



The Paratransit Division offers several transportation opportunities to residents of Culver City and designated areas of Los Angeles County.

DIAL-A-RIDE PROGRAM

For Culver City Residents 18 and older:

Culver City Dial-A-Ride (DAR) service is provided for qualified individuals who are transportationally disabled (unable to drive or use public transportation).

Participants must be Culver City residents as defined by the City of Culver City's Geographic Information System (GIS) and are required to complete a Senior Center Paratransit Physician Authorization Form to qualify.

Forms are available at the Senior Center or online at: <http://www.culvercity.org/home/showdocument?id=14>

For more information, please call the Transportation Department Monday - Friday from 7:30 am - 5:30 pm at (310) 253-6580.

Program Information:

- Prior to participation all requirements above must be met and verified by staff.
- Curb-to-curb service is provided from 8:30 am to 4:00 pm; Monday – Friday within Culver City limits and designated areas of LA County. Door-to-door service is available upon request.
- Suggested donation of \$0.50 each way. For your convenience, a \$10 prepaid card can be purchased at the Senior Center Business Desk, Monday – Friday, 9:00 am - 4:00 pm.

TO RESERVE SERVICE

Reservations are required to be made the day before the requested service between 12:00 pm - 8:00 pm with the following information:

- Name
- Date you wish to travel
- Destination address (location) and time you wish to travel
- Return pick up time
- Indicate any special situation or need (wheelchair, personal care attendant (PCA), service dog, etc.)

Service is not confirmed until a callback is received the morning of the ride.

- DAR is a localized paratransit service meant to compliment the Los Angeles County Access Services Program (which is the ADA mandated provider). Access Services can be reached at (800)-827-0829 or TDD at (800) 827-1359.
- Requested rides are not guaranteed. However, every effort will be made to accommodate all requests. Priority will be given to clients requesting rides to medical appointments and grocery shopping.
- Participants should be aware that there is a 15 minute grace period prior to/after the scheduled pick up time for drivers to arrive. We ask that you are ready 15 minutes before the scheduled pick up time.
- DAR service is not available on the following days:

New Year's Day	Labor Day
Martin Luther King Day	Thanksgiving Day
Memorial Day	Friday after Thanksgiving
Independence Day	Christmas Day

This list is subject to change.

- A PCA is someone who travels with the participant to provide any assistance. The PCA rides DAR free and must board and de-board at the same location as the participant. DAR does not provide personal care attendants and the driver cannot serve as a personal care attendant.

- All passengers being transported in the vehicle are required to properly wear seatbelts or have their mobility device secured throughout their entire ride. Passengers are not permitted to stand while the vehicle is in operation.

To cancel a ride, please contact the Transportation Department immediately at (310) 253-6580.

TAXI COUPON PROGRAM

- Taxi coupons are available for purchase at the Senior Center Business Desk from 9:00 am - 4:00 pm, Monday – Friday; on weekends from 12:00 pm - 4:00 pm; or by mailing a check payable to the City of CulverCity with a self-addressed envelope with six stamps affixed to Culver City Senior Center at 4095 Overland Avenue, Culver City, CA 90232. Taxi Coupons never expire.
- Approved clients may purchase up to 7 coupon books for Culver City residents and 10 for L.A. County residents per month.
- Each coupon book costs \$2.00 but represents \$10.00 worth of coupons.
- Taxi drivers are obligated to accept a maximum of \$8.00 in taxi coupons per trip for Culver City participants. If the fare exceeds the \$8.00 coupon limit, the balance of the fare must be paid in cash by the rider. *L.A. County participants may use up to \$10 in coupons per trip.*
- Tips for taxi drivers are the responsibility of the rider.
- Drivers are allowed to assist customers but may not physically move them.

Culver CITY

For Non-Culver City Residents:

- Proof of residency
- County residents under 60 years of age must have a Senior Center Paratransit Physician's Authorization form on file
- Residents over 60 years old only require proof of age / identification
- All trips must originate or end in either Culver City or specified County Areas: View Park, Windsor Hills & Ladera Heights.

TAXI RATES

- \$ 2.85 for the first 1/9 of a mile
 - \$ 0.30 for each additional 1/9 of a mile, and
 - \$ 0.30 for each additional 37 seconds of waiting time and/or traffic delays.
- Rates may change or differ from what we have listed. It is best to contact the taxi company to confirm current rates.



TAXI COMPANIES

Beverly Hills Cab Company
1-800-273-6611
(310) 837-0260



Independent Cab
1-800-521-8294
(323) 315-1600

United Taxi of the South-West
1-800-822-8294
(310) 821-1000

Average wait time 15 - 30 minutes

*** If you need a wheelchair accessible taxi, please call the company 24 hours in advance. Approximate wait time 45 minutes**

TAXI COMMENDATION / COMPLAINT PROCEDURE

The following information would be useful when filing a commendation / complaint:

- Name and telephone number of the taxi company
- Date and time taxi company was called
- Pick-up address

To file a commendation / complaint regarding either DAR or the Taxi Program please mail, email, or call as follows:

Culver City Transportation Department
4343 Duquesne Avenue
Culver City, CA 90232
Phone: (310) 253-6580
Fax: (310) 253-6513
Email: citybus@culvercity.org
Hours: 7:30 am – 5:30 pm

Culver CITY

DIAL-A-RIDE

