How to Schedule Service

To schedule a trip on **Dial-A-Ride**, call any one of these numbers:

(562) 402-RIDE
(562) 402-7433

For your convenience, you may also use the toll-free number when you're away from home.

1-(866)-402-RIDE
1-(866)-402-7433

When you call, please be sure to tell the **Dial-A-Ride** operator:

- Your desired pick up time
- The complete street address where you want the vehicle to pick you up
- Your destination address
- Your desired return trip reservation time (Note: drivers cannot take trip reservations)
- If you use a wheelchair

Shared Service

The **Dial-A-Ride** is a shared service. A shared ride means that you may ride with other passengers in the van. In addition, the van may pick-up other passengers along your trip. The operator may ask passengers to accept trip reservation times that are different from their original desired pick-up time. Please try to be flexible so that more passengers can be served. Your cooperation is appreciated.

Cancelling a Service Reservation

If you need to cancel your **Dial-A-Ride** reservation, remember to call any one of these numbers:

(562) 402-RIDE
(562) 402-7433

For your convenience, you may also use the toll-free number when you're away from home.

1-(866)-402-RIDE
1-(866)-402-7433

It is important to be courteous to other passengers. Therefore, please notify the **Dial-A-Ride** operator of a cancellation.

Passenger Tips

When your **Dial-A-Ride** departure time is near, watch for your vehicle to arrive or wait by the curb. Be ready to board as soon as the vehicle arrives, as it can only wait a short time. As a **Dial-A-Ride** passenger, you may be accompanied by an escort. Be sure to keep carry-on items to a manageable size and number. Vehicles cannot carry bicycles or strollers unless they fold down. Pets are not allowed on the vehicles, except Seeing Eye Dogs.

Additional Transit Information

Cerritos on Wheels (COW)

(562) 928-4269
www.cerritostransit.com
Fare is $.50 per trip
Monthly Bus Pass
$20.00 for 1 pass
$30.00 for 3 passes when purchased at once
Hours: Weekdays 6 a.m. – 7:30 p.m.
Saturdays 9 a.m. – 5 p.m.
No service on Sundays

Access Services, Inc. (LA County)

(800) 827-0829
www.asila.org
For people with hearing and communication disabilities: (800) 827-1359

If you have any questions in regard to transportation or if you have any **Dial-A-Ride** comments or complaints, please contact the City of Cerritos at (562) 916-1201.

City of Cerritos
Department of Community Development
(562) 916-1201
www.cerritostransit.com
Monday through Friday 8 a.m. – 5 p.m.

CITY OF CERRITOS DIAL-A-RIDE

562-402-RIDE

DIAL-A-RIDE

The City of Cerritos **Dial-A-Ride** transit system serves seniors, age 55 or older, and people with disabilities. The City also offers the convenient Cerritos on Wheels (COW) fixed-route transit system for everyone in the community. **Dial-A-Ride** service is provided for those who are unable to use the COW service. For more information about the COW, please see the other side.

Dial-A-Ride is a curb-to-curb shared transportation service offered seven days a week. All vehicles are wheelchair accessible. Reservations are accepted in advance of the pick-up time. Riders may also reserve routine trips based on availability.

Requests for same-day service are accepted on a first-come, first-served basis. The vehicle will usually arrive within one hour of the call for immediate service requests.

Please note that **Dial-A-Ride** is a shared ride service. Other riders may be in the vehicle during any portion of your trip. It is very likely that the vehicle will stop and pick up other riders as it proceeds to your destination.

Service Hours

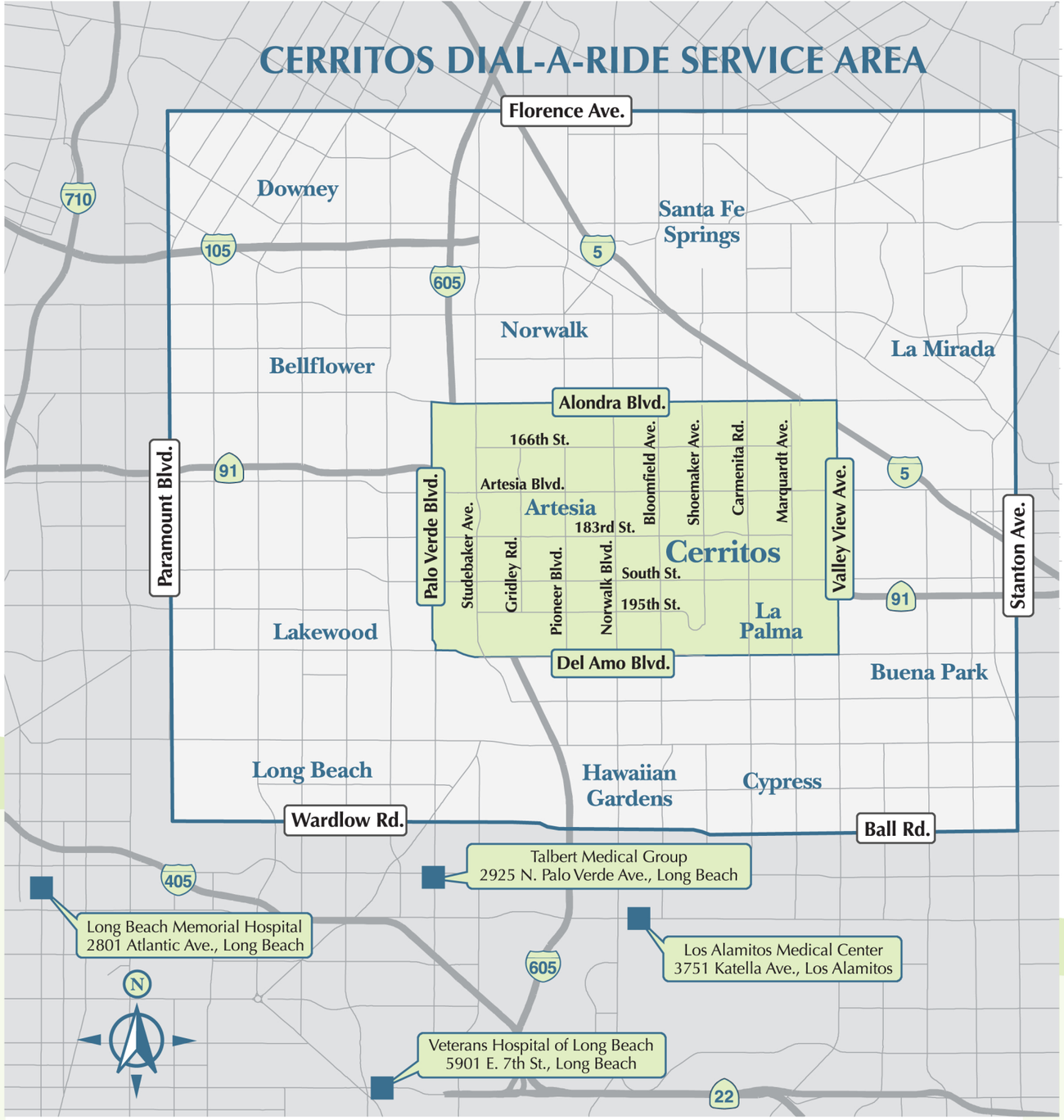
Monday through Friday
8 a.m. – 8 p.m.

Saturday and Sunday
8 a.m. – 5 p.m.

Service is not available on major holidays.

DIAL-A-RIDE
562-402-RIDE

CERRITOS DIAL-A-RIDE SERVICE AREA



Service Area

Tier 1
Dial-A-Ride service is provided for Cerritos residents to and from any destination within Cerritos, Artesia, and portions of La Palma and Norwalk. Residents will be picked up by **Dial-A-Ride** vans. All vans are wheelchair accessible.

Tier 2
Cerritos residents may travel to and from any medical facility or hospital within a three-mile radius of Tier 1. Passengers will be picked up by a taxi for Tier 2 trips.

Tier 3
Cerritos residents may also travel to City approved medical facilities and hospitals outside the Tier 2 boundaries. Passengers will be picked up by a taxi for Tier 3 trips.

Taxi vehicles with wheelchair access are available. When making a reservation, passengers must request a wheelchair accessible vehicle for their destination.

Please note that taxi vehicles will vary by color and company logo. Passengers may not be picked up by the same vehicle for each trip to the same destination.

Fare

The **Dial-A-Ride** fare is based on the trip destination.

Tier 1 trip fare: $1.00 each way

Tier 2 trip fare: $2.00 each way

Tier 3 trip fare: $3.00 each way