



Glendale Dial-A-Ride
1759 Gardena Ave.
Glendale, CA 91204



What is Dial-A-Ride?

Dial-A-Ride is a curb to curb transportation service available to Glendale, La Canada Flintridge, La Crescenta, Montrose and Verdugo City residents who are 65 years of age or older. Residents of any age with a disability are also served.

Residents must register to use the Dial-A-Ride service. Proofs of age and residency and or doctor-certified disability are required during registration.

When planning a trip on Dial-A-Ride, please remember that Dial-A-Ride is a shared-ride public transportation service. There may be other passenger pick-ups and drop-offs along the way. Rides are provided in wheelchair accessible minivans or medium sized buses that can accommodate several passengers.

Where does it travel?

Residents may travel on Dial-A-Ride anywhere within Glendale, La Canada Flintridge, La Crescenta, Montrose and Verdugo City. La Canada Flintridge residents may also travel into a portion of Altadena and Pasadena west of Lake Avenue and north of California Boulevard. Dial-A-Ride does not go outside of this service area to Burbank or to Los Angeles.

What are the service hours?

Monday – Friday: 8:00 a.m. to 6:00 p.m.
Saturday: 9:00 a.m. to 4:00 p.m.
Sunday: 9:00 a.m. to 2:00 p.m.

Days Not Operating:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

The customer service reservation line **(818) 247-0691** is available 30 minutes before and one hour after the service hours listed above.

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

What is the fare?

The fare is \$1.50 for each one-way trip. For passengers who require assistance traveling, a personal care attendant (PCA) may travel with a Dial-A-Ride registrant at no charge. For those traveling to a Glendale nutritional meal site, there is no charge. Exact change for the fare is required as you get on the Dial-A-Ride vehicle. Drivers cannot make change or accept gratuities.

How do I register?

Residents may register for Dial-A-Ride by completing an application. An online application is available at www.GlendaleDialARide.com. The application is also available by calling **818-548-3960**.

After registering, how do I arrange a ride?

Making a Reservation

1. You must be registered. Register by completing the Dial-A-Ride application either online or by mail.
2. After you receive a letter confirming your Dial-A-Ride registration, call the reservation office at **(818) 247-0691**. You may schedule rides up to two weeks in advance.
3. We now provide same day service; please try to call 2 to 3 hours in advance.
4. Be ready to furnish the reservation agent with your name and phone number. Please indicate if you will be using a wheelchair or if you are traveling with a personal care attendant (PCA).
5. Provide the reservation agent with the address of your destination and the time and date you wish to travel. Please help us improve efficiency by letting us know if your schedule is flexible.
6. You must also make a reservation for your return trip in advance. Please let the reservation agent know what time you would like the vehicle to arrive for your return trip.

Taking Your Trip

1. Please be ready to board the Dial-A-Ride vehicle at the curb as soon as it arrives.
2. The Dial-A-Ride vehicle may arrive up to **10 minutes before** your assigned reservation time. The Dial-A-Ride vehicle may also arrive up to **20 minutes after** your assigned reservation time. Help us to stay on time by being ready to board the vehicle when it arrives.
3. If you are not at the curb when Dial-A-Ride arrives, the driver will wait no more than five minutes after his arrival. Please note drivers are unable to enter buildings or residential complexes to look for passengers.
4. Please be sure to cancel your reservation if you are unable to travel on the day of your appointment. Call the reservation office at (818) 247-0691 should you need to cancel or reschedule your trip.

I'm not sure if the service is right for me. How do I find out?

Dial-A-Ride staff will be happy to make a personalized visit to demonstrate the service and provide you an opportunity to look at a typical Dial-A-Ride vehicle. Staff will walk you through the process of boarding the vehicle and paying your fare. The friendly Dial-A-Ride staff will be able to answer any questions and respond to any special needs that you may have. Call the reservation office at (818) 247-0691 to schedule an orientation visit.

Glendale Dial-A-Ride may allow the reasonable modification of our policies to accommodate the special needs of persons with disabilities in order to use the service. The request for reasonable modification is not designed to make the services more convenient to use; but is specifically designed to assist those who may be unable to use Dial-A-Ride services without modification or accommodation of an existing policy.

Glendale Dial-A-Ride is committed to non-discrimination.

No person shall be excluded from participation in or be denied benefits of our services, programs or activities on the basis of race, color or national origin in accordance with Title VI of the Civil Rights Act. No person with a disability shall be discriminated against in connection with the provision of transportation service in accordance with Titles II and III of the Americans with Disabilities Act (ADA). If you believe that you have been subjected to discrimination, please contact us at 818-548-3960, or by emailing DialARide@glendaleca.gov. Policy information and complaint procedures are available at www.GlendaleDialARide.com.

For questions, concerns or comments
please email DialARide@glendaleca.gov or call **(818) 548-3960**.