

1. How do I qualify for transportation services?

You must be a Hawaiian Gardens resident, 55 years of age and above, disabled passengers 5 years and above (adult supervision is required.) Doctor's certification will be needed prior to registering. Upon registering proof of age and residency will be required.

2. Where do I register for services?

We are located at 21815 Pioneer Blvd., Hawaiian Gardens, in the Mary Rodriguez Senior Center.

3. How do I make reservations?

Call (562) 421-5921 or (562) 420-2641 ext. 241 three (3) days or more prior to your appointments. If there is no answer leave a short message, your name, telephone number, date and time of your appointment. Your request will be verified by a return telephone call.

NO APPOINTMENTS WILL BE MADE ON FRIDAY FOR MONDAY. Please call Monday thru Thursday only.

4. What days and hours of service are available?

Monday – Thursday
8:15 a.m. – 3:00 p.m.

On a first come first serve basis.

5. How far can I go?

Our shuttles cover the following cities: Hawaiian Gardens, Lakewood, Cerritos, Norwalk, Artesia, Bellflower, Paramount, Downey, Long Beach, Signal Hill, Cypress, Los Alamitos and Buena Park

6. Where do I wait for the vehicle?

Dial a ride is a curb to curb service, riders must meet the vehicle at the curb. Driver cannot leave the vehicle to enter a building or come to the door for you.

7. How do I schedule a ride home?

When you are finished, call (562) 421-5921. If there is no answer, leave a short message, name, location and the time you are calling. You will be picked-up as soon as possible.

8. When should I consider my pick-up late?

Ten minutes after your scheduled pick-up time. If the driver has not arrived by then please call (562) 421-5921.

On returning home, wait time can vary up to an hour or longer.

9. How long will the driver wait for me?

The driver will wait at the pick-up location for 5 minutes. You must be at the scheduled pick-up location or you may miss your ride. This pertains to scheduled appointments.

10. What kind of "carry on" packages can I bring?

Passengers can bring on an equivalent to 6 plastic grocery bags not to exceed more than 25 lbs. total. Drivers will help to load packages from curb or unload to curb only.

Programs & Excursions

Senior Lunch Program

This program provides rides to our Senior Center Lunch Program. Monday – Friday, our bus will pick you up starting at 10:10 a.m. The bus goes throughout the city to pick-up registered residents 60 years of age or older. Please be ready, our driver will honk, wait a few minutes and then proceed on his route. Those who miss the bus must call our office at (562) 421-5921 to schedule future pick-ups.

Excursions

Passengers who are going on Senior Excursions must let the Coordinator know if you need a pick-up the morning of the trip or have special needs. Our buses are wheelchair equipped. The bus departs for pick-ups 1 hour prior to the trip. Each trip pick-up varies depending on requests. Please be ready to board the bus, the bus will not return for those who are not ready.

Our offices will be closed on the following days:

- New Year's Day
- Labor Day
- Martin Luther King Day
- Veteran's Day
- Lincoln's Birthday
- Thanksgiving Day
- Washington's Birthday
- Day after Thanksgiving
- Cesar Chavez Day
- Christmas Eve
- Memorial Day
- Christmas Day
- Independence Day

Peak Periods

Monday – Thursday
12:00 p.m. – 2:00 p.m.

You may wish to schedule trips for times other than above to avoid long waiting periods.

Rules of Conduct

To ensure the safety and comfort of our passengers the following rules of conduct will be enforced.

- No abusive, threatening or obscene language or behavior towards passengers, drivers or any employee.
- Removing or refusing to wear a seat belt.
- Rider must maintain acceptable standards of personal hygiene.
- No eating, drinking or smoking in vehicles.
- No weapons of any type allowed.
- No persons under the influence of alcohol or illegal drugs.

Violations that occur may lead to a suspension of services.