

CITY OF COMPTON



DIAL-A-RIDE PROGRAM PARATRANSIT PASSENGER HANDBOOK

EFFECTIVE: January 7th, 2026

**301 N Tamarind Avenue
Compton, CA 90220
(310) 605-6224**

City of Compton Dial-A-Ride Program

WHAT IS ADA PARATRANSIT?

The Americans with Disabilities Act (ADA) is a federal law which recognizes that some individuals with disabilities are not able to use a regular fixed-route bus service. To address this inequity, a “complementary” ADA Paratransit service may be provided for persons with disabilities who are unable to use a fixed-route bus service. According to the law, ADA Paratransit exists to “complement” a fixed-route bus service. The ADA Paratransit service does its best to match the fixed-route’s service area, hours of operation, and several other factors. The criteria for determining who is eligible for ADA Paratransit are defined by ADA law.

The City of Compton facilitates the Dial-A-Ride program. Dial-A-Ride is a Paratransit service that transports senior citizens who live within city limits. Riders who meet the criteria specified by ADA law can become approved as eligible to use the service. If you have any questions regarding ADA law please call (310) 605-6224.

IS COMPTON DIAL-A-RIDE FOR ME?

Eligibility requirements: Dial-A-Ride provides service for individuals who meet the criteria outlined by the ADA. In general, the service is intended for individuals whose disabilities prevent them from being able to use a regular fixed-route bus service.

Participants must live in the City of Compton. Please call (310) 605-6224 to determine if you live within city boundaries or have other questions regarding your eligibility.

HOW CAN I APPLY FOR DIAL-A-RIDE?

Printed applications are available at the Douglas F. Dollarhide Community Center (Dollarhide) located at 301 N Tamarind Ave, Compton, CA 90220 and City Hall located at 205 S Willowbrook Ave, Compton, CA 90220.

Fill out the physical application and submit to the Dial-A-Ride program administrator. For further information regarding the application process please call (310) 605-6224.

HOW MUCH DOES IT COST?

The cost of Dial-A-Ride service is: **\$5.00 per month** or **\$60.00 per year**. This fee is subject to change. Participants will be notified ahead of time in the event of a fee change.

Payment Due Date

Payments are due **no later than the 7th day of each month**. For example, to receive service in **January**, payment must be submitted by **January 7th**.

Accepted Payment Method

Dial-A-Ride accepts **money orders and cashier’s checks only**. Please complete the payment as follows:

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- **Pay to the Order of:** City of Compton
- **Memo Section:** Passenger name, month(s), and year of service you are paying for. Example: (John Smith, Dial-A-Ride Service Fee for July - August 2026)

Payments may be submitted to:

- The Dollarhide Community Center front desk or
- Dial-A-Ride Program Coordinator

After submitting your money order a receipt will be issued to you. Make sure to store the receipt away in safe place for your records.

Important Payment Policies

- Cash, checks, and card payments are **not accepted** and will not be processed
- Failure to submit payment by the monthly due date will result in **temporary suspension of service**, including pick-ups and drop-offs
- Service will resume once payment has been received and processed

WHERE AND WHEN CAN I GO?

The Dial-A-Ride shuttle picks passengers up from their residence and transports them to Dollarhide. In the afternoon, passengers are transported from Dollarhide back home. The service operates on **Monday through Friday** from **8:30 AM – 3:30 PM**. Dial-A-Ride works using designated time windows rather than exact pick-up or drop-off times.

Morning Pick-Ups:

Pick-ups occur between:

8:50 AM - 9:50 AM

Afternoon Drop-Offs:

Drop-offs occur between:

2:30 PM – 3:30 PM

While every effort is made to remain on schedule, pick-up and drop-off times are **approximate**. Times may vary due to traffic conditions, weather, number of stops, or other operational factors. Passengers are encouraged to plan accordingly when scheduling rides.

There will be no service on the following holidays:

<u>Holiday</u>	<u>Date Observed</u>
New Year's Day	Thursday, January 1st, 2026

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Martin Luther King Jr.'s Birthday	Monday, January 19th, 2026
President's Day	Monday, February 16th, 2026
Cesar Chavez's Birthday	Tuesday, March 31st, 2026
Cinco de Mayo	Tuesday, May 5th, 2026
Memorial Day	Monday, May 25th, 2026
Juneteenth	Friday, June 19th, 2026
Independence Day	Friday, July 3rd, 2026
Labor Day	Monday, September 7th, 2026
Veteran's Day	Wednesday, November 11th, 2026
Thanksgiving Day	Thursday, November 26th, 2026
Friday after Thanksgiving	Friday, November 27th, 2026
Christmas Day	Friday, December 25th, 2026

HOW DO I SCHEDULE A RIDE?

Call the Dial-A-Ride number at (310) 605-6224. You will be connected with a staff member who will help schedule your ride.

Please have the following information ready:

1. Your first and last name.
2. The date(s) you would like to be picked up and/or dropped off.
3. Your home address.
4. If you are requesting a ride back home.
5. Your phone number.
6. If you plan on bringing a personal care attendant (PCA) with you. *More details about PCA's in the "Who Can Ride with Me?" section.*

You may call to schedule a ride up to 14 days in advance. When calling, you must provide all the information listed above to the staff member. They will confirm your trip details. Record the trip information in a safe place. You will not be receiving a call back to remind you of your trip details.

If no one is available to take your call, **PLEASE LEAVE A VOICEMAIL** with the requested information above. Your call will be returned to confirm if your ride has been scheduled.

Scheduling during non-business hours: You may call the Dial-A-Ride number during non-business hours to request a ride. Please leave a voicemail with the 6 pieces of information above. Your trip will not be processed without this information. You will be contacted the next business day to verify that the trips have been scheduled.

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Other Scheduling Rules:

**Trip requests must be made at least one day before. For example, calling and leaving a voicemail on Sunday to request a pick up and/or drop off for Monday.

**There will be no same day scheduling. For example, you cannot call on Monday morning to request a pick up and/or drop-off for that same day.

HOW DO I CANCEL A RIDE?

To cancel a scheduled trip, please contact the Dial-A-Ride office at (310) 605-6224 as soon as possible and be prepared to provide the following information to the staff member:

- Your first and last name
- The date of the trip you wish to cancel
- Whether you are canceling a **pick-up**, **drop-off**, or **both**

If you are canceling multiple trips, you must provide the above information for **each scheduled trip**.

Cancellation Policy

Cancellations must be made **at least one (1) hour prior** to the scheduled pick-up or drop-off time whenever possible. Failure to properly cancel a scheduled trip may result in the trip being recorded as a **no-show** and may lead to suspension of ridership privileges.

Emergency cancellations that are sooner than (1) hour are reviewed on a **case-by-case basis**. If cancelling outside of normal business hours, riders may leave a voicemail with the required information. Voicemails received will be processed on the next business day.

NO SHOW POLICY

A **no-show** occurs when a passenger schedules a Dial-A-Ride trip and:

- Fails to appear for a scheduled pick-up without canceling in advance, or
- Cancels a trip at the time the vehicle arrives

Pick-Up No-Shows

For scheduled pick-ups, drivers will wait a maximum of **five (5) minutes** from the time they arrive at the pick-up location. If the passenger does not board within this time, the trip will be recorded as a no-show and the vehicle will depart.

Drop-Off No-Shows

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Passengers must be ready to board the shuttle at their selected return time to ensure a timely drop-off. If a passenger cannot be located or does not board the vehicle during the scheduled return window, the trip will be recorded as a no-show.

Suspension of Service

Ridership privileges may be **temporarily suspended** if a passenger records **more than three (3) no-shows within a 30-day period**.

WHERE DO I WAIT?

Dial-A-Ride provides **curb-to-curb transportation service**. For pick-ups, passengers must wait at a safe, visible location near the curb, such as:

- The main entrance of a residence or building
- The sidewalk or another safe waiting area as close as possible to the designated pick-up location

Drivers will wait at the curb of a public street, or as close as safely possible to the passenger's designated pick-up location.

For drop-offs, passengers will be discharged at the curb, sidewalk, or another safe area, as close as possible to the designated drop-off location.

Driver Assistance Limitations

For safety reasons, Dial-A-Ride drivers must maintain visual contact with their vehicle at all times. Drivers may provide limited assistance consistent with ADA guidelines. However, for safety and liability reasons, **curb-to-curb transportation service does not include:**

- Assisting passengers on unsafe or steeply inclined driveways, ramps, or stairs
- Entering a residence or going beyond the threshold or ground level of any building.
- Loading, carrying, or unloading personal items
 - All carry-on items must be limited to what the passenger can safely carry when boarding
 - Drivers are not responsible for personal belongings
- Entering nursing homes, medical facilities, shopping centers, businesses, or other public buildings to locate passengers

Passengers who require assistance beyond these limitations must arrange for help from a caregiver, companion, or personal care attendant (PCA).

MOBILITY DEVICES AND WHEELCHAIR ASSISTANCE

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Dial-A-Ride accommodates passengers who use **standard wheelchairs**. Scooters and other mobility devices may also be accommodated. However, the combined weight of the device and passenger should not exceed the shuttle lift's maximum capacity of **800 pounds**.

Mobility Device Requirements

- Mobility devices must be in safe, operable condition, including:
 - Secure handgrips
 - Functional locking brakes
 - Properly inflated tires
 - Footrests in place to protect the passenger's feet

Non-Standard Mobility Devices

Passengers using mobility devices that exceed standard size requirements can make a request by calling (310) 605-6224. Dial-A-Ride staff will evaluate these requests on a case-by-case basis to determine whether safe accommodation is possible. While every effort will be made to secure mobility devices, accommodation is not guaranteed.

Driver Assistance Limitations

For safety reasons, Dial-A-Ride drivers:

- Are not permitted to assist passengers using wheelchairs or mobility devices up or down stairs or steps
- May not provide assistance on unsafe or steeply inclined ramps or surfaces

Door-to-door service to a ramp location may only be provided if:

1. The passenger arranges assistance up and down the ramp from someone other than a Dial-A-Ride driver, **or**
2. The ramp complies with applicable ADA Accessibility Guidelines (Appendix A to Part 37 of the ADA)

SEAT BELT POLICY

Passengers must remain in an **upright seated position** at all times while the vehicle is in motion. Seat belts are available for all passengers. While seat belt use is **not required**, passengers are **strongly encouraged** to use them whenever possible.

For passengers using wheelchairs, **shoulder harnesses are available upon request** to provide additional support and safety. If assistance is needed with seat belts or restraints, riders may ask the driver for help.

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WHO CAN RIDE WITH ME?

- **Personal Care Attendants (PCAs):** One PCA may ride with you at **no additional cost**. PCAs must be **certified through the official approval process**. Please contact our program staff for more details (310) 605-6224.
- **Companions:** You may bring **one companion** if space is available. A **fee will apply** for companions. To arrange this, call Dial-A-Ride at (310) 605-6224 before your trip.

PCAs are guaranteed a seat; companions are only permitted when space allows.

SERVICE ANIMALS

If you wish to be accompanied by a **certified service animal**, indicate this on your Dial-A-Ride application. Be prepared to provide proof of documentation if program staff asks.

A **service animal** is any animal **individually trained** to perform tasks for a person with a disability. Examples include:

- Guiding individuals with impaired vision
- Alerting individuals with impaired hearing to sounds or intruders
- Providing minimal protection or rescue work
- Pulling a wheelchair
- Fetching dropped items

If your application is approved, call program staff at (310) 605-6224 so accommodations can be made.

WEATHER PROCEDURES AND SERVICE CHANGES

Dial-A-Ride is committed to providing service whenever possible. However, passenger and staff safety is the top priority during adverse weather conditions.

Bus Lift and Sidewalk Safety:

- If conditions prevent the bus lift from being safely deployed, the driver **will not attempt the pickup**.
- If the lift can be used but sidewalks or driveways are **flooded or unsafe**, the driver will notify program staff.
- Program staff will inform the passenger. If the passenger can safely reach the bus on their own, the ride will proceed.

Service Discontinuation:

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- In extreme weather that makes travel unsafe, Dial-A-Ride reserves the right to temporarily discontinue service.
- All scheduled rides will be canceled if service is suspended.
- If service is discontinued during operating hours, every effort will be made to return passengers home safely.

Safety of passengers and staff is priority. Rides may be delayed or canceled during severe weather conditions. For updates on weather-related service changes, call (310) 605-6224.

HOW DO I REQUEST A SPECIAL TRIP?

Dial-A-Ride may be able to accommodate special trip requests based on service availability, staffing levels, and the operational status of shuttles. A special trip is defined as transportation from a participant's residence to an essential service location within the City of Compton. For example, a medical or DMV appointment.

Special trips must be requested at least two weeks in advance from your appointment date. To request the trip, contact the Dial-A-Ride staff at (310) 605-6224. Staff will provide instructions and any required forms needed for review.

All special trip requests are evaluated on a case-by-case basis and subject to availability. Approvals are not guaranteed and requests may be denied due to operational constraints. You are encouraged to make alternate transportation arrangements in the event your request cannot be accommodated.

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PASSENGER ACKNOWLEDGEMENT & AGREEMENT **Acknowledgment of Rules, Policies, and Conditions of Service**

I, _____, acknowledge that I have received, read, and understand the City of Compton's **Dial-A-Ride Paratransit Passenger Handbook**. I understand that participation in the Dial-A-Ride Program is subject to compliance with all rules, policies, procedures, and conditions described in the handbook and as required by the **Americans with Disabilities Act (ADA)**.

By signing below, I acknowledge and agree to the following:

1. Eligibility & Service Limitations

- Dial-A-Ride is a shared, demand-responsive ADA paratransit service, not a private or on-demand service.
- Pick-up and drop-off times are approximate and may vary due to traffic, weather, routing, passenger demand, and operational conditions.

2. Scheduling & No-Show Policy

- Rides must be scheduled in advance; same-day scheduling is not permitted.
- Failure to cancel within the required timeframe may result in a "no-show."
- Excessive no-shows or late cancellations may result in suspension of riding privileges.

3. Passenger Responsibilities

- Be ready at the designated pick-up location.
- Board and exit the vehicle safely and promptly.
- Follow all safety instructions from Dial-A-Ride staff and drivers.
- Treat drivers, staff, and other passengers with courtesy and respect.

4. Conduct & Safety

- Abusive, disruptive, threatening, or unsafe behavior may result in immediate suspension or termination of service.
- The City reserves the right to refuse service when passenger behavior poses a safety risk.

5. Service Changes & Interruptions

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- Service may be delayed, modified, or suspended due to weather, emergencies, vehicle issues, staffing limitations, or other circumstances beyond the City's control.

6. Personal Property & Assistance

- Drivers are not responsible for personal belongings, carry-on items, or mobility devices beyond standard securement procedures.
- Assistance is provided only as outlined in the handbook and ADA guidelines.

7. Assumption of Risk & Limitation of Liability

- Participation in Dial-A-Ride involves inherent risks associated with transportation.
- To the fullest extent permitted by law, the City, its officers, employees, and agents are not liable for delays, missed appointments, service interruptions, or circumstances beyond reasonable control.

8. Policy Updates

- The City may amend policies, procedures, and service conditions as necessary.
- Continued use of the service constitutes acceptance of any changes.

Participant Certification

I certify that I understand and agree to comply with all Dial-A-Ride Program rules and policies. I understand that failure to comply may result in suspension or termination of my participation in the program.

Participant Name (Print): _____

Participant Signature: _____

Date: _____

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PRE-TRIP VEHICLE INSPECTION SHEET

PURPOSE: To help ensure the safe mechanical condition of each Vehicle before it is used in service.

DIRECTIONS:

The Pre-Trip Vehicle Inspection Sheet should be completed by each driver before they start their run. Items to be checked are listed on the left side of the page. Two boxes on the right side of the page highlight information that should be recorded for administrative purposes.

There are three main areas that must be inspected by the driver. The exterior inspection checks the lighting systems, tires, body damage, and wheelchair lift/ramp operation. The interior inspection checks the operating condition of the major mechanical systems such as the brakes and steering as well as the operation of the radio (if applicable) and the cleanliness of the vehicle.

Drivers should also visually check the condition of the belts and hoses in the engine compartment and fluid levels as instructed by their supervisor.

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Exterior Inspection:

The exterior inspection can be completed more efficiently by two people but it should not take long for a single person to do the work.

Headlights	Both high and low beams must be checked
Turn Signals	Front and back pairs of signals must work. In addition hazard lights must be operational.
Back-up Lights	Back-up lights must work if transmission is shifted into reverse. (Should be inspected by another individual if possible.)
Mirrors	All mirrors must be present, unobstructed, and adjusted to the person who will be driving the vehicle.
Windshield Wipers	Windshield wipers must work at all settings. Wiper fluid pump should also be tested.
Windows	Windows must be secure and in good operating condition.
Tires	All tires should be visibly inspected for inflation and tread wear
Body Damage	Any body damage should be reported even if transportation system administration and personnel are already aware of the problem.
Cleanliness	Outside of the vehicle should be inspected for accumulated dirt and grime.
Lift/Ramp Operation	All wheelchair lifts must be checked before the vehicle is put into service, whether or not the lifts are intended to be used.

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Interior Inspection

Brakes	Brakes should be checked by putting the vehicle in gear without acceleration and applying the brakes.
Steering	Steering wheel should both have a full range of motion and effectively turn the front wheels.
Gauges and Indicators	All gauges and indicators should be visually inspected to make sure that they are operational.
Transmission Selector	Vehicle should be capable of being shifted into any gear
Radio	If the vehicle is equipped with a radio, a radio check should be conducted with dispatch.
Cleanliness	The interior of the vehicle should be free of any litter, food, or excessive dirt.

Engine Area Inspection

Each driver should visibly inspect the engine compartment for any loose belts or hoses. Fluid levels should also be checked as appropriate.

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VEHICLE DEFECT SHEET

PURPOSE:

Used by drivers to record and report any vehicle malfunctions that develop during their run.

DIRECTIONS:

Drivers should use this form to indicate any vehicle defects that occur during their run.

An "x" should mark the component or area that seems to be malfunctioning. Drivers must also describe the defect as they record information on the vehicle in question, the date and, their name in the first box. If no repairs are made because the problem could not be located, the mechanic should also record that information.

Commented [MRL1]: