

How to Participate in the Dial-A-Ride Program

Eligibility Criteria:

Cerritos residents who are seniors (age 55 and older) and/or persons with disabilities with proof of residency in Cerritos are eligible for the Dial-A-Ride program.

Dial-A-Ride Application:

Eligible participants must submit an application to participate. To submit an application, please visit cerritos.gov/dialaride. To complete an application in person, please contact the Department of Community Development at **(562) 916-1202**.

How to Schedule Your Ride

Once your application is approved, rides may be scheduled by calling **(562) 402-RIDE** or **(562) 402-7433**, online on the City's website at cerritos.gov/dialaride, or via the Cerritos Dial-A-Ride app. Reservations are accepted on a first-come, first-served basis and may be made up to two (2) days in advance.

When scheduling a ride, please **be prepared to provide:**

- Desired pickup and/or drop-off time
- Pickup address
- Destination address
- Return trip time (if applicable)
- Whether you will be traveling with a wheelchair, or a personal care attendant or caregiver

Payment options:

- Cash (exact change required at time of pickup)
- On City's website at cerritos.gov/dialaride
- Cerritos Dial-A-Ride app

How to Cancel Your Ride

Rides may be **canceled** by calling **(562) 402-RIDE** or **(562) 402-7433**, online on the City's website at cerritos.gov/dialaride, or via the Cerritos Dial-A-Ride app. Cancellations may be made up to one (1) day in advance but no later than two (2) hours before the original reservation.

Riding Guidelines

On your first trip, please be prepared to provide proof of Cerritos residency to the driver. Please wait at the curb at your scheduled pickup time. Carry-on items should be limited to a manageable size and quantity. Pets are not permitted, with the exception of service animals.

Drivers are not medical professionals and are unable to provide assistance beyond standard transportation services. Passengers must be able to enter and exit the vehicle independently or with the assistance of a personal care attendant or caregiver.

For More Information

Contact the Department of Community Development at **(562) 916-1202** or visit cerritos.gov/dialaride.



Additional Transit Information

Access Services (LA County)
(800) 827-0829
accessla.org
TDD: **(800) 827-1359**

Regional Connections Transit Map
cerritos.gov/regionaltransit

If you have any questions in regards to transportation or if you have any Dial-A-Ride comments or complaints, please contact the City of Cerritos at **(562) 916-1202**.



Access Dial-A-Ride content and book a ride by visiting cerritos.gov/dialaride.



CITY OF
CERRITOS

Department of Community Development
18125 Bloomfield Ave. | Cerritos, CA 90703
(562) 916-1202 | cerritos.gov/dialaride



Services Guide

Overview

The City of Cerritos Dial-A-Ride program provides transportation services for Cerritos residents who are seniors (age 55 and older) and/or persons with disabilities. Dial-A-Ride is a shared, curb-to-curb service available seven days a week.

As a shared service, other passengers may be on board during any part of a rider's scheduled trip, and scheduled pick-up times or route travel may be arranged so another passenger can be accommodated.

Service Hours

Monday–Friday

8 a.m.–8 p.m.

Same day trips may be accepted based on availability

Saturday and Sunday

8 a.m.–5 p.m.

Same day trips are not accepted

Closed on City-observed holidays

Service Area

First departure and final return must be in the City of Cerritos

Tier 1 (\$1 per trip)

Travel within Cerritos, Artesia, and parts of La Palma and Norwalk

Tier 2 (\$5 per trip)

Travel to medical facilities within a three-mile radius of the Tier 1 service area

Tier 3 (\$7 per trip):

Travel to four City-approved medical facilities beyond Tier 2 boundaries

