

CITYRIDE

PROGRAM GUIDE



A transportation program for seniors and qualified persons with disabilities living in the City of Los Angeles and designated areas of Los Angeles County.



Table of Contents

Welcome to Cityride	1
Your Cityride Account	2
Cityride Card Information	3
Using Fare Value	5
Cityride Dial-A-Ride (DAR) Service	8
Taxicab Service	14
DASH Service	15
Service Areas and Providers	16
City of LA Multipurpose Senior Centers	19
How to Reach Us	21

Cityride

Online: ladottransit.com/cityride
Phone: (213, 310, 323, 818) 808-7433
TDD: (800) 559-1950
Lost and Found: (213) 620-9775 Ext. 100

Taxicab Service Complaints

Phone: (213, 310, 323, 818) 808-7433

Welcome to Cityride



Cityride is a transportation assistance program for individuals age 65 or older and qualified persons with disabilities residing in the City of Los Angeles and select areas of Los Angeles County.

The program offers Cityride participants reduced costs for the purchase of Cityride Dial-A-Ride services and City of Los Angeles permitted taxicab rides and free DASH bus rides.

Your Cityride Account

You must submit a membership registration to participate in the program. Once your registration is approved, a Cityride account will be established for you. If you submitted your payment with your mail-in Application for Registration or sent your payment after you registered on the website, you will receive a Cityride Card with your approval letter that contains \$84 in fare value. You can use it immediately to take City of Angeles permitted taxicab or Dial-A-Ride (DAR) trips.

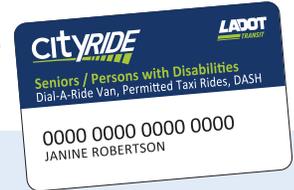


Inactive Accounts

You are not required to make a purchase each quarter to be an active Cityride participant. However, if you do not make a purchase at least once 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 account becomes inactive.

Cityride Card Information

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



Resale, transfer and 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.

Purchasing Fare Value

You can re-order \$84 of fare value once per quarter at a cost of \$21 (\$9 for low-income participants):

Quarterly Order Dates

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

You can pay by Mail (check or money order). Starting July 2019, you can also pay online at the Cityride Website or by using the Cityride App.



For mail-in payment, fare value will be available for use within 10 business days after Cityride receives your payment. For online/app payment, fare value is available for use upon approval of transaction.

Mailing Address For Payment

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

If you submit more than one re-order in a quarter, it will be returned. Checks returned for non-sufficient funds (NSF) will be charged a \$35 fee.

Fare Value Limit

The maximum fare value you can accrue in your Cityride account is **\$336**. 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

Contact Cityride to request a refund. **There are NO refunds available for partial amounts of fare value.** Participants can only receive refunds for the initial amount they spent to buy Cityride's subsidized fare value.

Refund Amounts		
Unused Fare Value	REGULAR (Initial Customer Purchase)	LOW INCOME (Initial Customer Purchase)
\$84	\$21	\$9
\$168	\$42	\$18
\$252	\$63	\$27
\$336	\$84	\$36

Cityride Balance

You can check your Cityride account balance in multiple ways. Please have your Cityride Card number available.

- Go online at <https://farepayments.cityride.net/balance>
- Call Cityride at (213,310,323,818) 808-7433
- Check your receipt after a Cityride taxicab trip

Lost Cityride Cards

Please call Cityride immediately at (213,310,323,818) 808-7433. Cityride will cancel your lost or stolen card, and issue a new card. The balance in your account will be transferred to the new card.

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.

Using Fare Value

Cityride participants only pay \$21 (\$9 for low-income participants) to purchase \$84 of fare value. Participants can order \$84 of fare value once each quarter.

Fare	
CITYRIDE DIAL-A-RIDE (DAR)	
One-way 1-10 mile trip	
<ul style="list-style-type: none"> • \$4 fare value when you book a trip for yourself • \$2 fare value when you book a group trip • If you run out of fare value, you can pay \$3 in cash for a standby trip 	\$2.00 to \$4.00
CITY OF LOS ANGELES PERMITTED TAXICABS	
<ul style="list-style-type: none"> • \$4 to \$20 in fare value per trip. You pay all costs over \$20 • Taxicabs charge a metered rate (A 10-mile trip is approximately \$30) • Fare value cannot be used to tip the driver 	\$4.00 to \$20.00
CITYRIDE SEMI-FIXED ROUTES	
Cityride Park La Brea or Cityride Via Marisol	
Cityride Participants and Senior/Individual with a Disability	FREE
Regular Fare	.50¢
DASH	
Cityride Participants	FREE
Senior/Individual with a Disability	.25¢
Regular Fare	.50¢

Fare Values for DAR

The DAR low cost fares are as follows:



\$2 fare value for group trips, 1-10 miles

\$4 fare value for individual trips, 1-10 miles

You need to show the driver your Cityride Card and 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 will be deducted from your Cityride account.

Standby Fares

If your Cityride account balance is at zero, you can request a cash payment “standby trip”.

\$3 cash for trips, 1-10 miles

Standby trips are not available for special group trips.

Emergency Fare Value

City of Los Angeles Multipurpose Senior Centers (MPCs)

The City of Los Angeles Department of Aging (DOA) provides an emergency DAR transportation service through their Multipurpose Center-based Paratransit Program. This is an enhancement of the Cityride DAR service.

To participate in the program you will need to complete a Cityride Application to be eligible. For more information, call the Department of Aging at (213) 482-7252, toll free (800) 510-2020.

The TTD number is (213) 473-5990. You can visit DOA’s website at www.aging.lacity.org.



Fare Values for Taxicabs

Cityride participants can use up to \$20 of fare value per trip for taxicab fare payment. The minimum charge is \$4. You must pay all fare value over \$20, including any tips, by using cash or credit card.



\$4 minimum fare value

\$20 maximum fare value per each Cityride Card

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 and you and your companions can share the cost. Each Cityride participant can contribute up to \$20 using their Cityride Card.

For current rates, go to the website www.taxicabsla.org, or call the taxicab company directly.

Payment Process

	<p>1. Swipe Cityride Card Twice The first swipe confirms you are an eligible Cityride participant with fare value. The second swipe authorizes the payment. Pay any remaining balance or tip with cash or credit card.</p>
	<p>2. Show ID 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.</p>
	<p>3. Collect Receipt At the end of your trip the printed receipt will show the total cost of your ride, the total fare value you paid and the balance remaining in your Cityride account.</p>

Cityride Dial-A-Ride (DAR) Service

Overview

The Cityride DAR service offers Cityride participants low-cost, shared rides for pre-scheduled trips of 10 miles or less. The program's wheelchair accessible vehicles include Cityride-branded vans and (depending on reservation demand) standard taxicabs, all for the same low price (\$2-\$4 per ride).



Shared DAR ride times will take longer than individual taxi cab service. Please allow plenty of time for travel.

What to Expect

DAR offers curb-to-curb service. You must wait for the DAR van or taxicab near the curb in front of your trip pick-up/drop-off location. Drivers will be happy to assist you on and off the vehicle, if needed. The DAR van or taxicab will arrive within a 30-minute period before or after your scheduled pick-up time. The driver can only wait three minutes during that 30-minute period, so be prepared to leave when the vehicle arrives.

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

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

Schedule DAR Trip

To schedule a DAR trip, call the service provider for your area one to two business days before you want to travel. See pages 17 and 18 for areas and service provider phone numbers.

DAR Telephone Reservation Hours

Non-Medical Trips

Monday — Friday 8 a.m. to 5 p.m.

Call one day in advance of your trip. Monday reservations should be made on the previous Friday.

Medical Appointments Trips

Monday — Friday 2 p.m. to 5 p.m.

Call two days in advance of your medical appointment. Please do not call before 2 p.m. If your medical appointment is on Monday you may schedule a trip on Thursday of the prior week between the hours of 2 p.m. and 5 p.m.

Standby Trips

Monday — Friday 8 a.m. to 5 p.m.

Call two hours in advance of your trip. 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. **There is very limited availability for standby trips.**

DAR Trip Service Hours

Monday — Friday 6:30 a.m. to 4:30 p.m.

You must 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. The service provider can negotiate pick-up times no more than one hour before or after the rider wishes to travel.

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

Be Ready to Provide

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.

Authorized DAR Users

Only the eligible passenger or the authorized caregiver can schedule a trip. If another party other than the passenger or the authorized caregiver wants to make a trip reservation on behalf of the rider, the Cityride agent may ask the name and relationship of the person scheduling the trip on behalf of the passenger. One attendant may ride with the eligible passenger if both are picked up and dropped off at the same address. Attendants ride free.

DAR Trip Distance

DAR trips are limited to 10 miles one-way.

Cancellations

Before you request a ride, please be sure of your pick-up times. If you are unable to ride as scheduled, please call your service provider to cancel your request as soon as possible. You are allowed no more than three cancellations per month. DAR 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 or her ride within three 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 DAR service for 30, 60 or 90 days.

Late DAR Vehicles

If the vehicle 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

Unfortunately, Cityride has a limited number of trips available each day. We are expanding capacity with our taxicab partners, but it is still possible that Cityride will have to deny a DAR trip at the time slot you requested because it has been filled.

Group Trips

DAR offers special group trips along routes approved by the Department of Transportation from one or more locations to one single location with four or more passengers per trip. Return trips must be with the group at the designated time. Call Cityride for more details.

DAR Code of Conduct

In the interest of promoting a safe and pleasant journey for all those aboard, all passengers must abide by the LADOT DAR Code of Conduct. Any rider violating this code will be prohibited from using Cityride services. Deliberate violation of the Code of Conduct is cause for suspension from Cityride service and under certain circumstances expulsion and possible criminal prosecution.

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

Rider Code of Conduct

No passenger shall interfere with the safe operations of Cityride service.

Riders will always comply with the instruction of the driver regarding the Cityride vehicle's operation and matters of safety.

Riders will remain seated while the Cityride vehicle is in motion.

Tipping is not allowed to any driver or Cityride staff (tipping is accepted on taxicab service).

Fares must be exact, as the driver cannot make change. Refusing to pay the proper fare is unlawful and can result in fines and/or rejection from the Cityride vehicle.

All payment for trips must be made prior to departure.

Smoking, drinking, or eating on the Cityride vehicle is prohibited. Possession or consumption of illegal drugs is prohibited.

Possession of any article defined as a weapon including firearms, knives, and sharp objects are prohibited on the Cityride vehicle.

Rider Code of Conduct, cont.

Passengers must respect their fellow passengers. Using vulgar and obscene language, harassing other passengers, shouting, and making abusive threats or actions toward drivers, passengers, or other Cityride staff is prohibited.

Riders must maintain good personal hygiene to not offend other riders. An individual whose bodily hygiene is so offensive as to create a nuisance to other riders may be denied passage.

Riders must wear appropriate clothing (shirt, pants, shorts, dress, and shoes) while riding.

Limit of three personal grocery-sized bags per passenger.

Large, bulky, or heavy items such as five-gallon water bottles or laundry bags, etc, are prohibited.

Bags of items for recycling or refuse are prohibited.

Pets and livestock are not allowed on the Cityride vehicle. Service animals may accompany riders with disabilities. Riders are responsible for their service animals.

When using smartphones, tablets, loudspeakers, and/or other sound equipment devices, an earpiece or headphone/headset shall be used. Volume levels of any device or headphone/headset must be kept at levels that is not heard by other riders or the driver.

Strollers, walkers, and shopping carts are not allowed on the Cityride vehicle unless they can be folded to size or stored in such a way that does not block the aisles and doorways.

Taxicab Service

Overview

Cityride participants can book reduced cost, on-demand taxicab service, 24 hours a day, seven days a week. Simply call a City of Los Angeles permitted taxicab company, indicate your accessibility needs, and provide your Cityride Card and other payment method (if necessary).



City of Los Angeles Taxicab Seal

The Cityride Card and subsidy is only accepted by City of Los Angeles permitted taxicab companies. Before boarding any taxicab please look for the official City of Los Angeles Department of Transportation Taxicab seal.



Taxicabs bearing this seal are insured, have trained drivers, and are regularly inspected by the City and participate in the Cityride subsidy program. Any taxicab without the seal cannot accept the Cityride Card for payment.

A service area map and a list of permitted taxicab companies are located on pages 16-18 of this program guide.

Accessible Taxicabs

Cityride taxicab companies operate a fleet of ADA ramp or lift-equipped vans. Please ask about the availability of an accessible vehicle when making a reservation.

Complaints

If you have a complaint about a City of Los Angeles permitted taxicab company, please call (213, 310, 323, 818) 808-7433.

Service Hours

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

DASH Bus Service

Overview

As a participant in the Cityride Program all rides on DASH buses are FREE. Simply show the driver a government-issued photo identification and your Cityride Card. The name on the identification must match the name on the Cityride Card.



Riding DASH

Board the DASH bus at any place along the route that is marked with an LADOT Transit bus stop sign displaying DASH. The forward-most seating on the bus is reserved for elderly or mobility impaired passengers. About one block before your bus arrives at your stop, signal the driver to stop by pulling the bell cord overhead or pressing the stop request button. The driver will stop at the next bus stop. Refer to your specific route brochure for exact bus stop locations and departure times. Times are approximate and may vary due to traffic and weather conditions. Please plan your trip accordingly. For more information on DASH services go to www.ladottransit.com.

Neighborhoods Served

Community DASH

Beachwood Canyon	Midtown
Boyle Heights/East LA	Northridge/Reseda
Chesterfield Square	Observatory
Crenshaw	Panorama City/Van Nuys
El Sereno/City Terrace	Pico Union/Echo Park
Fairfax	Pueblo Del Rio
Highland Park/Eagle Rock	San Pedro
Hollywood	Southeast
Hollywood/Wilshire	Van Nuys/Studio City
King-East	Vermont/Main
Leimert/Slauson	Watts
Lincoln Heights/Chinatown	Wilmington
Los Feliz	Wilshire/Koreatown

DASH Downtown

Route A – Arts District, Little Tokyo, City West

Route B – Chinatown, Financial District

Route D – Union Station, South Park

Route E – City West, Fashion District

Route F – Financial District, Exposition Park, USC

Service Areas



Area 1 – City of Los Angeles communities north of Mulholland Drive

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

Area 3 – City of Los Angeles communities south of the Santa Monica Freeway

Los Angeles County Unincorporated Areas – Marina Del Rey, Kagel Canyon, Topanga, and areas near Calabasas, Chatsworth, Carson, and Long Beach

Service Areas and Providers

Taxicab and Dial-A-Ride services are organized into three service areas throughout the City of Los Angeles. Use the map on page 16 to locate your service area and call the service providers listed for your area.

Area 1 San Fernando Valley – City of Los Angeles communities north of Mulholland Drive

Area 2 Westside-Central, Eastside-Central – City of Los Angeles communities south of Mulholland Drive and north of the Santa Monica Freeway

Area 3 Southwest-Crenshaw, Southeast-Watts, Harbor – City of Los Angeles communities south of the Santa Monica Freeway

Los Angeles County Unincorporated Areas

Marina Del Rey, Kagel Canyon, Topanga, and areas near Calabasas, Chatsworth, Carson, and Long Beach

Area 1 San Fernando Valley

Dial-A-Ride (818) 908-1901

Dial-A-Ride Cancellation (818) 904-9353

Taxicab Service

City Cab (818) 780-1000

United Taxi of San Fernando Valley (800) 290-5600

Area 2 Westside-Central, Eastside-Central

Dial-A-Ride (323) 666-0895

Dial-A-Ride Cancellation (323) 666-0856

Taxicab 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

Area 3A Southwest-Crenshaw

Dial-A-Ride (323) 290-2060

Dial-A-Ride Cancellation (323) 357-0154

Taxicab 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

Area 3B Southeast–Watts

Dial-A-Ride (323) 563-5695

Dial-A-Ride Cancellation (323) 357-0154

Taxicab 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

Area 3C Harbor

Dial-A-Ride (323) 357-6308

Dial-A-Ride Cancellation (323) 357-0154

Taxicab Service

United Checker Cab	(310) 834-1121
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City of Los Angeles Multipurpose Senior Centers (MPCs)

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, see the list below.

Area 1 San Fernando Valley

Bernardi MPC (818) 781-1101
6514 Sylmar Ave., Van Nuys, CA 91401

Alicia Broadous–Duncan MPC (818) 834-6100
11300 Glenoaks Blvd., Pacoima, CA 91331

Robert M. Wilkinson MPC (818) 756-7741
8956 Vanalden Ave., Northridge, CA 91324

One Generation Senior Enrichment Center (818) 705-2345
18255 Victory Blvd., Reseda, CA 91335

Sherman Oaks East Valley Adult Center (818) 981-1284
5056 Van Nuys Blvd., Sherman Oaks, CA 91403

Area 2 Westside-Central, Eastside-Central

Felicia Mahood MPC (310) 479-4119
11338 Santa Monica Blvd., Los Angeles, CA 90025

Freda Mohr MPC (323) 937-5900
6310 S. San Vicente Blvd., Suite 275, Los Angeles, CA 90048

St. Barnabas Hollywood MPC (323) 957-2222
5170 W. Santa Monica Blvd., Los Angeles, CA 90029

Mexican American Opportunity Foundation (323) 526-9344
2130 E. 1st St., Suite 2200, Los Angeles, CA 90033

Single Room Occupancy (SRO) Corporation (213) 229-9672
1055 W. 7th St. Suite 3250, Los Angeles, CA 90017

St. Barnabas MPC (213) 388-4444
675 S. Carondelet St., Los Angeles, CA 90057

Area 3 Southwest-Crenshaw, Southeast-Watts, Harbor

People Coordinated Services – West Adams MPC . . (323) 735-5799
2528 West Blvd., Los Angeles, CA 90016

Bradley MPC (323) 346-7356
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. (Banning Park), Wilmington, CA 90744

People Coordinated Services – Southwestern MPC . . (323) 294-5226
5133 S. Crenshaw Blvd., Los Angeles, CA 90043

City Services Information

For information about other City services provided at these centers please call:

Department of Aging: (213) 482-7252

Toll Free: (800) 510-2020

TDD number: (213) 473-5990

How to Reach Us

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. We look forward to serving you.

Online: ladottransit.com/cityride

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

TDD Number for Hearing Impaired (800) 559-1950

Cityride Dial-A-Ride (DAR) & Service Complaints:

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

By Mail: Cityride
P.O. Box 866003
Los Angeles, CA 90086

Lost and Found: (818) 361-0179 Ext. 2

More Information: For more information on LADOT Transit services including Cityride, Commuter Express, and DASH go to www.ladottransit.com

To Check Your Cityride Account Balance

- Go online to <https://farepayments.cityride.net/balance>
- Call Cityride
- Check your receipt after a Cityride taxicab trip



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