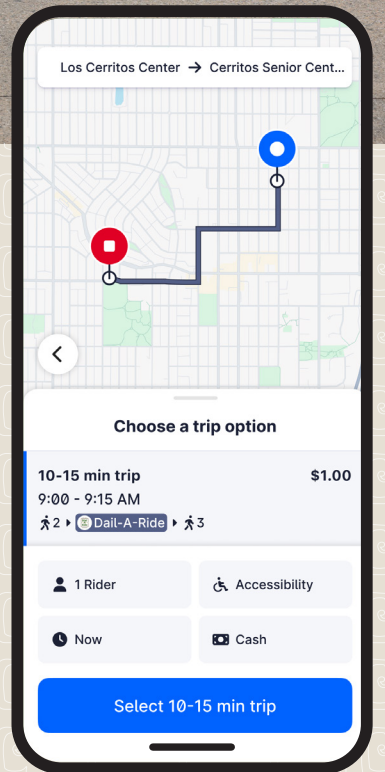
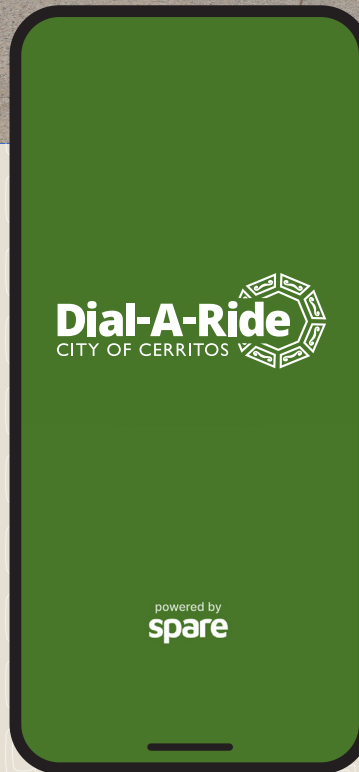




Rider App User Guide

Your Step-by-step Guide to Booking and Managing Rides



Program start date: July 1, 2026

City of Cerritos Contact Information

City Hall

18125 Bloomfield Avenue
Cerritos, CA 90703

Community Development

(562) 916-1201

Cerritos Transit

(562) 916-1202

Cerritos Dial-A-Ride

(562) 402-7433
cerritos.gov/dialaride



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

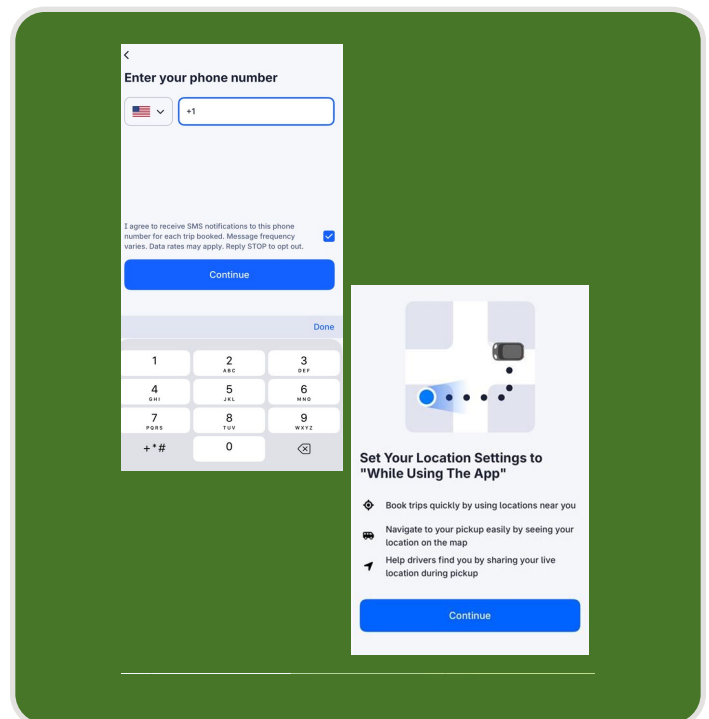
Download the App

1. Search “**Cerritos Dial-A-Ride**” in the Apple App Store or Google Play Store
2. Select **Get** or **Install** to download
3. Open the app from your phone’s home screen



Log In

1. Select **Login**, enter your mobile phone number, select **Continue**
2. Enter verification code, select **Continue**
3. Confirm your **Location** is set to “Always” or “While using the app” and allow **Notifications**



Permissions Tips

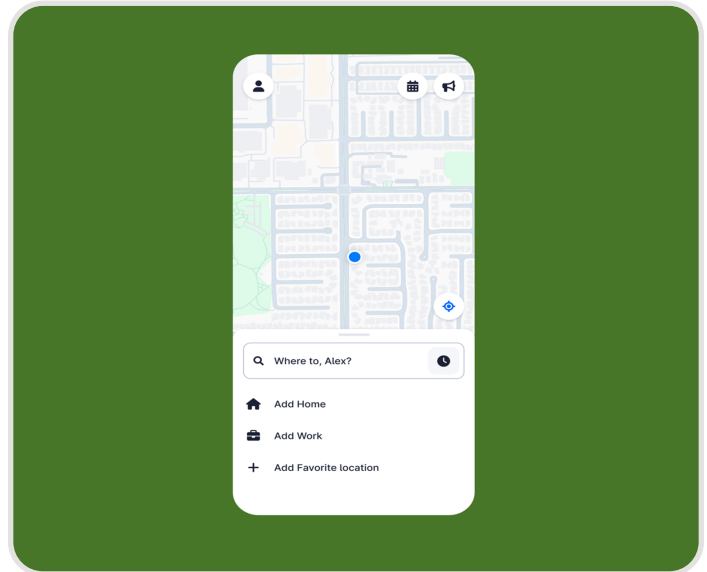
Allow the following permissions when prompted:

- **Location Access:** Set to “Always” to receive accurate trip information
- **Notifications:** “Enable” to receive important trip updates

Book Your Ride

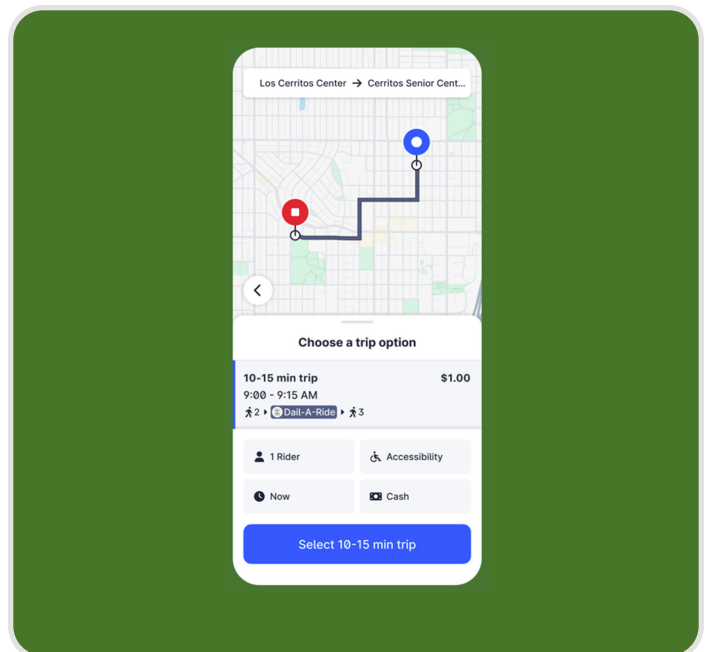
Set Your Pickup and Dropoff

1. From the home screen, select **"Where to?"**
2. Your pickup defaults to your current location
3. Select the address bars to edit the pickup and drop off locations
4. Adjust the pickup pin on the map to help your driver find you precisely
5. Choose a **Date and Time**



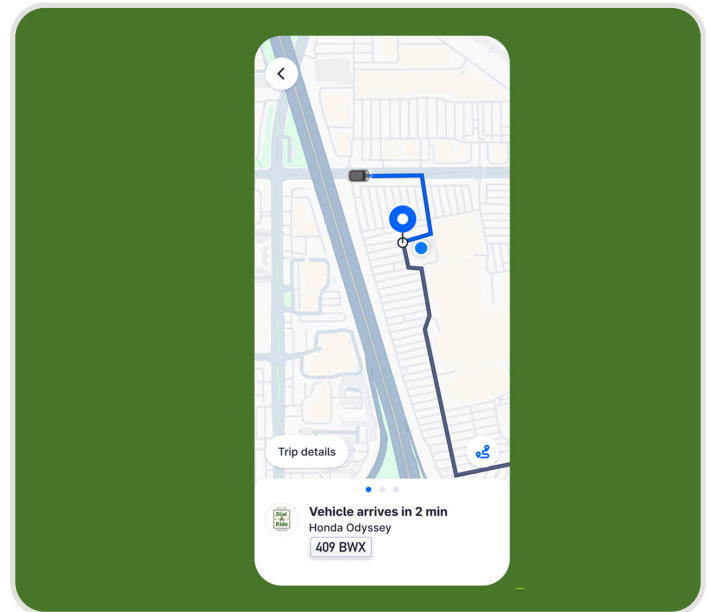
Finalize Trip Details

6. Confirm the number of **riders**
7. Select any **accessibility** needs (wheelchair, walker, service animal, etc.)
8. Choose your **payment method** (cash or credit/debit card)
9. Select blue button to **select trip**
10. Review the pickup window, fare, and trip duration



Track Your Ride

1. Open **Trip details** to track your vehicle on the map
2. Receive a notification when your vehicle is almost there



Additional Features

Favorite Locations

1. Select **"Add Favorite Location"** on the home screen
2. Enter an address and give it a name like **"Home"** or **"Work"**
3. Choose an icon — favorites appear on your home screen for quick access

Managing Trips

1. Select the profile icon (upper-left) and choose **"My Trips"**
2. View **Scheduled** or **Past Trips** — select any trip to see details
3. Scroll down and select **"Cancel Trip"** if needed



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CERRITOS

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