Reservations
To make a reservation for a trip, please call (562) 865-7433 between 9:00 a.m. - 5:00 p.m., Monday - Friday. Please have the following information ready when you call:
- Your name and/or Dial-A-Ride ID number
- Day and date that you want to ride
- Times you want to be picked up and returned
- Address of the pick up and destination locations (staff cannot look up addresses for you)
If you are disabled, please indicate any special equipment, such as a cane, walker, or wheelchair, and if you will be accompanied by an attendant. Please make your reservations for your pick up and return trip at the time of your initial call.

THERE IS A GREAT DEMAND FOR THIS SERVICE. PLEASE MAKE RESERVATIONS AT LEAST 48 HOURS BEFORE YOUR TRIP.

Dial-A-Ride cannot guarantee on-time service for reservations made less than 48 hours in advance. Same day service is not available. Reservations may be made seven days in advance.

Cancellations/“No Shows”
It is your responsibility to inform the reservations center of cancellations in a timely manner to avoid being considered a “no show”. A “no show” passenger is one who places a request for service, but does not meet his/her ride within 3 minutes of the vehicle’s arrival. Please be advised that the Dial-A-Ride service has the following “no-show” policy in effect:
If you are a “no-show” three times in a 30-day period, you will be advised that one additional “no-show” during the next 30 days will result in your suspension from the use of Dial-A-Ride service for 30 days. If this takes place again, your service will be suspended for six months. A third infraction will result in riding privileges being suspended indefinitely.

Attendants
Members may have up to two adult attendants accompany them at no charge. Adult attendants must enter and exit at the same location as the member. Drivers cannot assist you physically. If you require assistance, please arrange to have an attendant accompany you.

What is Dial-A-Ride?
Dial-A-Ride offers curb-to-curb transportation for Bellflower residents 55 years or older, and disabled persons of any age.

This service can be used for any purpose within the city limits, and for medical trips within the boundaries shown on the map inside the brochure.

Membership
Bellflower residents meeting either the age or disability requirements must complete a short application and obtain a photo I.D. card at Bellflower City Hall, 16600 Civic Center Drive. Please bring proof of residency, age and/or disability. If you do not have transportation to City Hall, you can call Dial-A-Ride for a free membership ride.

Hours of Service
Dial-A-Ride services are available to members Monday through Friday from 9:00 a.m. - 5:00 p.m.

Fare
A one-way fare of 50¢ is charged for trips within the city limits and to Cerritos College. Medical trips outside the city are $2 one-way.

Reasonable Modification Requests & Alternative Formats
In compliance with the Americans with Disabilities Act, Bellflower Dial-A-Ride allows requests for reasonable accommodations to customers with disabilities and can also provide information in alternative formats. For more information, please visit our website at www.bellflower.org or call (562) 804-1424 X2267.

Some residents meeting eligibility requirements may qualify for Access Services, offering county-wide transit for those unable to use buses. For information, please call (800) 431-7882.
**Guidelines**

- Please be on time and visible outside the pick up location. Vans must stay on the street and are not allowed to enter driveways.
- Drivers are not allowed to help you in or out of your residence or business buildings.
- Drivers must leave your pick up location if you are not present for your ride within 3 minutes of their arrival.
- Drivers may arrive five minutes before your pick up time and up to 15 minutes after, before they are considered late.
- Your trip is scheduled with other riders, so allow plenty of time for pick up before your appointment.
- Drivers are not authorized to take you to any destination other than the one requested at the time of your reservation.
- Carry exact change. Drivers cannot make change.
- Please limit yourself to four parcels. Drivers may not carry parcels into your destination.
- No smoking, eating or drinking in the vehicles.
- Drivers are authorized to refuse service at their discretion.
- Drivers may not accept tips.

**Service Area**

- Dial-A-Ride will go to destinations within the City of Bellflower for any purpose for a charge of 50¢ each way.
- Outside Bellflower city limits, Dial-A-Ride may be used for medical trips only, for a charge of $2.00 each way. Please refer to the map to see if your destination is within the service area.

**Passenger Conduct**

Treat your fellow riders and drivers kindly—don’t abuse, threaten, or use obscene language while on board. Inappropriate conduct towards other riders, drivers, or system staff is prohibited. If a passenger’s behavior becomes disruptive, is a persistent nuisance to other riders, drivers, or system staff, they will be restricted from using the service in the future.

**Transporting Children**

*Only children with a disability or children of a rider with a disability are eligible for Dial-A-Ride service.*

The Dial-A-Ride services does not provide safety seats for children. Children 7 years of age or younger or children 4 feet 9 inches in height must be secured in a car safety seat before they may be transported by Dial-A-Ride. It is the responsibility of the parent or escort, not the driver, to secure the child in the safety seat.