

RIDER RESPONSIBILITIES

- No smoking, drinking or eating permitted in vehicles.
- Please ride with courtesy to the driver and other passengers.
- Riders may not consume or be under the influence of any intoxicating substance.
- Wheelchair passengers must have their wheelchair properly secured while riding.
- Minors (13 years and younger) may accompany a qualified Dial-A-Ride relative or caretaker, as a guest. The minor is required to pay the fare cost of 50¢. The purpose of the reservation MUST be for the DAR member. If a minor requires use of a child safety seat, in accordance with the law, the Dial-A-Ride member must provide an appropriate child safety seat.
- Service dogs for the disabled or seeing-eye dogs for the blind are the only animals allowed. Please notify the reservation operator when making your reservation if you will have a service dog with you.

WE WANT TO HEAR FROM YOU

We value your comments.

Please direct any suggestions, comments or concerns regarding the Dial-A-Ride Service to:

Live Oak Park Annex, Attn: Parks & Recreation Department
10144 Bogue Street, Temple City, CA 91780

or call: (626) 285-2171 ext. 2361

Be sure to provide the following information:

- Date and time of incident
- Driver or Operator name (if applicable)
- Provide explanation of the reason for the concern, comment or complaint



IMPORTANT NUMBERS

RESERVATIONS

(626) 286-2456

RESERVATION SERVICE HOURS:

Monday - Friday 7 a.m. - 8 p.m.

Saturday - Holidays 10 a.m. - 5 p.m.

Sunday 9 a.m. - 5 p.m.

CUSTOMER SERVICE:

(626) 285-2171 ext. 2361

APPLICATION REQUESTS:

(626) 285-2171 ext. 2361

REPLACEMENT CARD:

(626) 285-2171 ext. 2361

CUSTOMER SERVICE HOURS:

Monday - Thursday 7:30 am - 6 pm

City of Temple City
Department of Parks & Recreation
(626) 285-2171
www.templecity.us

CITY OF TEMPLE CITY

DIAL-A-RIDE Service Guide



DEPARTMENT OF
PARKS & RECREATION

TEMPLE CITY DIAL-A-RIDE

Provides curb to curb transportation service for Temple City residents living within the City limits and approved unincorporated county areas adjacent to Temple City with restrictions (see service area below) 60 years and over or under 60 years with a physical, psychological or developmental disability certified by a physician.

Use of the service is for registered card holders only and an escort if medically required.

The service operates up to three, 10-seat wheelchair accessible vans, 7 days a week. Holiday service includes New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

HOW TO BECOME A DIAL-A-RIDE MEMBER

Temple City Residents

Complete the application and include proof of residency such as a copy of your driver's license or photo ID and current utility bill.



A physician verification form is required for all disabled persons under 60.

A **GREEN** membership card will be issued.

Mail the application to City of Temple City, 9701 Las Tunas Drive **or apply in person at the Live Oak Park Annex.** Applications are available at the Live Oak Park Annex at www.templecity.us or by calling the Parks & Recreation Department at (626) 285-2171 ext. 2361.

WHAT KIND OF TRIPS CAN I MAKE?

Reservations for Temple City residents can be made for any purpose within the City limits of Temple City. Trips to Arcadia, El Monte, Rosemead and San Gabriel are limited to reservations for doctor appointments, hospital, government and adult daycare facilities, convalescent homes, churches and the Westfield Shopping Town in Arcadia.

HOW DO I SCHEDULE A RESERVATION?

Call the Temple City Dial-A-Ride Reservation Center at (626) 286-2456. Be ready to give the Reservation Agent the following information:

- Name and phone number
- Pick up address and requested pick-up time
- Destination address
- Return ride information
- Special Assistance (walker, wheelchair, escort)
- If a car seat is needed

HOW TO BECOME A DIAL-A-RIDE MEMBER

Unincorporated County Areas

Adjacent to Temple City between Duarte Road to the north, the railroad tracks to the south, San Gabriel Blvd. to the west and 6th Street to the east.

Complete the application for **Unincorporated County Areas**. Be sure to include proof of residency such as a copy of your driver's license or photo ID and current utility bill.

A physicians verification form is required for all disabled persons under 60.

A **GOLD** membership card will be issued.

Mail the application to City of Temple City, 9701 Las Tunas Drive or apply in person at City Hall. Applications are available at City Hall at www.templecity.us or by calling the Parks & Recreation Department at (626) 285-2171 ext. 2361.

WHAT KIND OF TRIPS CAN I MAKE?

Reservations for county residents can be scheduled for pick up from cardholders home address for travel into the city limits of Temple City and return home **only**.

PLEASE KEEP IN MIND

SERVICE HOURS:

7 a.m.- 8 p.m.
10 a.m.- 5 p.m.
9 a.m.- 5 p.m.

Monday - Friday
Saturday, Holidays
Sunday



RESERVATIONS:

Whenever possible, reserve your trip in advance. The best time to schedule a reservation is in the early morning and late afternoon.

Occasionally your requested pick-up time may not be available; however you will be scheduled as close to your requested pick-up time as possible.

WAITING FOR YOUR RIDE:

The **Window Time** for a scheduled trip is 15 minutes either side of the pick up time. All passengers must be visible to the driver during this 30-minute window. Trip requests not scheduled in advance may wait up to 45 minutes for pick-up.

If you are not ready for pick-up, you may be considered a **NO-SHOW** and you will need to reschedule your trip. The driver will only wait until the dispatched time.

FARE:

The fare is 50¢ each way. An escort must also pay the 50¢ fare. Exact fare, please.

CARRY-ON PACKAGES:

Passengers are limited to 4 carry-on packages.

STANDING RESERVATIONS:

A standing reservation allows travel to the same location on the same day and time each week. New standing reservations are made for Medical Appointments only and are honored as received and as space permits. Passengers with three no-shows may lose their standing reservation slot.

CANCELLING A RESERVATION:

If you find you no longer need a scheduled trip or pick-up, please call (626) 286-2456 at least 24 hours in advance. Cancellations are important to those trying to schedule an appointment. Please help out your fellow riders.