



The New La Puente Dial-A-Ride

Serving seniors and residents with disabilities in La Puente.

For Dial-A-Ride information or reservations please call (626) 330-4000. For hearing impaired: (626) 307-0592.

About La Puente Dial-A-Ride

La Puente Dial-A-Ride is a curb-to-curb paratransit service provided by the City of La Puente for seniors (55 years of age or older) and persons with disabilities who reside within the City. Shuttles are equipped with wheelchair lifts for non-ambulatory riders.

The La Puente Dial-A-Ride is a shared ride program which means that other customers may be picked up or dropped off on the way to your destination. Therefore, expect trips on Dial-A-Ride to take longer than a direct trip. During peak demand periods, taxis may be dispatched if the shuttle is full.

How does Dial-A-Ride work?

Passengers may travel anywhere within the City of La Puente for whatever reason. In addition, passengers may travel up to 5 miles outside the City limits for medical or dental appointments.

Reservations may be made by calling Southland Transit at (626) 330-4000 or, for the hearing impaired, (626) 307-0592 and providing them with the following information:

1. Your name and identification number
2. Your pick-up and destination addresses
3. The time you would like to be picked up and returned
4. Any escort or assistant that might be riding with you
5. Any special assistance you may require

Reservations must be made at least 24 hours before the requested time. Appointments may be made up to one week in advance. The reservationist will attempt to provide you with your requested time, or a reasonable alternative.

Please remember, Dial-A-Ride appointments are available on a "first-come, first-serve" basis.

If you need to cancel your appointment, please call at least one hour prior to your scheduled time. If this is not done, it will be considered a "no-show". Multiple "no-shows" during any given month may result in penalties.

Travel tips to remember

- Plan ahead; try to schedule your return trip in advance.
- If possible, try to schedule your trip when the Dial-A-Ride is less busy during the hours of 10 a.m. to 2 p.m.
- When planning for medical appointments, please schedule pick up a minimum of one hour before appointment time.
- Be ready to board before your scheduled arrival time of your bus, so as not to delay other

passengers.

- Please do not bring more than four (4) grocery bags or packages onto the bus.
- Please no eating, drinking or smoking on the bus.
- Always watch your step when you enter and exit the bus.

Price

25¢ per ride. A person assisting a disabled rider may ride for free.

Service hours

Days	Hours
Monday through Friday	8:00 a.m. to 6:00 p.m. (last pick-up of the day is 5:30 p.m.)
Saturday	10:00 a.m. to 5:00 p.m.

Holidays

There will be no service on the following holidays: New Year's Day, President's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas. Holidays falling on Sunday will be observed on Monday.

How is Dial-A-Ride service funded?

The program is funded through Proposition A funds, a 1/2 cent tax approved by the voters of Los Angeles for public transportation programs. Everyone benefits from public transportation programs. There is less traffic, reduced emission due to fewer vehicles, and more importantly, seniors and residents with disabilities without transportation are able to remain an active part of society.

Important numbers and transit information for your area

Service	Phone
General Commuter Information	(800) COMMUTE, (800) 266-6883
La Puente Dial-A-Ride	(626) 330-4000; (626) 307-0592 for hearing impaired
MTA General Information	(800) 266-6883
Foothill Transit Information	(800) RIDE-INFO, (800) 743-3463
West Covina Shuttle and Dial-a-Ride	(800) 425-5777
Metro Access Services	(800) 827-0829

La Puente residents can purchase Foothill, MTA, and Metrolink passes at discount rates at La Puente City Hall. Please call (626) 855-1500 for more information.

La Puente Dial-A-Ride passenger registration form

Please complete the application below for registration to the La Puente Dial-A-Ride service. The information that you provide in this application will be used for establishing eligibility for the Dial-A-Ride service and will be treated as confidential. Identification cards will be issued. You can fill in this form on a computer or print it.

Must be completed by eligible applicants

Applicant name:

Mailing address:

Telephone number: Date of birth:

Important information

- ☐ Restricted to wheelchair
☐ Uses walker, cane or crutches
☐ Blind

☐ Other (explain):

Contact person (in case of emergency)

Name: Telephone number:

Eligibility information to be completed by residents with disabilities under the age of 55

- ☐ Permanently handicapped
☐ Temporary handicap until (must specify date):

Narrative: the person named above is unable to utilize standard public transportation (such as MTA, Foothill Transit, etc.) for the following reason(s):

I certify that the eligibility information contained in this document is true and correct.

Physician's information

Physician name:

Mailing address:

Telephone number:

Physician signature:

Do you use Metro Access services? ☐ Yes ☐ No

For office use only

☐ Approved ☐ Denied I.D. number: Date: By: