



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. Disabled residents of any age 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. 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 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?

8:00 a.m. to 6:00 p.m., Monday through Friday

9:00 a.m. to 4:00 p.m. on Saturday

9:00 a.m. to 2:00 p.m. on Sunday.

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

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, option 2**.

How do I get a ride now that I am registered?

Making a Reservation

1. You must be registered. Register by completing the Dial-A-Ride application. An online application is available at www.GlendaleDialARide.com.
2. After you receive a letter in the mail confirming your Dial-A-Ride registration, call the reservation office at **(818) 247-0691**. You may schedule appointments up to two weeks in advance, but not less than 24 hours in advance.
3. Be ready to furnish the reservation agent with your name and home phone number. Please indicate if you will be using a wheelchair or if you are traveling with a personal care attendant.
4. 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.
5. 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.
6. The Reservation Agent will confirm the day, date and time of each appointment.

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.

If you have questions, please email DialARide@ci.glendale.ca.us
or call (818) 548-3960, option 2.



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