



City of Cerritos

# *DIAL A RIDE*



## Policy and Procedures Manual

City of Cerritos  
Department of Community Development  
Advance Planning Department  
(562) 916-1201  
Updated: April 2022

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# *DIAL-A-RIDE*

## Policy & Procedures

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### **A. MISSION STATEMENT**

The mission of the City of Cerritos Dial-A-Ride program is to provide a high quality, client friendly, curb-to-curb Dial-A-Ride transportation service for Cerritos seniors and residents with disabilities.

### **VISION STATEMENT**

The Cerritos Dial-A-Ride provides a safe, clean, affordable, environmentally and client friendly transportation service that meets the needs of the residents of the City of Cerritos, particularly those with limited transportation alternatives, such as seniors and disabled residents, by providing transport to key destinations within the City limits and medical facilities outside the City of Cerritos. The Cerritos Dial-A-Ride is an award winning program that serves as a role model for other cities that provide a demand response service.

### **PROGRAM GOALS**

To support the adopted mission and vision, the following program goals have been identified as reflective of the services provided by the City of Cerritos:

- ⇒ Provide quick and responsive service to Cerritos residents
- ⇒ Foster a high level of service that will improve the quality of life for Cerritos seniors and disabled residents
- ⇒ Develop on-going communication with Cerritos residents in order to have constant improvement to the Dial-A-Ride service
- ⇒ Exceed Cerritos residents' expectations in regards to public transportation

### **B. PROGRAM DESCRIPTION**

The City of Cerritos Dial-A-Ride transit system is a curb-to-curb transportation service that serves seniors, age 55 or older, and people with disabilities. The City also offers the convenient Cerritos on Wheels (COW) transit system for everyone in the community. Dial-A-Ride service is provided for those who are unable to use the COW service.

Passengers are advised that the Cerritos Dial-A-Ride program is a **shared ride system**. This means that other passengers may be on board during any part of a rider's scheduled trip, and scheduled pick-up times or route travel may be arranged so another passenger can be accommodated. Shared rides increase system productivity and allow for residents to be served more efficiently while providing a more equitable service to riders.

Cerritos Dial-A-Ride service hours complement the COW fixed-route system by operating seven days a week. The Dial-A-Ride hours of operation for seniors and disabled residents are:

Monday through Friday: 8 a.m. – 8 p.m.  
Saturday and Sunday: 8 a.m. – 5 p.m.

The Dial-A-Ride fare is one dollar (\$1.00) per trip within Tier 1, the fare is two dollars (\$2.00) per trip within Tier 2 and three dollars (\$3.00) per trip within Tier 3. To schedule a trip on Dial-A-Ride, riders may call toll-free 1-(866)-402-7433. Passengers are required to have exact fare ready upon boarding. Dial-A-Ride drivers do not carry change.

Cerritos Dial-A-Ride does not operate on the following major holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day.

### **Americans with Disabilities Act (ADA)**

According to the ADA provisions, no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such impairment, or a person who is perceived by others as having such impairment. Individuals with physical and/or mental impairments shall have equal opportunity to participate in any public service, program, or activity. Therefore, based on ADA provisions, any individual with physical and/or mental impairments shall be able to utilize the Dial-A-Ride transportation system.

### **C. SERVICE AREA**

Dial-A-Ride service is provided for eligible residents to and from any destination within the City of Cerritos, the City of Artesia, and designated portions of the City of La Palma **(Tier 1)**. For trips outside of Cerritos, passengers may only take trips to approved medical facilities within a fixed radius of Cerritos **(Tier 2)**. Residents may also travel to four approved medical facilities/hospitals **(Tier 3)**. These facilities include: Long Beach Memorial, Veterans Hospital of Long Beach, Talbert Medical Group and Los Alamitos Medical Center. For a Cerritos Dial-A-Ride service area map, see Section R "Appendix" of this Dial-A-Ride Policy and Procedures Manual. In addition, the City offers scheduled daily trips to Cypress Community College for students enrolled in the disabled student program. Additionally, service to Cypress Community College may be provided to seniors, age 55 or older, or disabled residents who attend the school for educational purposes. Passengers must be registered students of Cypress College and approved by the City.

### **D. REGISTRATION PROCEDURE**

All new and current passengers are required to register by completing Dial-A-Ride Registration and Waiver Forms and receive City approval before utilization of the City's Dial-A-Ride services. The purpose of the registration process is to ensure passenger safety through self-declaration of accessibility needs and emergency contact information. Application information will be maintained on file for employee use only and will not be shared with outside parties, vendors, or individuals.

Dial-A-Ride Registration and Waiver Forms may be obtained in person at City Hall, requested via telephone at (562) 916-1202, or downloaded online at [www.cerritos.us/transit](http://www.cerritos.us/transit). A copy of the application has been included in Section S "Appendix" of this Dial-A-Ride Policy and Procedures Manual.

Completed applications may be submitted by mail or in person to the Department of Community Development at City Hall. Applications will be reviewed by City staff within three (3) days of receipt. Approved applicants will be notified by mail. After receipt of an approval letter, passengers may begin utilizing Dial-A-Ride service.

## **E. RESERVATION POLICY**

On a seat-available basis, reservations can be made on the day of travel up to 48 hours before the requested pick-up time. Requests for same-day service are only accepted for trips Monday through Friday on a first-come, first-served basis, based on availability and may not be guaranteed. Reservations are required for trips on Saturday and Sunday and same-day requests will not be accommodated. When calling in a reservation, the Dial-A-Ride operator will need the following information:

- ⇒ The complete street address of the rider's pick-up location
- ⇒ The complete street address of the rider's destination
- ⇒ Rider's return trip reservation time (Note: drivers cannot take trip reservations)
- ⇒ Notification of the use of a wheelchair or any other mobility device

It is important to remember that Dial-A-Ride is a shared service. If the time of your request is not available, the operator will be happy to assist you with an alternate time. Riders may also reserve up to two routine trips per month, on an ongoing basis.

## **F. NO-SHOW AND CANCELLATION POLICY**

### **No-Show**

Riders who do not cancel ahead of pick-up time or attempt to cancel after the van has arrived will be considered a no-show. In addition, a rider will be considered a no-show when they fail to board or show up at the scheduled pick-up location when the driver has waited ten (10) minutes past the scheduled pick-up time.

### **Cancellation**

Cerritos Dial-A-Ride will accept cancellations during normal operating hours. To count as a cancellation and not a no-show, it is recommended that the cancellation be made 24 hours in advance and it is required to be made no less than 2 hours from the requested pick-up time.

**Excessive cancellations/no-shows will result in service suspension and/or loss of riding privileges (see Suspension of Service policy).**

## **G. CONDUCT FOR PASSENGERS**

Cerritos Dial-A-Ride requires that all passengers conduct themselves in a manner that ensures the safety and well-being of all other passengers and the vehicle operator. Passengers who excessively or deliberately conduct themselves in a disruptive manner may be subject to suspension (see Suspension of Service policy). The following is a list of provisions for all Cerritos Dial-A-Ride passengers:

- ⇒ No eating, drinking, or smoking in vehicles.
- ⇒ No riding under the influence of alcohol or illegal drugs.
- ⇒ No weapons or firearms in vehicles.
- ⇒ No abusive, threatening or obscene language or actions towards passengers or drivers.
- ⇒ All riders must maintain acceptable standards of personal hygiene.
- ⇒ No deliberate fare evasion.
- ⇒ No operating or tampering with any equipment while on board the vehicle. This includes operating a hydraulic lift and attempting to remove wheelchair tie-downs.

Any complaints regarding the conduct of a passenger shall be submitted in writing to Cerritos Dial-A-Ride at 18125 Bloomfield Ave, Cerritos, CA 90703, by telephone to Cerritos Transit at (562) 916-1202, or shall be brought to the attention of the vehicle operator immediately.

## **H. ARTICLES ALLOWED IN VEHICLES**

Passengers may bring on board necessary medical equipment which may be needed when the riders are traveling on the Dial-A-Ride vehicle. Medical equipment may include, but are not limited to the following: mobility devices, oxygen assistance devices, and monitors. Any such medical equipment is the responsibility of the passenger or his/her assistant while utilizing the transit system and shall be indicated on the Dial-A-Ride Registration and Waiver Forms by the passenger. In addition, other non-medical items, such as purses and grocery bags, may be allowed to be carried on-board the vehicle.

## **I. PERSONAL CARE ASSISTANTS**

Legitimate personal care assistants are permitted to assist an eligible Dial-A-Ride passenger and are not charged a fee for utilizing the service. A personal care assistant (PCA) is defined as an individual who is designated or employed specifically to provide care to a rider and assist the rider, including assistance in traveling on the Dial-A-Ride vehicles. When scheduling a trip, the dispatcher shall be notified if the passenger will be traveling with a PCA for the specific trip.

The PCA must board and disembark at the exact same origin and destination locations and at the exact same times as the rider. In addition, a PCA must be at least 16 years of age. A child younger than 16 may travel with the eligible rider as a companion, but not as a PCA.

## **J. COMPANIONS**

It is the policy of Cerritos Dial-A-Ride to allow disabled passengers to travel with at most one companion when the rider notifies the schedule dispatcher that a companion will be traveling for a specific trip. A Personal Care Assistant (PCA) is not counted as a companion, and thus a rider who travels with a PCA may additionally travel with at least one companion. Accompaniment by a companion must be indicated on the Dial-A-Ride Registration and Waiver Forms by the passenger. Each companion is required to pay the same fare as the rider. The companion must board and disembark at the exact same origin and destination locations and at the exact same time as the eligible passenger.

## **K. ELIGIBLE CHILDREN**

Children who are age 16 and older and who are disabled may travel on Cerritos Dial-A-Ride without an assistant. However, Cerritos Dial-A-Ride strongly encourages parents or guardians of disabled children to ensure that a parent, guardian, or assistant always travels with the child. Children younger than 16 must be accompanied by an assistant, parent, or escort for each trip made on Dial-A-Ride.

## **L. MOBILITY DEVICES**

Eligible riders traveling with mobility devices (e.g., wheelchairs, scooters, walkers, etc.) will be transported as long as the safety of the passenger, other passengers, and driver can be assured. All Cerritos Dial-A-Ride vans are wheelchair accessible and accommodate other mobility devices. Passengers are to indicate utilization of a mobility device on the Dial-A-Ride Registration and Waiver Forms. When making a reservation, riders are to identify the mobility device that they will use for the particular ride requested.



It is the responsibility of the rider or his/her guardian to ensure that the mobility device to be used for transport on Dial-A-Ride is in a safe and sanitary condition. The device should have all of its pieces or components and should be in working condition. In addition, the device should be balanced and capable of safely supporting the rider when in use and the brakes must be operable. In terms of cleanliness, there should be no leaking fluids from the device.

#### **M. SERVICE ANIMALS ON BOARD**

Cerritos Dial-A-Ride allows any service animal (e.g., guide dog) to accompany a rider on board the vehicle. Accompaniment by a service animal must be indicated on the Dial-A-Ride Registration and Waiver Forms by the passenger. If a rider wishes to bring a service animal on board, he/she shall notify the dispatcher when making a reservation for that particular trip.

#### **N. ARTICLES LEFT ON BOARD**

Passengers are responsible for their personal items left on vehicles. Passengers can call Dial-A-Ride to inquire about personal items left on the vehicle. The item must be described in sufficient detail to ensure that it belongs to the caller. Dial-A-Ride will hold personal items for sixty (60) days for possible claim by the owner. To inquire about a missing item, please contact Dial-A-Ride at 1-(866)-402-7433, or Cerritos City Hall at (562) 916-1202.

#### **O. SUSPENSION OF SERVICE**

##### **No-Shows/Cancellations**

Cerritos Dial-A-Ride offers Cerritos seniors and disabled residents means for traveling in and around the City of Cerritos. In order to ensure trip efficiency and to meet the demand of Dial-A-Ride riders, excessive no-shows/cancellations can lead to the cancellation of service.

Dial-A-Ride passengers shall have no more than three (3) cancellations or no-shows per 30 day period. An "offense" is considered having more than three (3) cancellations or no-shows per 30 day period. For example, within a thirty day period, a passenger who has 2 no-shows and 2 cancellations, 1 no-show and 3 cancellations, or 3 no-shows and 1 cancellation, will be subject to an offense of the system. The aforementioned examples are for illustrative purposes only, as any total number of cancellations and no-shows, exceeding three, in a 30 day period will result in an offense. The following policies will be enforced for riders who willfully and repeatedly violate the cancellation/no-show policy:

1. The first offense will result in a written warning. The written warning will detail the alleged offense and serve to advise the rider of Dial-a-Ride policies and procedures.
2. The second offense will result in a written warning. The written warning will detail the alleged offense and serve to advise the rider of Dial-a-Ride policies and procedures.
3. The third offense will result in suspension of service for up to 3 days. The letter of suspension will be sent via regular and certified mail. The rider will have ten (10) days to file a written request for an appeal of the suspension before the suspension goes into effect.
4. The fourth offense will result in suspension of service for up to 7 days. The letter of suspension will be sent via regular and certified mail. The rider will have ten (10) days to file a written request for an appeal of the suspension

before the suspension goes into effect.

5. The fifth offense will result in suspension of service for up to 15 days. The letter of suspension will be sent via regular and certified mail. The rider will have ten (10) days to file a written request for an appeal of the suspension before the suspension goes into effect.
6. The sixth offense will result in suspension of service for up to 30 days. The letter of suspension will be sent via regular and certified mail. The rider will have ten (10) days to file a written request for an appeal of the suspension before the suspension goes into effect.
7. The seventh offense will result in suspension of service for up to 60 days. The letter of suspension will be sent via regular and certified mail. The rider will have ten (10) days to file a written request for an appeal of the suspension before the suspension goes into effect.
8. The eighth offense will result in termination of service. The rider will be notified via regular and certified mail and telephone. The length of termination is subject to the discretion of the appeal panel (see Appeal Process policy). The rider will have 10 days to file a written request for an appeal of the termination before the termination goes into effect.

### **Passenger Conduct**

In addition to no-shows and cancellations, any Cerritos Dial-A-Ride passenger who willfully and repeatedly violates the aforementioned conduct provisions (see Conduct for Passengers policy) may be subject to suspension of service. The following policies will be enforced for riders who conduct themselves in a manner that disrupts the safety, comfort, or well being of other riders and/or the driver:

1. The first violation will result in a written warning detailing the alleged conduct and misbehavior.
2. The second violation will result in suspension of service for up to 30 days. The letter of suspension will be sent via regular and certified mail. The rider will have 10 days to file a written request for an appeal of the suspension before the suspension goes into effect.
3. The third conduct violation will result in suspension of service for up to 60 days. The letter of suspension will be sent via regular and certified mail. The rider will have 10 days to file a written request for an appeal of the suspension before the suspension goes into effect.
4. The fourth violation will result in termination of service. The rider will be notified via regular and certified mail and telephone. The length of termination is subject to the discretion of the appeal panel (see Appeal Process policy). The rider will have 10 days to file a written request for an appeal of the termination before the termination goes into effect.

### **P. APPEAL PROCESS**

Dial-A-Ride riders will be notified by regular and certified mail of suspensions or terminations for violating no-show/cancellation or conduct policies. From the date of notification, the rider will have ten (10) calendar days to file a written request to the Cerritos Department of Community Development for an appeal of the suspension/termination. The hearing shall be set within 30 days from the filing of an appeal. All appeals will go before an appeal panel comprised of City and transit staff. The appeals panel will give the applicant the opportunity to state his/her case and will be fair in their decision. The decision of the appeals panel shall be final.

Upon filing a timely appeal, the rider may continue to use the service until a decision is made. The period of a suspension or termination shall begin after a decision denying the rider's appeal is made.

#### **Q. ANNUAL RESET OF NO-SHOWS/CANCELLATIONS**

In March 2019, the City implemented an amendment to the no-show/cancellation policy, which gives Dial-A-Ride passengers an annual calendar year reset of each passenger's no-show and cancellation records. Dial-A-Ride no-show/cancellation

records will begin January 1st and will run through December 31st of each year. All Dial-A-Ride passengers no-show/cancellations will reset January 1st of the following year. All Dial-A-Ride passengers will start with warning letters as described in Suspension of Service Policy on page 6 for each calendar year. Subsequent suspensions will follow after the warning letters are issued per calendar year.

#### **R. COMMENT/COMPLAINT/COMPLIMENT PROCEDURE**

Comments, complaints, or compliments may be made directly to the City of Cerritos Dial-A-Ride. It is requested that complaints be submitted in a written format, whenever possible. Complaints should be submitted within three (3) days of the occurrence to insure that Cerritos Dial-A-Ride can respond appropriately and efficiently. Serious problems should be communicated immediately. When making commendation or complaints, passengers are requested to provide the following information:

- A. Date and time of incident
- B. Place of incident, when applicable
- C. Scheduled pick-up time
- D. Driver's, scheduler's or other staff name

Dial-A-Ride brochures may be obtained at City Hall or at designated community facilities. Passengers may also request brochures through Cerritos Transit. Additionally, should passengers have a comment or complaint, they are directed to contact Cerritos Transit as soon as possible. The City of Cerritos Transit telephone number is (562) 916-1202. Passenger input is important in providing a safe and reliable Dial-A-Ride service and we welcome your comments.

City of Cerritos Dial-A-Ride  
18125 Bloomfield Ave.  
Cerritos, CA 90703  
(562) 916-1201  
[www.cerritotransit.com](http://www.cerritotransit.com)

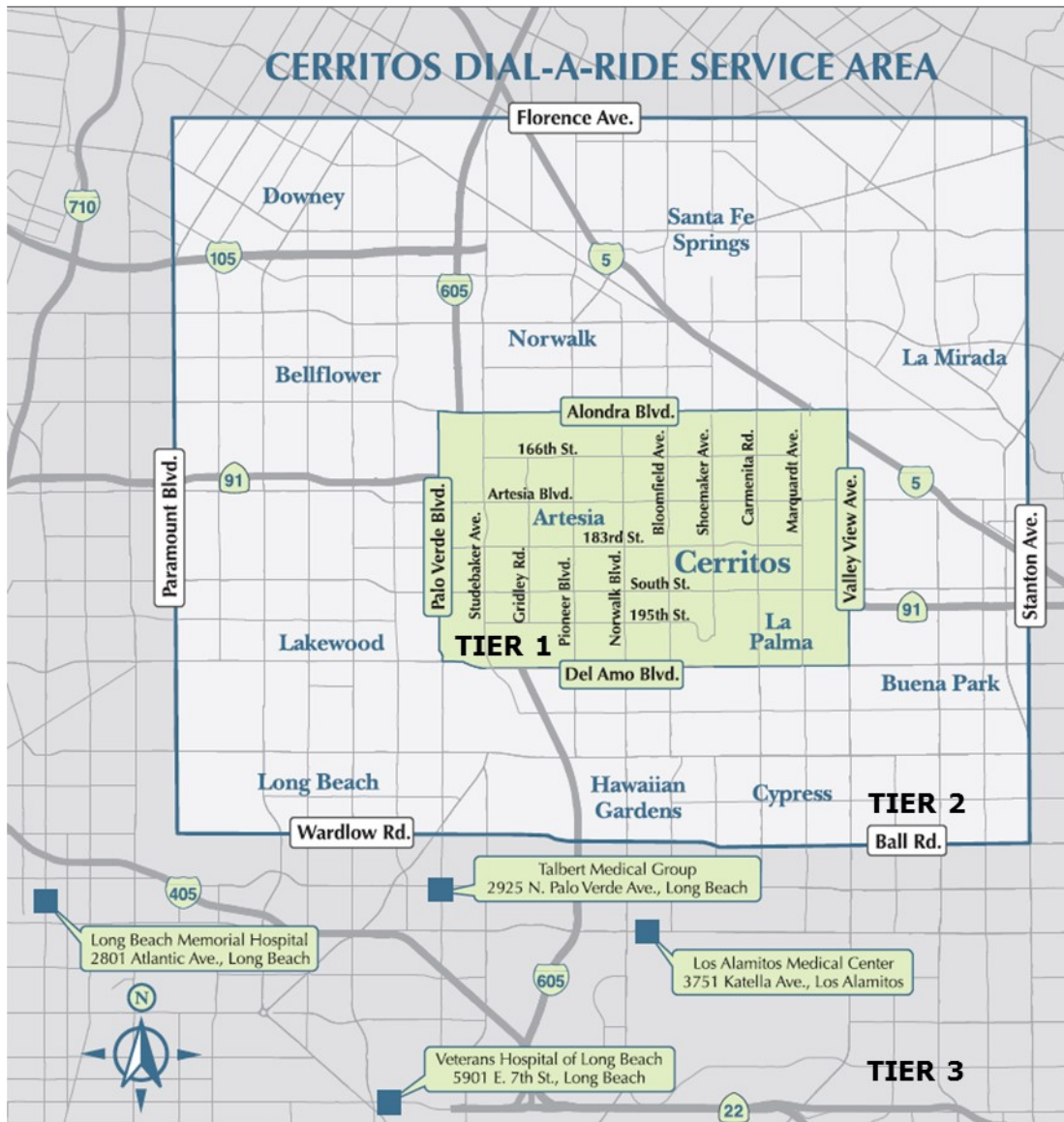
#### **Title VI Program**

The City of Cerritos is committed to ensuring that no person is excluded from participation in, or denied the benefits of, public transit services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964. In an effort to be in compliance with Federal Title VI, Civil Rights Act of 1964, the City of Cerritos adopted a Title VI program in 2014, as part of the City's commitment to providing all members of the public with access to the City's transportation services. Title VI complaint forms are available on the City's website and may be submitted in-person or by mail at the above mentioned address.

**C: APPENDIX  
SERVICE AREA MAP**

# DIAL-A-RIDE

## Service Area



- = **TIER 1** – Passengers may travel to any destination within this area.
- = **TIER 2** – Passengers may travel to any hospital or medical facility within this area.
- = **TIER 3** – Passengers may only travel to four approved hospitals/medical facilities within this area.

**D: APPENDIX APPLICATION**

Mail or deliver application to:  
**CERRITOS CITY HALL**  
ATTN: Community Development  
18125 Bloomfield Avenue  
Cerritos, CA 90703

**CITY OF CERRITOS**  
**DIAL-A-RIDE**  
Passenger Application

**Application Instructions:** Applicants must complete and sign Part I: Application and Part II: Waiver for application approval.

**PART I: APPLICATION**

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ ☐ Male  
(First) (Last) ☐ Female  
Address: \_\_\_\_\_  
Street City Zip Code  
Apt. #: \_\_\_\_\_ Gate Code: \_\_\_\_\_ Email: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Are you a Cerritos resident? ☐ Yes ☐ No

Are you 55 or older? ☐ Yes ☐ No If you are under 55, do you have a disability? ☐ Yes ☐ No

Do you use a wheelchair or mobility device? ☐ Yes ☐ No

Does a personal attendant/caregiver accompany you on trips? ☐ Yes ☐ No

*Note: For new passengers, a valid I.D. with proof of age and Cerritos residency is required at first pick-up.*

**EMERGENCY CONTACT INFORMATION**

Primary Contact Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Relationship: \_\_\_\_\_

Email: \_\_\_\_\_

Secondary Contact: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Relationship: \_\_\_\_\_

Email: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

**Staff Use Only**

Date received: \_\_\_\_\_

Passenger ID: \_\_\_\_\_

Approval : Y N

Date Transit Provider Notified: \_\_\_\_\_

Approval Letter Sent: \_\_\_\_\_

Reviewer Initials: \_\_\_\_\_

**PART II: WAIVER**

**CITY OF CERRITOS DIAL-A-RIDE WAIVER FORM**

I hereby voluntarily and of my own freewill relinquish and waive the right to make any claims or bring any legal action against the City of Cerritos or their officers, officials, employees and/or volunteers, for any injuries, damages, charges or expenses, including attorney's fees which might be sustained as a result of my voluntary participation in the City of Cerritos' Dial-A-Ride program. I also acknowledge that the City of Cerritos reserves the right to refuse transportation service to anyone for health and safety reasons or to anyone in non-compliance with the policies and procedures governing this program. I agree to comply with the terms set forth in the City of Cerritos' Dial-A-Ride Policy and Procedures Manual. The City reserves the right to modify the terms and conditions of this program without prior notice.

**NAME: (Print)** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

Mail or deliver completed application to:

**CERRITOS CITY HALL**  
ATTN: Community Development  
18125 Bloomfield Avenue  
Cerritos, CA 90703

Applications will be reviewed within 2-3 days of receipt.

Approved applicants will be notified by mail.

For more information, please contact Cerritos Transit at (562) 916-1201.