

# I Need A Ride!

Some Transportation  
Options You May Not  
Know About



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San Gabriel Pomona Regional Center  
Contact: Mutia Hull  
909-868-7520

South Central Los Angeles Regional Center  
Contact: Dave Simmons  
213-744-8495

Westside Regional Center  
Contact: Lidia Rosales  
310-258-4045

## INTRODUCTION

Being able to get where we need to go in the community is one of the most important ways of being independent. We might need to get to work or to the doctor. Maybe we want to visit a friend, or go shopping or to the movies.

This booklet is designed for:

- People who are not eligible for Access Services but still need accessible transportation
- People who are eligible for Access Services, but cannot book the ride they need for some reason
- People who do not already have transportation provided by their residential provider or day program.
- People who just want to know what other transportation choices are available.

We have divided this booklet up into transportation alternatives available through the regional centers, followed by a section of general countywide resources. We do not list all of the many local Dial-a-Ride programs, taxi companies and hospital shuttles.

## **REGIONAL CENTER TRANSPORTATION COORDINATORS**

These are all listed in one directory described at the back of this booklet, which you can order.

There is no doubt that finding a ride in Los Angeles can be challenging. We hope one of these alternatives will work for you. If you know about other transportation programs, please let us know!

Whenever you are requesting transportation assistance through your regional center, it is important to always go through your service coordinator. He or she is the person who can help with arrangements and funding.

The people listed here have special expertise in transportation and are willing to be listed as contacts if you have very unusual transportation questions.

Eastern Los Angeles Regional Center  
Contact: Jesse Valdez  
626-299-4896

Harbor Regional Center  
Contact: Kent Yamashiro  
310-543-0687

Lanterman Regional Center  
Contact: M. J. Kienast  
213-383-1300

North Los Angeles County Regional Center  
Contact: Christina Vahid  
818-778-1900

MTA's Wheelchair Lift Hotline: **800-621-7828**

One hour before traveling on a particular bus route, a rider who uses a wheelchair can call this number to ask if the lift is currently working. While you wait on the phone, they contact the driver of the bus that is most likely to be at your intersection at the time you want, to make sure the lift is working.

## **HOW REGIONAL CENTERS CAN HELP WITH TRANSPORTATION**

In this section we have listed a variety of transportation alternatives. **Please note that not all of these options are available in every regional center area. For all of the following options, you MUST go through your regional center service coordinator to make the arrangements and get the necessary funding and to have your transportation needs included in your IPP.**

**VENDORED PRIVATE TRANSPORTATION COMPANIES:** All of the regional centers in Los Angeles County pay private transportation companies to transport some consumers to various day programs. In unusual situations, a regional center might pay for one of these contracted companies to provide a ride that is not part of their usual route, during their "free" hours.

**VENDOR A FAMILY MEMBER TO PROVIDE TRANSPORTATION:** In some cases, a family member can be paid by the regional center to drive another family member (who is a regional center consumer) to and from a job, a day program, a doctor's appointment, etc.

**PURCHASE DISABLED BUS PASSES:** In some cases, arrangements can be made for the regional center to purchase monthly disabled bus passes. Regular bus passes are also sometimes purchased, such as in cases where a parent who does not have a disability needs to transport their young child who does have a disability.

**PURCHASE ACCESS SERVICES VOUCHER COUPONS:** In cases of financial hardship, some regional centers purchase Access Services vouchers for consumers who are eligible riders of this program.

**PURCHASE METROLINK TICKETS FOR CONSUMERS:** In rare situations, some regional centers have purchased tickets for these commuter trains for individuals they serve.

**PARTICIPATE IN THE “IMMEDIATE NEEDS TRANSPORTATION PROGRAM”:** A few regional centers participate in this program which gives taxi vouchers and bus tokens to consumers who need them.

Each taxi voucher is worth \$7.00 and is good for 2.8 miles. An individual can receive only 4 coupons a month and no more than two

**DIAL-A-RIDE Services:** Many local cities provide taxi or van services that will transport individuals to locations within that city’s boundaries, or to major hospitals nearby (for non-emergencies). Most offer service during daytime hours only and are either free or for a very low cost. Call Ride Info at 800-431-7882 for information about Dial-A-Ride programs in your area.

No listing of transportation options would be complete with the following additional resources:

Access Services, Inc., **800-827-0829**—Los Angeles County’s paratransit curb-to-curb service for riders with disabilities who meet their eligibility criteria.

**1-800-COMMUTE (266-6883)** - An automated system that allows you to use your phone to link to information, routes and timetables from over 40 bus, ridesharing, highway, and bicycle agencies. (Text telephone service is 800-252-9040.) You can also find them on the internet at [www.smart-traveler.com](http://www.smart-traveler.com)

senior citizens). There is an application process which requires certification of your disability. The service is very local, usually within 5 to 10 miles of the center. Their vans run limited daytime hours, Monday through Fridays only. Hours vary from center to center. Procedures also vary, some requiring you to call the morning before you need the ride, some requiring 2 days before. A 50 cent to \$1.00 donation is requested each way, but no one is turned away if they cannot pay.

DIRECTORY OF SPECIALIZED TRANSPORTATION SERVICES, Los Angeles County, also known as "The Gray Book". Available for free by calling **800-827-0829**, or by writing to: Access Services, Inc., P. O. Box 71684, Los Angeles, CA. 90071-0684, or by e-mailing: [rideinfo@asila.org](mailto:rideinfo@asila.org)

This book lists public, social service, medical and commercial organizations in Los Angeles County offering various types of transportation services or assistance. These may include local city and county dial-a-rides, accessible van transportation, medical and hospital shuttles, non-emergency medical transportation, taxi voucher programs, and other services available to special needs riders. It is a valuable resource, broken down by county region.

coupons may be used in a single one-way trip. For longer trips, the consumer would have to make up the difference for the full cost of the trip.

This program can also provide up to 10 bus tokens per month per person. Each token is worth \$1.35, the cost of one MTA ride (also accepted by some other bus lines.)

The regional centers who participate in this program usually run out of coupons and tokens by the middle of the month. They are distributed on a "first come, first served" basis.

**PURCHASE THE FULL COST OF A TAXI OR VAN RIDE:** Sometimes when there are no other alternatives, and there is a really unusual situation (such as late at night, or serious illness), some regional centers may purchase a private taxi or lift-equipped van ride for an individual. This is usually considered a "last resort".

## **SOME COUNTYWIDE RESOURCES AND REFERRAL SERVICES**

CITY RIDE (Call **808-RIDE** from the 213,310, 323 or 818 area codes for general information.) The City Ride program is open to adults who live in the City of Los Angeles (including the San Fernando Valley) and who either have a disability or are aged 65 or older. An MTA disabled identification card or a doctor's note can be used as proof of having a disability. The regional centers can also help you with the application process.

Every three months, you can purchase a book of 66 transit scrip (a \$66 value) for \$15.34. If you receive SSI or MediCal, then the cost is \$6.34. If you are also an Access Services rider, you may exchange City Ride transit scrip for ASI fare coupons.

City Ride offers scrip which can be used for 4 programs:

- 1) purchasing a disabled bus pass (costs 12 scrip),
- 2) for taxi services (you can use up to 12 scrip and you pay all costs over \$12),
- 3) for private lift van service (up to 8 scrip and you pay all costs over \$8)

The ride must be within 20 miles of your home.

- 4) for City Ride's own Lift Van program which runs Monday through Friday during daytime hours (costs between 2 and 5 scrip, depending on length of ride.) You must schedule your trip one day before service is required. The ride must be within 20 miles of your home.

**RIDE INFO (800-431-7882)** This is a referral service which matches an individual's transportation needs with available accessible transportation within Los Angeles County. This service is free of charge. Referral hours are Monday through Friday from 8 AM to 5 PM.

**SENIOR MULTI-PURPOSE CENTERS (213-368-4000)** For door to door services, they have specialized transportation services available on a limited basis. There are 16 Multi-Purpose Centers in the City of Los Angeles. Call the Department of Aging at the number above for the one that serves the area you live in.

These centers serve senior citizens and people with disabilities (who do not have to be