ID Card #, Pick-up and Drop-Off Address, Phone Number
- Appointment Date and Time
- Any Special Accommodations (escort, wheelchair, walker, etc.)

PICK-UP TIPS

- Members should be ready outside at least 10 minutes before their pick-up time.
- Drivers will wait (5) minutes for a member upon arrival. A courtesy call will be made prior to the driver leaving a no-show.
- However, if the driver does not arrive after (10) minutes at the scheduled time, please call the Dispatcher.

RETURN & CANCELLATIONS

- Call Dispatcher when your ready for a return pick-up. Dial-A-Ride will make every effort to be on-time during the waiting window.
- If you need to cancel or reschedule a appointment, call the Dispatcher at least **48 hours** in advance.
- **Suspension Notice for failure to follow any of Dial-A-Ride policies, multiple cancellations or no-shows and/or disruptive and inappropriate behavior not limited to health & safety of member**