



# City of La Habra Heights Dial-A-Ride

## Service Guidelines

The City of La Habra, in cooperation with the City of Whittier, is proud to offer low cost transportation for city residents who qualify for this special service. Our goal is to provide a quality program for as many riders as possible. To help ensure efficient, effective service, we have developed the following guidelines. If you have any questions or suggestions, please do not hesitate to contact us at (562) 694-6302.

### **Who can ride?**

- **City of La Habra Heights** residents who are 60 and over;
- **City of La Habra Heights** residents who are under 60 and have a qualifying disability that prevents driving and use of public busses (a doctor's certification is required). Riders who are under 18 must be accompanied by an adult;
- Escorts who are traveling with a qualified rider for the purpose of assisting the rider (escorts must be 18 years of age); and,
- Up to two companions (non-eligible riders) may ride along with you for a fee;

Please note that only certified service animals may board the vehicle. Proof of certification will be required.

### **Where can I go?**

You can go anywhere within La Habra Heights city limits, La Habra city limits, and up to ¼ mile from Whittier Blvd. in Whittier as far west as Colima Rd. (which includes Whittwood Mall).

You can also travel to St. Jude Medical Center and Brea Mall for an additional fee (advance reservation required).

LHH Dial-A-Ride card holders can also purchase a Whittier Dial-a-Ride card, allowing you to extend your trip throughout the city of Whittier.

### **How much help can the driver provide?**

The service is provided from curb-to-curb. Drivers will assist you in boarding and exiting the vehicle, but may not take you up to the door. A special door-to-door service is available by prior arrangement. If you are not able to ride without assistance, you must provide your own escort (who rides free of charge). Be sure to let the scheduler know if you will be having an escort accompany you or if you need door-to-door assistance.

## What is the fare?

Trips are \$1.00 each way\*. Riders must purchase prepaid cards. Cards are available in \$10 and \$20 increments and do not expire. Cards may be purchased in person at the La Habra Heights City Hall, 1245 N. Hacienda Rd., La Habra Heights Monday through Thursday 8:00a.m. - 5:30p.m. excluding holidays or by mail (Transit Department, Whittier Senior Center, 13225 Walnut St., Whittier, CA 90602. You must have a valid fare card to ride. The drivers are not allowed to accept payments for ride cards or trips.

Up to two friends or relatives may ride with you for \$2.00 each way (amount is deducted from the fare card). Escorts who are riding to assist you ride free.

\*Trips to St. Jude Medical Center and Brea Mall are \$2.00 each way

## When can I ride?

	First Pick-Up	Last Pick-Up	Last Drop Off
Monday – Friday	9:00 a.m.	5:30 p.m.	6:00 p.m.
Holidays*	8:00 a.m.	3:30 p.m.	4:00 p.m.

\*Prescheduled trips only on New Year's Eve, New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Veteran's Day, Thanksgiving Day, Christmas Eve and Christmas Day.

## How do I reserve a trip?

You must already be registered and have a Dial-A-Ride card.

Call **(562) 698-3013** to schedule your ride. The dispatcher will need to know:

1. Your LAST NAME, FIRST NAME
2. STREET ADDRESS of pick-up and return location
3. DAY and DATE you want the ride
4. TIME you want to arrive at your destination\*
5. The TOTAL NUMBER of passengers riding
6. Indicate if you use a WHEELCHAIR or SERVICE ANIMAL (animal must be cleared in advance)
7. Indicate if you require the DOOR-TO-DOOR Service
8. If you are going to a medical appointment, give your APPOINTMENT TIME and DOCTOR'S ADDRESS

\*DAR is a shared ride. It is not an uninterrupted point-to-point service. While we will make your ride as short as possible, your pick-up time will be set by the dispatcher.

## Prescheduling Trips

Reservations are accepted from seven days ahead until 6:00 p.m. the day before your trip. For the best service, we recommend that you schedule your ride at least two days ahead of time.

You can preschedule both your initial and return trips at the same time. Note that pick-ups must be scheduled no later than 30 minutes before closing time.

### Same Day Trip Scheduling

Same day pick-ups are based on availability and are not available on holidays. To ride on the same day, call dispatch *WHEN YOU ARE READY TO LEAVE*.

### Standing Reservations

Standing reservations may be available for ongoing medical treatments, work and other appointments and are subject to approval and availability. These trips are limited, subject to periodic review and do not receive a coupon stamp.

### Changing Destinations

Normally, trip destinations cannot be changed enroute or at start of trip. Occasionally, vehicle scheduling will permit this change. The decision to approve changes is made by central dispatch, not the driver or passengers. Riders who change their destination will need to call dispatch to schedule a same-day pick up to take them from their changed destination to their original destination. In other words, if a rider realizes on the way home that they need to stop at the store, dispatch may approve the new destination. However, the rider will then need to call dispatch and ask for a same-day pick up to take them from the store to their home. Please remember, there is **no guarantee** that a same-day trip will be available and DAR is not responsible for taking you from your new destination to your original destination.

Family members, caregivers or other responsible parties may request that a rider be prevented from changing their destination enroute. This request must be made on the DAR application or by calling the City of Whittier DAR program at 562-567-9430. However, please be aware that we **cannot prevent** adult riders from leaving the vehicle **at any stop**. Further, the DAR program and drivers are not responsible for making sure passengers disembark at the correct location.

### Cancellations and Penalties for No Shows

There is probably someone else who could use your slot if you don't need it! So be sure to cancel your ride with dispatch if you don't need your trip. Be aware also that **repeated** No-Shows may result in suspension of your DAR privileges.

- **Same-day trips** must be canceled no later than 15 minutes before your pick-up time or they will be considered a No Show.
- **Prescheduled trips** and **standing order trips** must be canceled by 6:00 p.m. the day before your trip or they will be considered a No Show. Exceptions might be granted for shorter cancellation notifications if due to unexpected emergencies e.g. doctor's office cancels an appointment after 6:00 p.m. the day before the trip.
- The following are also considered No-Shows:
  1. You are not at your scheduled pick-up point at your pick-up time. (Drivers may wait only 5 minutes at a pick-up point.)

2. You are not ready to board at your scheduled pick-up time.
3. You need assistance by a care provider or other person at your destination, but no one is at your drop-off point at the scheduled time.

### **Additional Important Items**

- La Habra Heights Dial-A-Ride is for **City of La Habra Heights** residents only.
- Dial-A-Ride is a shared-ride service. It is not an uninterrupted, point-to-point service. You will be sharing the van with other passengers. When planning your trip, remember to allow extra time.
- Rides are scheduled subject to availability.
- Be prompt and visible at your pick-up location (drivers can wait no more than 5 minutes). Have your card ready to present when you board the bus.
- Shopping bags and packages are limited to 6 packages.
- Passengers using respirators and portable oxygen are permitted to ride with these devices. (Because this is a shared ride, trips may take longer than anticipated. Please be sure to have sufficient oxygen to allow for a longer ride.)
- Smoking, food or drinks are NOT allowed in the Dial-A-Ride vehicles.
- Drivers may not accept cash, tips or other forms of payment (other than a prepaid ride card). You are welcome to call or write to compliment a driver.
- Wear your seat belt at all times for your own safety.
- Rider safety is the number one goal of the drivers. Drivers may refuse service to any riders who engage in unsafe behavior during the trip, including refusal to wear safety belts, inappropriate behavior, or other issues that interfere with the safe operation of the vehicle or safety of the passengers.
- For your safety, scooter users are encouraged to leave the scooter and sit in a regular seat on the vehicle.
- Riders younger than 8 years of age and/or shorter than 4' 9" must be placed in a car seat. Car seat must be provided by parent, guardian or care attendant.
- Riders under 60 who have a temporary disability will be required to provide regular doctor's certifications.
- For the comfort of your fellow passengers, rude or offensive behavior or language will not be permitted. Riders are also asked to observe appropriate hygiene and avoid wearing excessive perfume or after shave.
- Disruptive or otherwise inappropriate behavior or hygiene and rude or offensive behavior directed at passengers, drivers, dispatchers or other DAR staff may result in suspension of your Dial-A-Ride privileges.

# City of La Habra Heights Dial-A-Ride Application



## Applicant

Name: \_\_\_\_\_ Birth Date: \_\_\_\_\_  
Home Address: \_\_\_\_\_ Apt. \_\_\_\_\_  
City: \_\_\_\_\_ Zip: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Do you currently use a:  wheelchair  scooter  walker

Do you have a:  hearing impairment  severe visual impairment  speech impairment

Do you currently have a service animal?  No  Yes (attach proof of certification)

Do you need to have an assistant riding with you?  No  Yes  Sometimes

## In Case of Emergency

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

## Legal Guardian (if applicable)

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ Email: \_\_\_\_\_

## Request "No Destination Change" Status

Please flag this rider's account to prohibit changes to trip destination while en route.

Requestor's

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

I have read the Service Guidelines and agree to abide by the rules, policies and procedures of the City of La Habra Heights/City of Whittier Dial-A-Ride Service. I assume full responsibility for and release the City of La Habra Heights and City of Whittier from any liability for my safety and well-being before I board and after I exit the vehicle.

\_\_\_\_\_  
Signature of Applicant Date

\_\_\_\_\_  
Signature of Parent or Legal Guardian (if applicable) Date

Please return this application to:

**In Person:** La Habra Heights City Hall  
1245 N. Hacienda Rd.  
La Habra Heights, CA 90631

**By Mail:** Whittier Senior Center  
13225 Walnut St.  
Whittier, CA 90602

Staff Initials \_\_\_\_\_

City of La Habra Heights Dial-A-Ride  
Physician's Qualifying Disability Certification (for Residents under 60)



Name of Applicant: \_\_\_\_\_

**Physician's Information**

Name: \_\_\_\_\_ State License #: \_\_\_\_\_

Office Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Statement of Need**

Nature of Disability: \_\_\_\_\_  
(please be specific)  
\_\_\_\_\_

Will the Applicant require an assistant to accompany them while riding?  Yes  No

Does the Applicant require the presence of a service animal?  Yes  No

The disability will prevent the applicant from driving a vehicle or using public bus service for\*:

less than 1 month  3-6 months  7 months to one year  Permanently

\*Note: this term can be extended later if necessary

Why does this disability prevent the applicant from using regular bus services?  
\_\_\_\_\_  
\_\_\_\_\_

**Certification**

I hereby certify that I am a licensed physician of the State of California and have knowledge of this applicant, and recommend that the applicant be certified to use the City of La Habra Heights Dial-A-Ride because of the above disability which prevents the applicant from both driving a car and using public transportation\*.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\*Dial-A-Ride service has limited capacity and must be reserved for those who **cannot** use other transportation options. Lack of a vehicle or a preference for Dial-A-Ride are not sufficient reasons for using the service.

**Please return the original of this certification to the applicant or mail it to:**

Transit Department  
Whittier Senior Center  
13225 Walnut St.  
Whittier, CA 90602

If you have questions, please feel free to call us at (562) 567-9430