

## How to Reach Us

### By Mail

Cityride  
P.O. Box 866003  
Los Angeles, CA 90086

### By Telephone

213, 310, 323 or 818 area codes  
808-RIDE (808-7433)

TDD (800) 559-1950  
(for the hearing impaired)

For more information  
on LADOT services,  
including Cityride,  
Commuter Express  
and DASH go to  
[www.ladottransit.com](http://www.ladottransit.com)

For taxi complaints go to  
[www.taxicabsla.org](http://www.taxicabsla.org)

Dept. of Aging .....(213) 252-4030



Printed on Recycled Paper

P.O. Box 866003  
Los Angeles, CA 90086

CITYRIDE

City of Los Angeles

# CITYRIDE

## Program Guide



A Transportation Program for  
Qualified Seniors and Individuals  
with Disabilities living in the City of  
Los Angeles and designated areas  
of Los Angeles County.

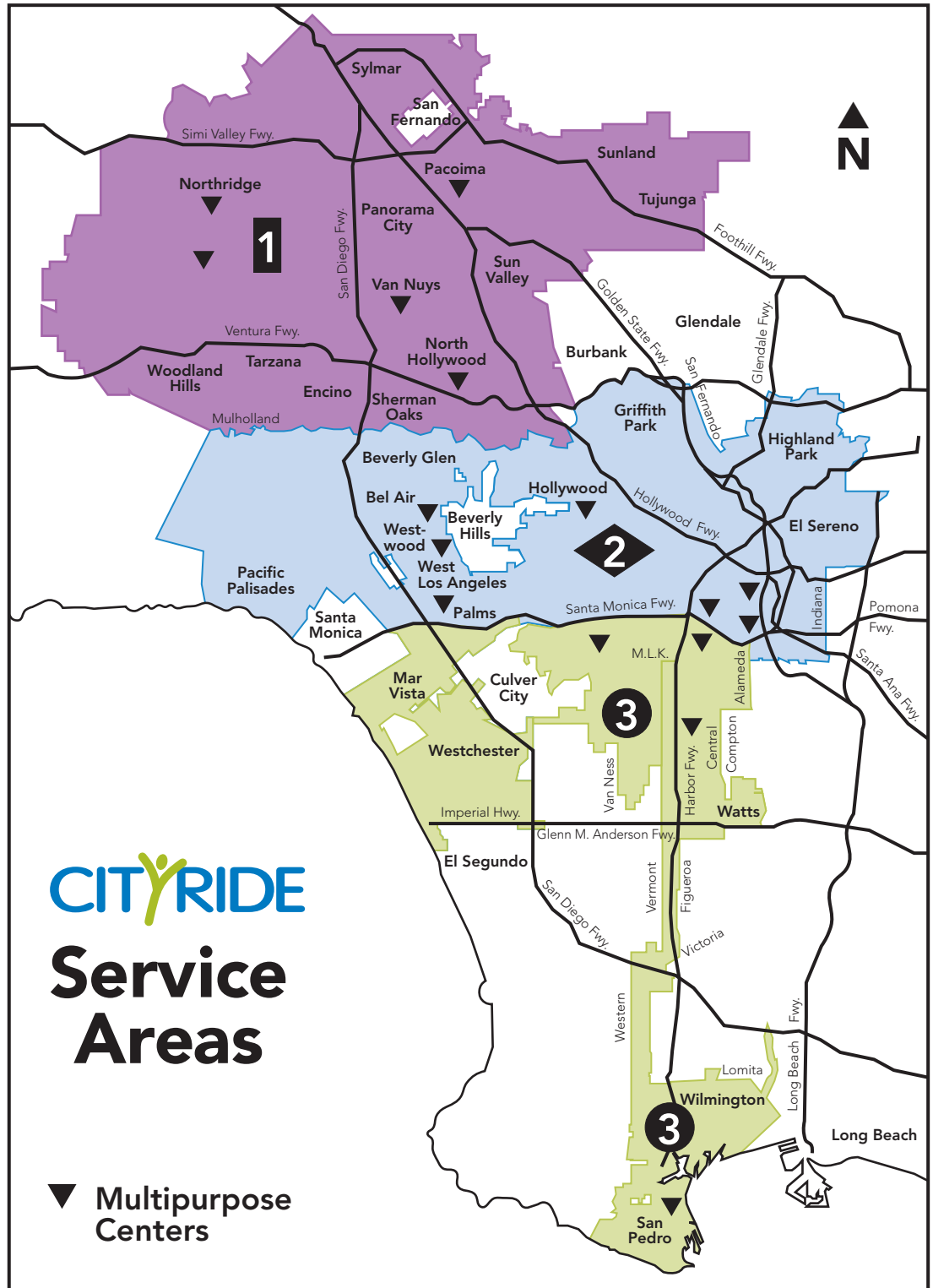
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LADOT

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# Welcome to Cityride!

Cityride is a transportation assistance program for individuals age 65 or older and qualified disabled persons in the City of Los Angeles and select areas of Los Angeles County. The program offers Cityride participants reduced costs for the purchase of City of Los Angeles permitted taxi rides and Cityride Dial-A-Ride services.

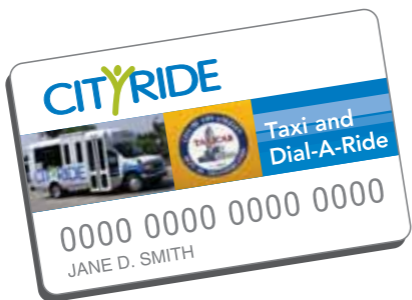
This guide presents program procedures and rules.

The Cityride Program is a transportation program funded by Proposition A, Local Transit Assistance (PALTA) funds and administered by the City of Los Angeles Department of Transportation with the assistance of the Department of Aging.

# Your Cityride Account

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Once your application has been approved, a Cityride account will be established for you.



You'll also receive a Cityride Card with your approval letter. The Cityride Card you receive with your approval letter contains \$42 in "fare value" – you can use it immediately to take taxi or Dial-A-Ride (DAR) trips. Instructions for adding additional "fare value" and using your Cityride Card are on the following pages.

# Using Fare Value

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## Cityride Dial-A-Ride

- \$2 to \$8 in fare value.
  - One-way trip based on miles and shared ride.
  - If you run out of fare value, you may pay \$3 to \$6 in cash for a stand-by trip.
- 



## City of Los Angeles Permitted Taxis



- \$4 to \$12 in fare value.
- Taxis charge a metered rate. A 5 mile trip is approximately \$12.
- You pay all costs over \$12.
- Fare value cannot be used to tip the driver.

# Taxi Service

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## Calling a Taxi For Service

If you choose to take a taxi, you must make sure to only use the taxicab companies permitted by the City of Los Angeles to operate in your service area. Permitted taxicab companies have an official City of Los Angeles Department of Transportation Taxicab seal (see below) on the door of their taxicabs, and will accept the Cityride Card for payment of taxi fare (other non-permitted taxicab companies operating in the City of Los Angeles cannot accept the Cityride Card for payment).

A service area map and a list of franchised taxicab companies are located in the back of this program guide.



## Taxi Passenger Fares

When using your Cityride Card, you may use up to \$12 in fare value per trip for taxi fare payment. The minimum charge is \$4. If your taxi fare is over \$12, you must pay by cash or credit card. The Cityride Card cannot be used to tip the driver.

When you get into the taxi, you must hand your Cityride Card to the driver immediately. If you do not give your Cityride Card to the driver at the beginning of your trip, you will be required to pay the entire fare by cash or credit card. You will also need to show the driver government-issued photo identification. The name on the identification must match the name on the Cityride Card.

The taxi driver will swipe your Cityride Card through the meter and your Cityride account balance will be verified. At the end of the trip, the taxi driver will swipe your Cityride Card through the meter again to determine the total fare and give you a receipt showing the fare, the amount paid from your Cityride account, any other amounts paid and the balance

remaining in your Cityride account. The taxi driver will then hand your Cityride Card back to you along with the receipt.

### **Shared Ride**

To save money, try sharing a ride with someone you know who is going to the same place. Taxicabs can seat up to four passengers. You and your companions can share the cost. Each Cityride participant can contribute up to \$12 using their Cityride Card.

### **Taxicab Rates**

For current rates, go to the website [www.taxicabsla.org](http://www.taxicabsla.org), or call the city-permitted taxi company.

### **Problems?**

If you have a complaint about a franchised company, please call LADOT at (800) 501-0999 or visit [www.taxicabsla.org](http://www.taxicabsla.org).

### **Service Hours**

Taxicabs are available 24 hours a day, seven days a week.



## Accessible Taxicabs

There are over 150 ADA ramp or lift-equipped vans which are wheelchair accessible in service with the taxicab companies participating in the Cityride program. Ask about the availability of an accessible vehicle when making a reservation.



# Cityride Dial-A-Ride

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The Cityride Dial-A-Ride service offers City residents a shared ride in a van.



These vehicles are lift-equipped and are identified by the Cityride logo:



## Scheduling a Trip

When you want to schedule a Dial-A-Ride trip, call the provider in your area **one day before** service is required (see back of brochure for map and phone numbers). You may call two days before service is required if your trip is for a medical appointment. You should schedule both your initial trip and your return trip at the same time. If you are unsure of when you will need your return trip, you should estimate the latest time that you would be ready for your return trip.

If you cannot meet your scheduled pick up time for either trip, call your Cityride Dial-A-Ride provider to cancel your pick up.

*Please plan your trip times carefully. Scheduling another pick up time may be difficult due to the needs of other riders.*

## **Telephone Reservation Service Hours**

Telephone reservations may be made Monday through Friday from 8 a.m. to 5 p.m. Remember, Monday reservations should be made on the previous Friday.

## **Telephone Reservation Service Hours for Medical Appointments**

Telephone reservations may be made between the hours of 2 p.m. and 5 p.m. two days before your medical appointment. Please do not call earlier than 2 p.m. If you have an appointment on a Monday, you may schedule a trip on Thursday of the prior week between 2 p.m. and 5 p.m.

## Trip Service Hours

Pick up times are Monday-Friday between 6:30 a.m. and 4:30 p.m.

You will be asked a few questions at the time you make your request, so please have the following information available:

1. Your name and your Cityride Card number.
2. Your exact pick-up and drop-off address, including apartment number.
3. The pick-up and return times.
4. The time you would like to be at your destination.
5. If you will be using a wheelchair or other assistive device.
6. If you will have an attendant or service animal traveling with you.
7. Your doctor's telephone number. We may call your doctor to verify your appointment.

One attendant may ride with you if you both are picked up and dropped off at the same address. Attendants ride free.

## **What to Expect**

The Dial-A-Ride provider will arrive within a 30-minute period from your scheduled pick-up time. The driver can only wait 3 minutes during that 30-minute period, so be prepared to leave when the vehicle arrives.

Personal property cannot be left in the van or used to hold the van. Such items may be put off the van or stored at the contractor's facility at the rider's expense and risk. This includes wheelchairs, purses, bags, oxygen tanks, etc.

If the Dial-A-Ride provider must change your scheduled pick-up time, you will be notified by the Dial-A-Ride provider before your trip.

## **Curb-to-Curb Service**

Dial-A-Ride offers curb-to-curb service. You must wait for the Dial-A-Ride van near the curb in front of your home or other designated location. Drivers will be happy to assist you on and off the vehicle, if needed. You are limited to three grocery bags per trip, and no market shopping carts are allowed in the van.

If you require door-to-door service, call your Multipurpose Senior Center and ask for their specialized transportation service.

## **Passenger Fare**

The Dial-A-Ride fares are as follows:

- \$2 in fare value for group trips.
- \$4 in fare value for individual trips, 1-10 miles
- \$8 in fare value for individual trips, 11-20 miles

You will be advised at the time of scheduling of the total cost of your trip.

When you get into the van, hand your Cityride Card to the driver. You will also need to show the driver a government-issued photo identification. The name on the identification must match the name on the Cityride Card.

The driver will record the information and the cost to be deducted from your Cityride account.

## **Standby Trips**

If your Cityride account balance is at zero, you can pay cash for a trip on a standby basis, if space is

available. Requests for standby trips can only be made two hours before the time you wish to be picked up. If you wish to be picked up prior to 10 a.m., you may call between 3 p.m. and 5 p.m. on the day before your desired pick up time.

The standby trip fare is as follows:

- \$3 in cash for trips, 1-10 miles
- \$6 in cash for trips, 11-20 miles

Standby trips are not available for special group trips.

## **Cancellations**

Last-minute cancellations are very costly to the Cityride Program, especially if your seat cannot be used by someone else who needs a ride. Before you request a ride, please be sure of your pick-up times. If you are unable to ride as scheduled, please call your Dial-A-Ride provider to cancel your request as soon as possible. Cancellations received less than two hours before the scheduled pick up time will be considered a "no-show."

## **“No-Show” Policy**

A “no-show” rider is one who places a request for service, but does not meet his/her ride within 3 minutes of the vehicle’s arrival or does not cancel the trip at least two hours before the scheduled pick-up.

If you are a “no-show” three times in a 30-day period, you will be advised that one more “no-show” during the next 30 days will result in your suspension from the use of Dial-A-Ride service for 30 days.

## **Late Rides**

If the van has not arrived 30 minutes after the scheduled pick-up time, please call your service provider. If at all possible, use a phone where you can still see if the vehicle is arriving.

## **Trip Denials**

Dial-A-Ride providers have a limited number of trips available each day. It is not uncommon to have your trip be denied because they have filled the time slot you have requested.

## **Group Trips**

Dial-A-Ride offers special group trips along routes approved by the



Department of Transportation from one or more locations to one single location with 4 or more passengers per trip. Return trips must be with the group at the designated time. Call Cityride for more details.

## **Dial-A-Ride Code of Conduct**

We ask that courtesy be shown to drivers and fellow passengers at all times while aboard a Cityride vehicle. The following rules are designed for your safety and comfort:

- No tipping allowed to any Cityride Driver or Staff.
- Fares must be exact, driver can not make change.
- All payment for trips must be made prior to departure.
- No eating, drinking, or smoking.
- No open containers of alcohol.
- No riding under the influence of alcohol or illegal drugs.
- No weapons or firearms.
- No abusive, threatening or obscene language or actions

toward drivers, passengers, or other Cityride employees.

- Must maintain acceptable standards of personal hygiene.
- No deliberate fare evasion.
- No large, bulky or heavy items such as 5-gallon water bottles, etc.
- No operating or tampering with any equipment while on board a Cityride vehicle.
- No pets allowed except service animals.
- Radios, cassette tape players, compact disc players or other sound-generating equipment are not permitted to be played aboard the vehicles.
- No bags of items for recycling or refuse.
- No market shopping carts. Small folding shopping carts are allowable.

Deliberate violation of the Rules of Conduct is cause for suspension from Cityride Dial-A-Ride service and under certain circumstances expulsion and possible criminal prosecution.

# Cityride Information

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## Cityride Card

The Cityride Card may only be used by the person to whom it is issued, and only for the purposes as described in this brochure.

Resale, transfer or misuse of the Cityride Card is illegal and subject to prosecution.

In accordance with Section 2 of Ordinance No. 169524, effective March 11, 1994, violators shall be subject to a fine of \$1,000 and/or 180 days in jail. Other penalties may also apply.

## Re-ordering Instructions

You may re-order \$42 of fare value once per quarter and only between specified dates:

Quarters:

- January 1 – March 31
- April 1 – June 30
- July 1 – September 30
- October 1 – December 31

Fees are \$21 per quarter or \$9 per quarter for low-income participants. Payment is by check or money order.

*If you submit more than one re-order in a quarter, it may be returned.*

*Checks returned for non-sufficient funds (NSF) will be charged a \$35 fee.*

Mailing Address:

Cityride

P.O. Box 866003

Los Angeles, CA 90086

Your fare value will be put into your account and valid for use approximately two weeks after Cityride receives your payment.

### **Fare Value Limit**

The maximum fare value you can accrue in your Cityride account is \$168. If you place an order that would exceed this limit, your payment will be returned to you. Once you have used some of your accrued fare value, you can place a new order.

### **Refunds of Quarterly Fare Value**

Fare value not used	Amount of refund
\$42	\$21/\$9 low-income
\$84	\$42/\$18 low-income
\$126	\$63/\$27 low-income
\$168	\$84/\$36 low-income

No refunds for partial amounts of fare value.

## **Account Balance**

To find out your Cityride Card account balance, you may check online at <https://farepayments.cityride.net/balance>, or you may call Cityride at (213, 310, 323, 818) 808-7433. You may also get a receipt that shows your balance whenever you take a taxi.

## **Lost Cityride Card**

Call Cityride immediately at (213, 310, 323, 818) 808-7433.

Your lost or stolen Cityride Card will be cancelled, a new Cityride Card will be issued, and the balance in your account will be moved to the new card account.

The first replacement Cityride Card is free, but there will be a \$5 fee for additional replacement cards.

You will receive a new Cityride Card in about seven business days.

## **Continuation**

You are not required to make a purchase each quarter. However, if you do not purchase at least

once in a year, you will be sent a letter inquiring if you would like to continue to be a participant in the Cityride program. You will have 30 days to respond before your registration is cancelled.

## **City of Los Angeles Multipurpose Senior Centers**



The City of Los Angeles Department of Aging (DOA) provides a Dial-A-Ride transportation service through their Multipurpose Center-based Paratransit Program. This program is an enhancement of the Cityride Dial-A-Ride service. For more information, call the Department of Aging at (213) 252-4030 or (800) 510-2020. The TDD number is (213) 473-5990. You may also want to visit DOA's website at [\*\*www.lacity.org/DOA\*\*](http://www.lacity.org/DOA).

## **Emergency Fare Value**

Multipurpose Senior Centers (MPCs) are authorized to provide \$24 in Cityride fare value to qualified individuals who have a one-time immediate and emergency need for transportation. To find the MPC serving the area where you live,

check the following list or the map at the back of this program guide.

## **City of LA Multipurpose Senior Centers (MPCs)**

### **Area 1**

#### **Bernardi MPC**

(818) 997-8941  
6514 Sylmar Ave.  
Van Nuys, CA 91401

#### **East Valley MPC**

(818) 766-5165  
5000 Colfax Ave.  
North Hollywood, CA 91601

#### **Northeast Valley MPC**

(818) 834-6100  
11300 Glenoaks Blvd.  
Pacoima, CA 91331

#### **Robert M. Wilkinson MPC**

(818) 756-7741  
8956 Vanalden Ave.  
Northridge, CA 91324

#### **Valley Senior Services & Resource Center (ONE)**

(818) 705-2345  
18255 Victory Blvd.  
Reseda, CA 91335

## Area 2

### **Felicia Mahood MPC**

(310) 231-0369

11338 Santa Monica Blvd.

Los Angeles, CA 90025

### **Freda Mohr MPC**

(323) 937-5900

330 N. Fairfax Ave.

Los Angeles, CA 90036

### **People Coordinated Services MPC**

(323) 294-5226

5133 S. Crenshaw Blvd.

Los Angeles, CA 90043

### **Hollywood MPC**

(323) 957-3900

1360 N. St. Andrews Place

Los Angeles, CA 90028

### **International Institute of Los Angeles**

(323) 264-6210

435 S. Boyle Ave.

Los Angeles, CA 90033

### **Single Room Occupancy Hotel Corp.**

(213) 229-9672

517 S. San Julian St.

Los Angeles, CA 90013



## **St. Barnabas MPC**

(213) 388-4444

675 S. Carondelet St.

Los Angeles, CA 90057

## **Area 3**

### **Delta Sigma Theta**

#### **Life Development, Inc.**

(323) 735-5799

2528 West Blvd.

Los Angeles, CA 90016

### **Bradley MPC**

(323) 563-5639

10957 S. Central Ave.

Los Angeles, CA 90059

### **Theresa Lindsay MPC**

(323) 846-1920

429 E. 42nd Place

Los Angeles, CA 90011

### **Wilmington Jaycees**

#### **Foundation, Inc.**

(310) 518-4533

1371 N. Eubank Ave.

Wilmington, CA 90744

For information about other City services provided at these centers please call: Department of Aging (213) 252-4030. The TDD number is (213) 473-5990.

# Service Providers

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Taxicabs and Cityride Dial-A-Ride service are organized into three service areas throughout the City of Los Angeles. Use the map on the fold-out back panel to locate your service area and call the service providers listed for your area.

**Area 1** includes all City of Los Angeles communities in the San Fernando Valley north of Mulholland Drive.

**Area 2** includes City of Los Angeles communities south of Mulholland Drive and north of the Santa Monica Freeway.

**Area 3** includes Southwestern, Southeastern and Harbor.

General boundaries are the Santa Monica Freeway (I-10) to the north, city boundary to the west, east and south.

## San Fernando Valley (Area 1)

**DIAL-A-RIDE**.....(818) 908-1901

### **DIAL-A-RIDE**

**Cancellation**.....(818) 904-9353

### **Taxi Service**

City Cab.....(818) 780-1000

United Taxi of  
San Fernando

Valley .....(800) 290-5600

## Westside-Central Eastside-Central (Area 2)

**DIAL-A-RIDE**.....(323) 666-0895

### **DIAL-A-RIDE**

**Cancellation**.....(323) 666-0856

### **Taxi Service**

Yellow Cab.....(800) 652-8294

Beverly

Hills Cab .....(800) 273-6611

United

Independent

Taxi .....(800) 822-8294

Bell Cab .....(800) 666-6664

Checker Cab .....(800) 300-5007

Independent

Taxi .....(800) 521-8294

City Cab.....(818) 780-1000

## Southwest-Crenshaw (Area 3A)

**DIAL-A-RIDE** ..... (323) 290-2060

### **DIAL-A-RIDE**

**Cancellation**..... (323) 357-0154

### **Taxi Service**

Bell Cab ..... (800) 666-6664

United

Independent

Taxi ..... (800) 822-8294

Independent

Taxi ..... (800) 521-8294

Checker Cab ..... (800) 300-5007

Yellow Cab..... (800) 652-8294

Beverly Hills

Cab..... (800) 273-6611

## Southeast-Watts (Area 3B)

**DIAL-A-RIDE** ..... (323) 563-5695

### **DIAL-A-RIDE**

**Cancellation**..... (323) 357-0154

### **Taxi Service**

Bell Cab ..... (800) 666-6664

United

Independent

Taxi ..... (800) 822-8294

Independent  
Taxi ..... (800) 521-8294  
Checker Cab ..... (800) 300-5007  
Yellow Cab..... (800) 652-8294

## Harbor (Area 3C)

**DIAL-A-RIDE** ..... (323) 357-6308

### **DIAL-A-RIDE**

**Cancellation**..... (323) 357-0154

### **Taxi Service**

United

Checker Cab ..... (310) 834-1121



# Call Us!

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For general information, or if your fare value has not posted to your Cityride account after 10 business days from the date



your order was placed, call Cityride from the 213, 310, 323 or 818 area codes at:

**808-RIDE (808-7433)**

**TDD Number for Hearing Impaired (800) 559-1950**

**We look forward to serving you.**