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UPDATES HAVE BEEN HIGHLIGHTED.



CITY OF COMMERCE TRANSPORTATION DEPARTMENT



Dial-A-Ride Guide

This brochure will make riding the City of Commerce
Dial-A-Ride system both easy and convenient.

(323) 887-4480

For Senior Citizens and the Disabled

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General Information

The City of Commerce Dial-A-Ride (DAR) service is owned and operated by the City of Commerce. Under the provisions of the Americans with Disabilities Act of 1990, Commerce Bus Operators are well-trained, experienced, and committed to providing a safe, dependable, and accessible transportation service.

Dial-A-Ride paratransit service provides curb-to-curb service for qualified elderly or special needs customers. Dial-A-Ride riders may schedule a trip for any purpose within a 10 mile radius of City Hall. Trips are not prioritized, which means riders can visit a friend or relative, go to a movie, visit the doctor, hair salon, or go shopping.

Following the guidelines and suggestions outlined in this booklet will help to make your Dial-A-Ride trip an enjoyable experience. We look forward to the opportunity to serve your transportation needs.

Eligibility

The City of Commerce Dial-A-Ride service is a shared ride program, available to all City of Commerce residents that are age 50 or over, or to residents of any age who have a qualifying disability. All of our vehicles are wheelchair accessible.

Days/Hours of Operation

The City of Commerce operates its complimentary Dial-A-Ride service during the following days/hours:

Monday - Friday
7 a.m. - 5 p.m.

No Dial-A-Ride services are provided on Saturday, Sunday, or the following holidays:

New Year's Day
Thanksgiving Day
Independence Day
Lincoln's Birthday
Christmas Day
Veteran's Day

Memorial Day
Martin Luther King Day
Day after Thanksgiving
Labor Day
President's Day



Dial-A-Ride Registration

Prior to accessing any Dial-A-Ride services, we require that you submit a Dial-A-Ride registration form and provide proof of your Commerce residency with a current City resident card. Registration forms are available at the Transportation Department located at 5555 Jillson Street, Commerce, California 90040 or via the City's website at <http://www.ci.commerce.ca.us/>

To register for the Dial-A-Ride program, please provide the following:

1. Resident's card;
2. First and last name of the eligible passenger;
3. Home address;
4. Home and/or cell telephone number;
5. Type of mobility device used, if applicable;
6. Emergency contact information, including telephone number; and
7. If under the age of 50 years, please provide a doctor's letter stating the need for transportation assistance.

Temporary Disabilities Registration

If you are registered for the program due to a temporary disability, then you will be placed on temporary status for 6-18 months, depending on your doctor's recommendation. If your temporary status ends and you would like to continue your participation in the Dial-A-Ride program, then you will need to bring in a current doctor's letter to remain registered in the program.

Change of Information

In order to maintain your current information, please inform Dial-A-Ride dispatchers in the event of a change in any of the following:

- Home address/ mailing address
- Telephone numbers
- Mobility issues
- Emergency contact information

Accessibility

City of Commerce Dial-A-Ride vans are fully wheelchair accessible. Disabled individuals, who require a personal care assistant (PCA), may have one (1) assistant accompany them at no additional cost. However, the need for a PCA must be identified during the reservation process.

Special Requirements

Please, communicate any special requirements at the time the trip reservation is made. For example, if you require additional physical or cognitive assistance to use the Dial-A-Ride service, we require that you bring your Personal Care Assistant with you. All participants who require a PCA will not be permitted to travel without a PCA, and PCA's may not travel without their eligible participant. Your PCA must board and exit the van at the same locations that you are being assisted.

Trip Reservations

You may request a trip reservation up to two (2) weeks in advance. We will only accept same day requests for service on a space available/stand-by basis.

To ensure prompt and timely service for all, we request that you be ready to board the van at any time within 10 minutes before or after your scheduled pickup time. The driver will send you a text message

notification five minutes before arrival and another text message upon arrival. The DAR is a shared-ride service, and you must be ready to go when your vehicle arrives. However, we recognize that unexpected events may cause you not to be prepared to board when the van comes. As such, DAR drivers will wait for you two minutes after arriving. If you are not ready to board within that two-minute grace period, the van will depart, and you will have to call back to reschedule.

Reserving a Trip

To reserve a trip after completing the registration process, please call the Dial-A-Ride call center at (323) 887-4480. Appointments are made on a first come, first serve basis. The call center's operating days/hours are Monday - Friday, from 7 a.m. - 5 p.m.

Please, prepare to answer the following questions:

1. Your first and last name;
2. Date of travel;
3. Exact pick-up address along with suite, apartment and/or space number;
4. Time of your appointment;
5. The exact address of your destination, including suite number, apartment number, building or business name;
6. Will you be traveling with a wheelchair or mobility device, such as a walker, crutches, or cane?
7. Will you have a service animal?
8. Will a registered PCA be accompanying you?

You can schedule trips by appointment time. If you are traveling to an appointment (for example, a doctor's appointment), please tell the reservationist what time you need to arrive at your destination. They will notify you when you need to be picked up to ensure that you arrive on time at your destination. If you need a return trip, please remember to schedule this trip request as well. A Transportation dispatcher will inform you in the event of a problem with your scheduled trip reservation. For security reasons, Dial-A-Ride drivers cannot make any changes to your scheduled trip. Please do not submit change requests to your driver. If you have a bad experience or have a complaint, please do not attempt to resolve it directly with the driver. Please refer to the section entitled "Complaint Resolution" on page 7.

Traveling with a Guest or Personal Care Assistant (PCA)

Dial-A-Ride transportation is a shared ride service, therefore, you will need to inform the dispatcher, at the time your reservation is booked, if you will be traveling with a friend or personal care assistant (PCA). We cannot ensure seating space for any unscheduled passengers.

Fares

City of Commerce Dial-A-Ride service is free of charge to:

- all eligible residents
- your Personal Care Assistant (PCA)

Return Trips

Please schedule return trips for the latest time you think you will need to travel. If you are ready earlier than your scheduled pick up time, you may call to see if an earlier ride is available.

If an earlier ride is not available, you will need to keep your original pick-up time. If you foresee that you will be late for your pick up appointment, please call ahead of time.

Example: A rider goes to the doctor and does not know what time her appointment will finish, so she schedules a return trip for 2 p.m. Her appointment finishes early and she is ready to go at noon. The rider can call to see if she can get an earlier ride, but if a van is not available, she will need to keep her 2 p.m. ride home. If this same rider realized that her doctor's appointment was going to run past her 2 p.m. return trip time, she would have to call Dispatch before the scheduled return trip to alert the reservationist of the delay. In no case should a rider that needs a return trip wait until 4 p.m. to reschedule, since Dial-A-Ride service hours end at 5 p.m.

Helpful Riding Tips

Rider Responsibilities:

- Make reservations well in advance;
- Be ready to board the van any time within the pickup window.
- Call to cancel unneeded rides as soon as possible to avoid a "no-show;"
- Wear seat belts at all times;
- Avoid distracting the driver or annoying other passengers with inappropriate behavior;
- Maintain all mobility devices to manufacturer specifications;
- Expect a ride-share program, which means riding with others;
- Maintain acceptable standards of hygiene;
- No eating, drinking, or smoking in the van;
- No riding while under the influence of alcohol or illegal drugs;
- No littering in the van;
- Consider staying home if you're sick; and
- Cover your sneeze and cough.

Driver Responsibilities:

- Provide safe, courteous and professional service;
- Be uniformed with a visible name tag;
- Upon request, assist in loading and unloading from the van, sidewalk or other safe waiting area within 40 feet. This will include pushing wheelchairs when circumstances require and permit;
- Secure mobility devices, air tanks, and other disability related equipment;
- Ensure riders safety belts are secure; and
- Stay within line of sight of the van at all times.

Drivers are not permitted to:

- Enter a rider's residence (including a garage) or building to assist;
- Lift or carry riders;
- Run errands for riders;
- Make changes to the trip manifest without approval from Dispatch;
- Search for scheduled passengers;
- Carry you or a mobility device up or down steps;
- Escort you beyond the curb to board or alight the van; and
- Carry your groceries or other heavy items.

When Should I Consider My Driver Late?

You should consider your driver late if he/she has not arrived ten minutes after your scheduled pick up pick up window.

If the driver has not arrived by the ten-minute mark, please call (323) 887-4480.

Mandatory Seatbelt Usage

Riders are required to fasten their seatbelts prior to being transported in any Commerce Dial-A-Ride van. If you cannot be safely secured in our Dial-A-Ride van, you will not be allowed to use this service for safety reasons. If necessary, your Dial-A-Ride driver will assist you with securing your seatbelt.

Pick-up and Drop-off Procedures

To ensure that your trip goes smoothly, we have developed the following pick-up and drop-off procedures for your convenience. The City of Commerce provides **curb-to-curb** service. Therefore, the driver will wait for you at the curb of a public street, in front of or as close to your house, building, or other designated pick-up location, as possible.

For passenger drop-offs, the driver will drop you off at the sidewalk, or another safe waiting area next to the curb of a public street, in front of or as close to the designated drop-off location as possible. Please wait at the sidewalk or at another safe waiting area in front of or as close to the entrance of the pick-up location as possible. The driver cannot enter the building or come to the door to assist you. If you need assistance exiting the pick-up location, please make sure that your companion or personal care assistant is available to assist you.

Apartments/Office Complexes

When scheduling a trip, please provide the dispatcher with the specific building name and number within the complex where you would like to be picked up.

Nursing Homes/Adult Daycare

If you are being picked up from a nursing home, please meet the driver in front of the main lobby unless otherwise specified. Drivers cannot assist you into or out of your nursing home, so please have staff personnel ready to assist you out of the nursing home, if necessary. You will be dropped off in front of the main lobby of the nursing home.

Gated Communities

If your pick-up location is located within a gated community and requires special entry, please notify the security office to arrange entry for the van before pick-up time. If you do not arrange for entry, and the van is unable to enter the pick-up area, you will be considered a no-show.

Major Activity Centers

Designated pick-up and drop-off sites have been established at major activity centers and certain destinations such as large medical centers, grocery stores, malls and colleges. If you schedule a trip at one of these destinations, the dispatcher will tell you where the pick-up point is located, and you will need to wait at that location for the van.

Driver Assistance

Dial-A-Ride services are provided on a curb-to-curb basis. Should you require assistance beyond the curb, please arrange to travel with a Personal Care Assistant or companion. Drivers are only allowed to assist you while getting on and off the van. The driver may also escort you to and from the sidewalk or other safe waiting area located next to the street where the van is parked. Drivers cannot assist you to the door or into an individual's house. The City of Commerce and its drivers are not responsible for you before you board or after you have left the van.

Transporting Children

Adult assistants traveling with eligible disabled child riders are considered personal care assistants and are allowed to ride free of charge. All eligible riders seventeen years of age or younger must have an adult assistant. When scheduling a trip, please be sure to inform the dispatcher that the child rider will be traveling with an assistant.

Mobility Devices

A mobility device is any mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by persons with mobility impairments, whether operated manually or powered. Americans with Disabilities Act regulations allow a passenger using a mobility device to board a para-transit van facing either forward or backward. The ADA defines a "common wheelchair" as a wheelchair which does not exceed 30 inches in width, 48 inches in length (measured two inches from the ground), and which weighs no more than 600 pounds when occupied. Mobility devices exceeding these standards may not be transportable.

All mobility devices must have operable brakes. Any questions concerning the size and/or transportability of mobility devices can be handled by a Transportation Supervisor by calling (323) 887-4419. Arrangements will be made to address your concerns before scheduling an appointment.

Wheelchair Lift

If you need a wheelchair lift to board a van, the driver will assist you. All wheelchair passengers are required to board the van lift facing outward for safety reasons. Riders are also allowed to board while standing on the lift, if requested. The City's fleet is designed to accommodate standard wheelchairs, scooters other mobility devices. These devices are defined as not to exceed 48" in length, 30" in width and 600 pounds in total weight. Mobility devices larger than these standards may be denied service.

Securement on Board

The City of Commerce will attempt to secure standard wheelchairs and scooters. However, if a wheelchair or scooter exceeds the normal size, the driver may ask you to transfer to a seat, as it may be difficult to safely secure you within your mobility device. You will not be required to transfer out of your mobility aid, but it is strongly recommended. Shopping carts and walkers must fold flat during transport to allow space for wheelchairs and portable oxygen canisters on the van. Folding shopping carts that are larger than 1.5 feet in width by 3 feet in height by 1 foot in depth or shopping carts that do not fold down will not be transported.

The City of Commerce requires that you use your seat belt. Drivers may assist you with your seat belt, if requested. Drivers will also secure the tie-downs for wheelchair passengers. If you plan to travel with a child who is six years of age or younger, and weighs 60 pounds or less, you must bring a car safety seat for that child. The City of Commerce does not provide safety seats for children.

Boarding and Exiting a Dial-A-Ride Van

To ensure the safety of our passengers, please do not attempt to board or exit any Dial-A-Ride van until the driver is positioned at the passenger door and ready to render assistance, if necessary.

Transporting Animals

The Americans with Disabilities Act allows the public transportation of service animals. Please inform the dispatcher that you will be traveling with a service animal at the time you reserve your trip.

Transporting Life Support Equipment

You may travel with portable respirator, oxygen, and/or other life support equipment as long as it does not violate Federal laws relating to transportation of hazardous materials. Additionally, any such equipment must fit into the van safely and without obstructing the aisle and/or blocking emergency exits.

Transporting Packages

To ensure passenger safety and comfort, you must limit all shopping trips to no more than three bags or what you can carry safely without assistance. Packages of any kind are prohibited from blocking the aisle. For the safety of all riders you may not transport explosives, acids, flammable liquids, or other hazardous materials.

Customer Service

The City of Commerce welcomes your comments and concerns. We are committed to using customer input as a tool to improve the quality of service. It has been our experience that most problems can be easily resolved. Our entire staff wants to serve you as efficiently and professionally as possible. We are committed to protecting the confidentiality of our riders. However, please keep in mind that anonymous service complaints cannot receive responses. See page 12 for an explanation of the complaint resolution process.

Rules and Regulations

Our Dial-A-Ride service enforces all internal safety policies, as well as criminal statutes and municipal ordinances to ensure the safety of our passengers and the public. Here is a list of some of those policies that are meant to help you and your fellow passengers enjoy a safe and stress-free ride:

- Adhere to the Missed Trip Policy;
- No Smoking;
- No pets or animals (except service animals);
- No eating or drinking aboard the bus;
- No persons under the influence of alcohol or illegal drugs;
- No weapons of any type;
- The use of portable audio equipment without headphones is prohibited;
- Passengers must maintain personal hygiene;
- No abusive, threatening or obscene language or behavior towards passengers or City employees; and
- Keep the aisles clear of carts, packages, and/or any other obstructions.

Missed Trip Policy

The City of Commerce Dial-A-Ride service has implemented a Missed Trip policy to emphasize the importance of meeting scheduled trips, or providing notification of cancellation.

Trip Cancellations

Other passengers are impacted by the resulting delays when a passenger fails to show for a scheduled trip. Therefore, please provide notification of a canceled trip no less than two (2) hours prior to the scheduled trip. Failure to cancel within the allotted time period may result in denial of service to other passengers. To cancel a scheduled trip, please call (323) 887-4480. You may also leave a message if the cancellation is not on the same-day.

No-Show

If you are not present when the van arrives for a scheduled trip or you do not cancel a scheduled trip up to two (2) hours in advance of a scheduled trip, we will refer to it as a “No-show” violation.

In accordance with City of Commerce Missed Trip policy:

The **first** no-show violation will result in a telephone call regarding the incident and the resulting impact of the violation.

A **second** no-show violation occurring within 90-days of the first incident will result in a letter to you from the Transportation Supervisor to remind you of the “Missed Trip” policy.

A **third** no-show violation occurring within 90-days of the first incident will result in a one (1) week suspension of Dial-A-Ride transportation services.

Subsequent no-show violations occurring within 90-days of the first incident will result in an additional week suspension of Dial-A-Ride transportation services.

Complaint Resolution

It is important to us that all of our riders have a positive experience on our system. Please, contact us as soon as possible if you experience a problem. To file a complaint, please provide the following information:

- Your name and contact information (address, cell or home number, email);
- The date, time, and location of the event relevant to your complaint; and
- The name of any other people involved (dispatcher, reservationist, drivers, other staff, and any other people who witnessed the problem).

Please submit all comments in writing to:

City of Commerce Transportation Department
Claude McFerguson, Director of Transportation
5555 Jillson Street
Commerce, California 90040

Or you may ask to speak directly with the Director of Transportation by calling (323) 887-4419. The Director will research your concerns and make a determination.

Appeal Process

You are provided an opportunity to appeal the suspension of transportation services, prior to implementation of said decision. If you are not satisfied with the investigation or resolution you may submit your appeal in person or in writing to:

City of Commerce Transportation Department
Claude McFerguson, Director of Transportation
5555 Jillson Street
Commerce, California 90040



Appointments

Date: _____ Time: _____ Location: _____

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