PLEASE KEEP IN MIND

SUBSCRIPTION SERVICE

Subscription Service or Standing Reservations allows travel to the same location on the same day and time each week. Subscription Service is available as space permits for **MEDICAL** appointments only. Members with 3 no-shows may lose their subscription.

CANCELLING A RESERVATION

If you need to cancel a scheduled ride, please call the DAR Reservation Center (626) 286-2456. This will allow other DAR members to be accommodated.

DRIVER ASSISTANCE

Drivers are only allowed to assist riders getting on and off the vehicle and to the sidewalk or other safe waiting area located next to the street where the vehicle is parked. Drivers may help a rider carry packages on and off the vehicle to the sidewalk or waiting area.

Please keep in mind, this is a **curb-to-curb service,** drivers **CANNOT** assist a rider to the door or into an individual's house or carry packages to the door. If assistance is needed to and from pick up or drop off location, please have a escort or personal care attendant with you to provide assistance.

HOLIDAY SERVICE

Holiday service includes New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day. Holiday Service Hours are 9 a.m. - 5 p.m.

DOES MY CARD EXPIRE?

No, your membership card does not expire, however if you move you will need to complete a new application and will be issued a new membership card.

RIDER RESPONSIBILITIES

- No smoking, drinking or eating is permitted in vehicles.
- Please ride with courtesy to ALL passengers and drivers. Suspension or cancellation of membership may result from any inappropriate behavior or language.
- Riders may not consume or be under the influence of any intoxicating substance.
- Avoid using the seat next to you as storage for your belongings when other passengers need a seat.
- One minor may accompany a qualified Dial-A-Ride relative or caretaker, as a guest. The minor is required to pay the 50¢ fare. If a minor requires use of a child safety seat, in accordance with the law, the DAR member must provide a child safety seat.

  The purpose of the reservation MUST be for the DAR member.

- Service animals must be trained to provide a specific function for the rider. Aggressive animals will not be able allowed on the vehicles. Please notify the Reservation Center when making your reservation if you plan to bring a service animal.

ENJOY THE RIDE!

CITY OF TEMPLE CITY

DIAL-A-RIDE
Service Guide



TEMPLE CITY

Curb-to-Curb Service

As simple as 1-2-3

ENJOY THE RIDE!

ONE
BECOME A MEMBER

ARE YOU ELIGIBLE?

Temple City Dial-A-Ride (DAR) is a shared-ride membership transportation option for community members 60 years and older; or under 60 with a physical, psychological or developmental disability. Services are available to residents of Temple City and adjacent County unincorporated areas.

APPLYING FOR A CARD

Complete the appropriate application (resident or County unincorporated). Include a copy of your CA drivers license or CA ID card (with current address) or photo ID and a current utility bill.

Applicants under the age of 60 must submit a Physician Verification Form with the application. Submit your completed application in person or by mail to:

Live Oak Park Annex, 10144 Bogue Street
Temple City CA 91780

Approved applicants are issued a GREEN DAR membership card for residents of Temple City or a GOLD DAR membership card for County unincorporated areas. Applications and Physician Verification Forms are available at the Live Oak Park Annex, 10144 Bogue Street or online at www.templecity.us

If you need assistance with:

Applications, Complaints, Compliments, Duplicate Cards, please contact the Department of Parks & Recreation
(626) 285-2171 ext. 4515
Tuesday - Friday 7:30 a.m. - 5 p.m.

Your feedback is important to us!

TWO
PLAN YOUR TRIP

PLACES TO GO

Temple City Dial-A-Ride is a shared-ride service. A shared ride means that you may ride with other passengers. Remember to give yourself enough time when booking your reservation as the driver may pick up or drop off other passengers along your trip.

Dial-A-Ride members of Temple City may book trips within Temple City limits for **ANY** purpose.

Trips to Arcadia, El Monte, Rosemead and San Gabriel **LIMITED** to:

Doctor appointments	Convalescent homes
Hospital trips	Religious centers
Adult daycare facilities	Home Depot Center
Westfield Santa Anita Mall	Savers Thrift Store
Los Angeles Co. Arboretum	Government facilities
Minute Clinic CVS 1401 Baldwin	Big Lots (Arcadia)
MTA Metro Substation (El Monte)	

DAR MEMBERS in **County unincorporated areas** may make reservations from their home to destinations in Temple City **ONLY**.

TRIP FARE & CARRY-ON PACKAGES

The fare is 50 cents per pick up. Passengers are limited to four carry-on packages. Bulky or oversized items are not permitted.

BOARDING WITH A WALKER OR WHEELCHAIR

Please notify the Reservation Agent if you use a walker or mobility device. Upon request, riders may use the wheelchair lift to board the vehicle with driver assistance. Wheelchairs must be properly secured at all times.

PERSONAL CARE ATTENDANT

If you require an adult escort to assist during your reservation, please notify the Reservation Agent at the time of scheduling your appointment.

THREE
SCHEDULE YOUR TRIP

ARRANGING A RIDE

DAR members (translation assistance listed below) or their escort must call the DAR Reservation Center to make a reservation (up to **7 DAYS** in advance). Please be able to provide the Reservation Agent with the following information:

Name , address, phone number Destination Address
Desired time of pickup Return pick up or WILL CALL
Special accommodations (escort, service dog, wheelchair, walker)
Pickup reservations will be accepted up to 30 minutes prior to end of service

TRANSLATION ASSISTANCE - the Reservation Desk is ready to help make scheduling your reservation easier by offering a language line connection. Please notify the Reservation Agent if assistance is needed.

THE 15-MINUTE WINDOW

The pick-up window begins 15 minutes before your scheduled pick-up time and extends to 15 minutes after. Please be ready at least 15 minutes prior to your scheduled pick up time.

The driver will wait 3 minutes for a rider after arriving at the pick up location. A courtesy call will be provided prior to the driver considering the passenger a no-show. Please make sure you provide a **preferred phone** number on your application. Those with multiple no-shows may be subject to service restrictions. Dial-A-Ride will make every effort to be reliable and on time. If the vehicle has not arrived 30 minutes after the scheduled pickup time, please call the DAR Reservation Center at (626) 286-2456.

DAR RESERVATION CENTER
(626) 286-2456 HOURS OF OPERATION
Monday - Friday 7 a.m. - 8 p.m.
Saturday - Sunday 7 a.m. - 5 p.m.
Holidays 9 a.m. - 5 p.m.