

Long Beach Transit Dial-A-Lift Service

Long Beach Transit (LBT) Dial-A-Lift (DAL) is a curb-to-curb, shared-ride transit service exclusively for persons who are unable to use LBT's fixed-route bus system. Members must reside in and travel through the cities of Long Beach, Lakewood and Signal Hill. LBT provides DAL services under contract with Global Paratransit, Inc. DAL drivers are trained in the needs of persons with disabilities, and DAL services are provided with ADA-compliant vans.

LBT certifies individual eligibility for the service, manages membership, and provides customer service. DAL is not the Americans with Disabilities Act of 1990 (ADA) complementary paratransit provider, and has different eligibility requirements.

Who is eligible to use Dial-A-Lift?

Residents of Long Beach, Lakewood or Signal Hill, who are at least 18 years of age, permanently mobility impaired, and unable to use LBT's fixed-route bus system are eligible to apply for DAL membership. Persons using the service must be able to wait for a ride at a curb for up to 30 minutes. DAL does not provide medical support or gurney services. Applicants for DAL service must first be members of Access Services, the ADA service provider. Access Services may be reached at 800.827.0829.

How to apply for Long Beach Transit Dial-A-Lift service?

One may call LBT at 562.591.8753 Monday through Friday, 8 a.m. to 4:30 p.m. After a brief preliminary screening, LBT may send an application or direct you to the appropriate paratransit service provider. It is necessary to have a physician complete the

application *before* sending the application to LBT. With the application, applicants *must* include a copy of their eligibility determination letter from Access Services. After receipt of the completed application, LBT will contact the applicant for an eligibility physical evaluation, which will be performed at CareOnSite Medical Services, located at 1250 Pacific Ave., Long Beach, CA 90813. If the applicant is deemed eligible for DAL membership, they will be contacted to come to LBT's administrative offices for final membership processing.

What criteria are used to determine membership to Dial-A-Lift?

Membership is based on *functional ability* to use LBT's fixed-route bus system. A physician's statement and the Access Services eligibility letter are used to help the evaluator understand an applicant's disability and limitations.

Recertification

Every three to five years, DAL members will need to reapply to continue active membership. Applicants must remain a member of Access Services.

How does Dial-A-Lift work?

Upon meeting eligibility requirements, an applicant will receive a DAL photo identification swipe card that will allow them to use LBT's DAL service.

Reservations may be made for next-day service by calling Global Paratransit at 562.435.0115 between the hours of 6:30 a.m. and 5 p.m., seven days a week and up to 7 days in advance of the trip. Same-day service is not available. DAL offers trips from 7 a.m. to 10:30 p.m. Sunday through Thursday and from 7 a.m. to 11:30 p.m. Friday and Saturday.

For repeated trips, a "standing order" may be made. However, all

standing orders will be cancelled at year end and must be rescheduled for the following year.

Fees and fares

The initial membership card fee is \$2. Lost or damaged cards are replaced for a \$5 fee. The DAL fare is \$2 each way. This may be paid by cash on board, credit or debit, or prepaid by sending a check or money order to: 400 W. Compton Blvd., Gardena, CA 90248, Attn: LBT-DAL, to have funds credited to your swipe card.

Riding with a companion

A DAL member may ride with a companion if space is available at the time the reservation is made. The companion must pay the \$2 fare each way and must be picked up and dropped off at the same location as the DAL member.

Do the vehicles arrive on time?

As long as the vehicle arrives no later than 30 minutes past the

scheduled time, the ride is considered on time.

Doctor's visits

Members may arrange a "Will Call" return for physician visits only.

We're here to help

LBT is happy to answer any questions and help applicants through the membership process. Just pick up the telephone and call 562.591.8753.

Personal Care Attendants

For safety and other emergency customer needs, members registered as requiring a Personal Care Attendant (PCA) must be accompanied by their PCA while traveling on a DAL vehicle. The PCA may ride free of charge, must be at least 18 years of age, and be able to deal with medical and other potential emergencies. The PCA must have the same pick-up and drop-off location as the DAL member.

When making reservations, please mention that a PCA will also be traveling to ensure seat availability.

Service animals

Service animals are always welcome on LBT's DAL vehicles. Please notify the reservationist when making a reservation that a service animal will accompany the member. All other animals must be carried in a proper and approved animal travel carrier.

Who to call for Customer Service?

LBT handles all customer service calls. Please call 562.591.8753 and ask for the DAL Administrator.



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For more information, please call
Long Beach Transit
Dial-A-Lift Administrator
562.591.8753