



Dial-A-Ride Program Guidelines

This guide is provided to assist participants in understanding how the Dial-A-Ride (DAR) program works, how to get the most benefit from the service, and to answer the most frequently asked questions.

PROGRAM HIGHLIGHTS

- Curb-to-curb service is provided by taxicabs and lift-equipped minivans.
- Service is available 24 hours a day, seven days a week, including holidays.
- Rides must be purchased in advance by adding value to your DAR card.
- Participants may use a maximum of **20 one-way rides per month**.
- Participants pay **\$2 for each one-way ride**.
- The **maximum value** of each one-way ride is **\$20**.
- Any amount exceeding \$20 on the taxi meter, per one-way ride, is the responsibility of the participant and must be paid at the time of service. Please plan accordingly.
- Participants may travel with a care provider or companion at no additional cost.
- Gratuities (tips) for cab drivers are **not** required or expected.
- The fee for New and Replacement DAR cards is **\$10**. **Card fees are non-refundable**. NO EXCEPTIONS.
- Address changes must be promptly reported to the TSD office. DMV address change is required.
- **Biennial application renewal and address verification is required to remain in the program.**

TO REQUEST A RIDE

- Please call **1-(877) 435-6111**. The number is also printed on the back of your DAR card.
- Provide the dispatcher with the last 6-digits of your DAR card number, your name, pick-up address, and exact destination location.
- To ensure on-time service for your trip, please call ahead to schedule your pick-up.
- On-demand service is available, with a response time of up to **30 minutes**.
- You may pre-schedule rides for standing daily, weekly or monthly appointments.

WHEELCHAIR-ACCESSIBLE VAN ORDERS

- Please inform the dispatcher if you require a wheelchair-accessible van.
- To ensure on-time service, please call **24 hours** in advance to reserve a wheelchair-accessible van.
- Same day service is available; however, the response time may be **1 hour or more**, depending on the availability of wheelchair-accessible vans in the area.

TO PURCHASE RIDES

- Cash, check, and credit/debit card payments are accepted.
- Payments are accepted in person in the Transportation Office; via mail; and online at <https://payment.carson.ca.us/transportationonline/dialaride.asp>
- For cash payments, only exact amounts are accepted. We do not keep change in the office.
- For check payments, address must be pre-printed on checks. NO EXCEPTIONS. NSF fee is \$25.
- Online payments will be credited to your DAR account during regular business hours only.
- **Ride purchases are NON-REFUNDABLE. NO EXCEPTIONS.** Please plan accordingly.

SERVICE AREA

- Participants may travel **within city limits for any purpose** including banking, shopping, recreational, social, educational and medical.
- **Travel outside the city is limited to medical and social service appointments** in Gardena, Harbor City, Lomita, Long Beach, San Pedro and Torrance. The service area parameter is North: Del Amo Blvd, South: Pacific Coast Hwy, East: Atlantic Blvd and West: Hawthorne Blvd.
- Additionally, participants may travel to and from 17 designated medical facilities located outside of the city and service area parameter.
- Please refer to the **DAR Service Area Map** for complete coverage information.

For more information, please call or visit the Transportation Services Office

City of Carson

Transportation Services

Juanita Millender-McDonald Community Center

801 E Carson St · Carson, CA 90745

Phone: (310) 952-1757

<http://ci.carson.ca.us/CommunityServices/dialaride.aspx>

Office Hours

Monday through Thursday

8:00 AM – 5:00 PM

Office is closed Fridays, Saturdays, Sundays, and Holidays.

