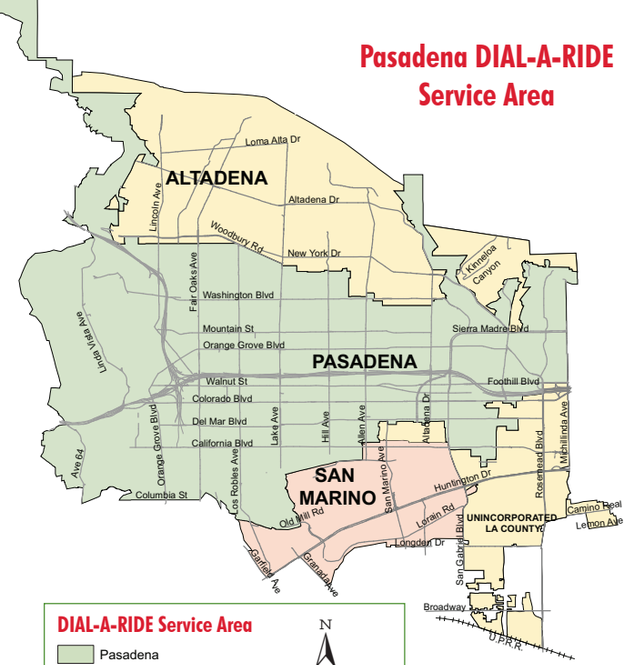
Pasadena DIAL-A-RIDE Service Area



DIAL-A-RIDE Service Area

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- Pasadena
- San Marino
- Unincorporated Areas of Los Angeles County

DIAL-A-RIDE SERVICE HOURS

7 a.m. - 8:30 p.m. Monday - Friday

9 a.m. - 6:30 p.m. Saturday, Christmas Eve and New Year's Eve

7 a.m. - 6:30 p.m. Sunday

No service on New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day

ADMINISTRATION OFFICE

8 a.m. - 5 p.m. Monday - Thursday

8 a.m. - 4 p.m. Friday

(every other Friday the Administration Office is closed).
The Administration Office handles applications, comments, and questions. Call (626) 744-4094 or go to www.cityofpasadena.net/dialaride

82022 PASADENA PRINTING SERVICES

什麼是 DIAL-A-RIDE？

DIAL-A-RIDE 是一項共享的路邊到路邊交通服務，為我們服務區內的 PASADENA、SAN MARINO、ALTADENA 以及 LA 縣非正式區域的居民服務，他們年滿 60 歲或以下，並持有 LACTOA 殘障人士優惠價 TAP 卡。

我如何加入？

PASADENA DIAL-A-RIDE 利用本地區的 TRANSIT 優惠價 TAP 卡系統，處理會員資格流程。要申請 DIAL-A-RIDE，您必須提供 DIAL-A-RIDE 申請、您的居住證明，並擁有下列的一種優惠價 TAP 卡：

- 長者
- 殘障人士 (LACTOA)
- ACCESS SERVICES

沒有 TAP 卡？

要獲取並提交長者或殘障人士 TAP 卡申請，請致電 (626) 744-4094 聯絡 PASADENA DIAL-A-RIDE 管理辦公室，或直接瀏覽 TAP 網站 WWW.TAP-TOGO.NET（您的 TAP 卡可能會在大約 20 個工作日內寄送給您）。您可以同時向我們的管理辦公室提交您的 TAP 卡和 DIAL-A-RIDE 申請，我們可以為您向 METRO 提交您的 TAP 申請。如需申請 ACCESS SERVICES 的資訊，請致電 (800) 827-0829。

獲得會員資格的步驟：

第 1 步：獲得 TAP 卡

第 2 步：郵寄或親自向以下地址提交 DIAL-A-RIDE 申請，並附上您的居住證明副本（即駕照、水電費帳單等）：

PASADENA DIAL-A-RIDE
ADMINISTRATIVE OFFICE
221 EAST WALNUT STREET, SUITE 210
PASADENA, CA 91101

第 3 步：請致電 (626) 744-4094 聯絡管理辦公室，或攜帶您的 TAP 卡親自來訪，以便我們在您的 TAP 卡內加入 DIAL-A-RIDE 會員資格。

我如何安排搭乘？

要安排 DIAL-A-RIDE，請在上午 8 點至下午 5 點之間致電 (626) 791-7200，並提供：

- 您的姓名
- 您的位置以及目的地的街道地址

安排搭乘時詢問預訂編號。我們建議您至少提前 24 小時預訂行程。不接受申請當天的服務。可最多提前 5 天安排搭乘。請注意，搭乘服務可能會有變化，不能給予保證。

我應該為行程預留多長時間？

DIAL-A-RIDE 是一種共乘，提供路邊到路邊的服務。它不是不間斷的直接點對點服務。在安排上車時間時，一定要考慮 40 分鐘的乘車時間和我們 20 分鐘的上車「時段」。

例如：

- 您申請 9:15 上車
- 接線員會告訴您車輛將在 9:10 至 9:30 之間到達
- 如果車輛沒有在您的上車時段內到達，則視為遲到

允許至少 60 分鐘的單程搭乘時間。

等候地點？

請準備好在您預訂時指定的確切位置的人行道上與車輛會合。車輛會等待 3 分鐘，然後再前往下一個預約地點。司機樂意幫助您將購物袋或包裹放入車內並從車上拿下來，但不會把它們送到您的門口。您最多可攜帶 5 個購物袋或大小平均的包裹，總重量不超過 25 磅。

收費標準？

搭乘單程 75 美分（如果使用現金，請準備好零錢）。向司機出示您的優惠價 TAP 卡，並將 75 美分放入票箱中，或者如果您的卡內有儲值，請在驗證機器上刷 TAP 卡。一名年滿 10 歲的乘客可以按照正常票價支付零錢或使用其他的 TAP 卡進行支付來陪同您。如果您在申請中指出您可能需要自備護送，您的會員資格將允許免費護送。

如果我需要取消行程該怎麼辦？

至少在預定行程時間前 4 小時致電 (626) 791-7200 聯絡預訂辦公室以取消預訂。如果未取消行程，您將被視為「未出現」。連續「未出現」可能導致會員資格暫時暫停。如需瞭解更多資訊，請致電 (626) 744-4094。

如果我丟失 TAP 卡該怎麼辦？

撥打 866-TAPTOGO 或 866-827-8646 聯絡 TAP 服務中心報告 TAP 卡丟失、被盜或損壞情況。需要支付更換費用。

服務型動物

DIAL-A-RIDE 客戶可以攜帶接受過為殘障人士工作或執行任務訓練的動物一起出行，如果申請中註明了此類需求。非服務型動物的寵物也可以放在適當固定的籠子或容器中出行。請注意，司機不能幫助您裝卸籠子或容器。

我可以前往哪些地點？

DIAL-A-RIDE 在我們服務區內的 PASADENA、SAN MARINO、ALTADENA 市以及 LA 縣的非正式區域運營。由於街道寬度限制或其他條件，DIAL-A-RIDE 車輛可能無法駛入某些街道。將根據具體情況作出決定。

Transportation Service for Seniors & Persons with Disabilities

PASADENA DIAL-A-RIDE

PASADENA

PASADENA DIAL a RIDE

Transportation Service for Seniors & Persons with Disabilities

What is DIAL-A-RIDE?

DIAL-A-RIDE is a shared, curb-to-curb transportation service provided for Pasadena, San Marino, Altadena, and unincorporated LA County residents in our service area, who are at least 60 years old or are under 60 years old with LACTOA Disabled Reduced Fare TAP card.

How do I join?

Pasadena Dial-A-Ride uses the region's transit Reduced Fare TAP card system for its membership eligibility process. To apply for Dial-A-Ride, you must provide a Dial-A-Ride application, your proof of residency, and have one of the Reduced Fare TAP cards listed below:

- Senior
- Access Services
- Disabled (LACTOA)

Don't have a TAP card?

To obtain and submit a Senior or Disabled TAP card application, call the Pasadena Dial-A-Ride Administrative Office at (626) 744-4094 or visit the TAP website directly at www.taptogo.net (your TAP card may be sent to you in about 20 business days). You are welcome to submit both your TAP card and Dial-A-Ride applications to our Administrative Office at the same time and we can submit your TAP application to Metro for you. For information on applying for Access Services, call (800) 827-0829.

Membership Steps:

- ❑ **Step 1:** Have your TAP card
- ❑ **Step 2:** Submit a Dial-A-Ride application with a copy of your proof of residency (i.e., driver's license, utility bill, etc.) by mail or in person to:

  Pasadena Dial-A-Ride Administrative Office
  221 East Walnut Street, Suite 210
  Pasadena, CA 91101

- ❑ **Step 3:** Call the Administrative Office at (626) 744-4094 or come visit us in person with your TAP card so we can register your Dial-A-Ride membership onto your TAP card.

How do I schedule a ride?

To schedule DIAL-A-RIDE, call (626) 791-7200 between 8 a.m. & 5 p.m. and provide:

- Your name
- Street address for both your location and destination

Ask for the Reservation Number when scheduling a ride. We recommend you reserve your trip at least 24 hours in advance. Requests for same day service may not be accepted. Rides can be scheduled up to 5 days in advance. **Please note that ride availability varies and is not guaranteed.**

How much time should I allow for my trip?

DIAL-A-RIDE is a shared ride with curb-to-curb service. It is not an uninterrupted direct, point-to-point service. When scheduling your pick-up time, it is important to include a 40-minute ride time and our 20-minute pick-up "window."

For example:

- You request a 9:15 pick up
- Operator will tell you the van will arrive between 9:10 and 9:30
- If the van does not arrive within your pick-up window, it is considered late.

Allow for a minimum of 60 minutes one-way travel time.

Where will I wait?

Please be ready to meet the van on the sidewalk of the exact location you stated when making the reservation. The vans have a 3-minute waiting period before leaving to the next call. Drivers will kindly assist you in and out of the vehicles with grocery bags or parcels, but will not carry them to your door. You may bring up to 5 grocery bags or average size parcels with a combined weight of no more than 25 pounds.

How much does it cost?

Rides are 75 cents each way (if using cash, please have exact change). Show your Reduced Fare TAP card to the driver and place your 75 cents in the farebox or tap your TAP card on the validator machine if your card is loaded with Stored Value. A guest at least 10 years of age may accompany you at the regular fare paid with exact change or with a separate TAP card. If you indicate on your application that you may need a self-provided escort, your membership will permit an escort at no charge.

What if I need to cancel a trip?

Call the reservation office at (626) 791-7200 at least 4 hours prior to the time of your scheduled trip to cancel. If the trip is not canceled, you will be considered a NO-SHOW. Continued NO-SHOWS may result in temporary membership suspension. For more information, call (626) 744-4094.

What if I lose my TAP card?

Call the TAP Service Center at 866-TAPTOGO or 866-827-8646 to report a lost, stolen or destroyed TAP card. A replacement fee applies.

Service animals

DIAL-A-RIDE customers may travel with an animal trained to work or perform tasks for persons with disabilities if such a need was indicated on the application. Animals other than service animals may not travel on DIAL-A-RIDE.

Where can I go?

DIAL-A-RIDE operates within the cities of Pasadena, San Marino, Altadena, and the unincorporated areas of LA County in our service area. There may be certain streets Dial-a-Ride vehicles are unable to travel on due to limited street width or other conditions. This determination will be made on a case-by-case basis.

PASADENA

PASADENA DIAL a RIDE

為長者和殘障人士提供的交通服務

Code:

Pasadena Dial-A-Ride 申請

將申請郵寄或遞送至：
PASADENA DIAL-A-RIDE
221 East Walnut Street, Suite 210, Pasadena, CA 91101
諮詢電話： 626-744-4094

Please Check One:
❑ New Application
❑ Renewal

Office Use Only

提交以下資料，以便處理您的 DIAL-A-RIDE 會員資格：

1. 已填妥的優惠價 TAP 申請或優惠價 TAP 卡（長者、LACTOA/殘障人士或 Access）副本（正面和背面）
2. Pasadena 市 Dial-A-Ride 申請
3. 居住證明，如駕照、水電費帳單等。
4. 帶有您出生日期的身份證明副本（如果您的居住證明中未有顯示）

姓名： _____ 出生日期： _____ ❑ 男 ❑ 女
Name: Date of Birth: Male Female

地址： _____ 公寓號碼： _____ 郵遞區號： _____
Address: Apt#: Zip Code:

家庭電話號碼： _____ 手機電話號碼： _____
Home Phone #: Mobile Phone #:

城市： ❑ Pasadena ❑ Altadena ❑ San Marino ❑ L.A. 非正式區域（僅限我們的服務區域內）
City: Pasadena Altadena San Marino Unincorporated L.A. (within our service area only)

居所類別： ❑ 個人 ❑ 養老院/老人院 ❑ 寄宿和護理機構
Type of Residence: Individual Retirement/Senior Home Board & Care

居住機構名稱（如適用）： _____ 電話號碼： _____
Name of Living Facility (if applicable): Phone No:

您是否有優惠價 TAP 卡？ ❑ 否 ❑ 是（如果為「是」，請不要填寫 TAP 申請） TAP 卡號： _____
Do you have a Reduced Fare TAP card? No Yes (If yes, DO NOT complete TAP Application) TAP Card #:

如果為「是」，請說明 TAP 卡的類型： ❑ Access ❑ 長者 ❑ LACTOA/殘障人士
If Yes, indicate which type of TAP card: Access Senior LACTOA/Disabled

我使用以下物品： ❑ 手杖 ❑ 滑板 ❑ 助行架 ❑ 手動輪椅 ❑ 電動輪椅 ❑ 服務型動物
I use the following: Cane Scooter Walker Manual wheelchair Electric wheelchair Service animal

我使用的語言： ❑ 英語 ❑ 西班牙語 ❑ 中文 ❑ 日語 ❑ 亞美尼亞語 ❑ 其他
I speak: English Spanish Chinese Japanese Armenian Other

您是否需要自備護送？ ❑ 總是需要 ❑ 有時需要 ❑ 不需要
Do you require a self-provided escort? Always Sometimes Not Required

緊急聯絡人資訊：
Emergency Contact Information:

聯絡人： _____ 關係： _____ 電話： _____
Contact: Relationship: Phone:

在本人乘坐 Pasadena DIAL-A-RIDE 交通工具之前或離開之後，本人對自己的安全和福祉承擔全部責任，並免除 Pasadena、San Marino 市以及 Los Angeles 縣在此方面的責任。

簽名： _____ 日期： _____
Signature: Date:

STATISTICAL INFORMATION - FOR FUNDING PURPOSES

This information is voluntary. Please check one box only that you most closely identify with:

❑ Native Hawaiian or Pacific Islander alone
❑ Black/African American alone
❑ Hispanic /Latino
❑ Native American/Alaskan Native Alone
❑ White Alone
❑ Asian Alone
❑ Two or More Races

Administrative Use Only

Temp TAP ID No._____

Perm TAP ID No._____