

GENERAL INFORMATION

As lead jurisdiction, the City of Gardena, through Gardena Municipal Bus Lines (GMBL), is pleased to offer transportation service for senior citizens (elderly) and physically disabled (handicapped) residents of Gardena, Hawthorne and certain unincorporated areas of Los Angeles County (Alondra Park and Del Aire). In providing curb-to-curb demand responsive services (commonly known as dial-a-ride service), elderly and handicapped citizens can travel to any destination within our service areas and major activity centers in adjacent jurisdictions. (Able-bodied and non-handicapped patrons will be provided service on a curb-to-curb basis. However, the driver must assist passengers who need help on and off the vehicle at all time).

ELIGIBILITY CRITERIA

Senior Citizens

As defined by our transportation system, an elderly person is one who is 60 years of age or older residing within our jurisdictional service area. This is the minimum age requirement for an individual to participate in the Special Transit program.

Handicapped Citizens

Handicapped, as defined by the Federal Transit Administration (FTA), means any individual who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity (except handicaps of less than 90 days duration) or disability, including those who are non-ambulatory wheelchair-bound and those with semi-ambulatory capabilities are unable, without special facilities or special planning or design, to utilize mass transportation facilities and services as effectively as persons who are not affected.

Medicare or DMV Disabled Identification Card Citizens

Individuals who have the federal Medicare, the Department of Motor Vehicles (DMV), or the Los Angeles County Transit Operators Association (LACTOA) identification cards will be accepted as eligible to use Gardena Special Transit within our jurisdictional service area, without additional proof of eligibility being required and are not required to reside within our jurisdictional service area.

PROCEDURE FOR CERTIFYING ELIGIBILITY

Gardena and Los Angeles County (Alondra Park and Del Aire) residents can apply for a Gardena Special Transit identification/certification card by visiting the administrative office of the Gardena Senior Citizens Bureau located at 1700 West 162nd Street, Gardena, California 90247. The telephone number is 310-217-9552.

Hawthorne residents can apply at the Hawthorne Memorial Center located at 3091 West El Segundo Boulevard, Hawthorne, California 90250. The telephone number is 310-349-1650.

Senior citizens are certified when they submit the following:

- **Name**
- **Proof of residency** (except Medicare or DMV disabled/senior citizen card holders)
- **Small photograph of themselves**

(if you do not have a recent photograph, you may make an appointment with the Gardena Senior Citizens Bureau or at Hawthorne Memorial Center to have your picture taken upon application for your certification card).

Handicapped citizens are certified when they submit the following:

- **Name**
- **Proof of residency** (except Medicare or DMV disabled/senior citizen card holders)
- **Small photograph of themselves** (If you do not have a recent photograph, you may make an appointment with the Gardena Senior Citizens Bureau or at Hawthorne Memorial Center to have your picture taken upon application for your identification/certification card).
- Obtain a letter from a physician which states that the applicant is handicapped as defined by this agency. (See *Handicapped Citizens*).

IDENTIFICATION CARDS

Temporary ID's

When you have completed the certification process, you will be issued a temporary ID card. When a photograph has been provided by you or taken at the Gardena Senior Citizen Bureau or the Hawthorne Memorial Center, a permanent ID card will be issued. Temporary ID cards are good for thirty (30) days only, based on the fact that the Gardena Senior Citizens Bureau and the Hawthorne Memorial Center accepts reservations to take pictures on a once per month basis. A request for extension of a temporary ID card must be made at the Gardena Senior Citizens Bureau or the Hawthorne Memorial Center.

Permanent ID's

Permanent identification cards have a laminated photograph of the person being issued the card and may have an "E" printed in the upper right hand corner. Permanent ID cards are issued for a maximum period of three (3) years. At the end of the period, a new card will be issued upon re-certification.

Permanent ID's with Escort Privilege

Permanent identification cards must indicate that an aide (escort) is required while traveling in Gardena Special Transit vehicles. For ease of identification, some permanent ID cards have a yellow background indicating that the person in the photograph requires an escort. One (1) escort per trip is the limit.

Permanent ID's with Signal or Service Dog Privilege

Qualified individuals, who travel with properly trained signal or service dog for mobility, must include the dog in the photograph on the permanent ID card. (This will enable you to board with your dog). **No other pets are allowed.**

Medicare and DMV disabled ID card holders do not need a temporary or permanent ID card unless they require an escort, signal or service dog.

Once you have received your ID card, you are immediately eligible to call Gardena Special Transit to arrange for transportation service. Remember, you will be required to display your temporary or permanent ID, Medicare, or DMV ID card at the time you board the vehicle.

TO ORDER SERVICE

When calling Gardena Special Transit dispatch at 310-965-8848, indicate the following:

- **Name**
- **Date you wish to travel** (should be 24 hours in advance)
- **Your destination address (location) and time you wish to return.** (If you are not certain when you will be returning, inform the dispatcher and a seat will be saved for you on a will call return (when ready basis)
- **Indicate any special situation or need,** (wheelchair, escort, service dog, etc.)

You will be given an estimated pickup time by the dispatcher. There is a ten (10) minute time window on each pick up time (ten (10) minutes before or ten (10) minutes after). For example, if you request an 11:00 AM pick up, we will be there between 10:50 AM and 11:10 AM. Please be ready when the vehicle arrives because it can only wait **three (3) minutes**; drivers cannot wait any longer unless authorized by the dispatcher and time permits.

POLICIES REGARDING SERVICE

When calling Gardena Special Transit to order transportation service, you should do so at least one (1) day (24 hours) in advance of the time you wish to be picked up, otherwise, there is no guarantee that we would be able to accommodate you same day request for service (due to the fact that others have made their request in advance).

Advance Request for Service

Advance request for transportation (advance time orders) may be placed up to one (1) week in advance. Remember, those placing an order in advance will have priority.

If you make an advance time order and determine you cannot keep it, you must call and cancel the request. This will allow us the opportunity to provide transportation service for someone else who needs a ride.

If you make a request for round-trip service and determine you only need service one-way, you must call and cancel either pick up or return trip.

Standing Request for Service

Individuals needing transportation on a regular basis may call and place a standing time order. For example, if you will be attending the Gardena Senior Citizens or Hawthorne Memorial Center every Monday, Wednesday, and Friday at 12:00 noon, you may call the Gardena Special Transit dispatcher and let them know your weekly schedule. After that, no other call is necessary unless you need to make a different trip other than the standing order or you decide not to attend one of the schedule days.

When you have a standing order but are unable to be available for pick up on two (2) consecutive occasions (no loads), and fail to notify the dispatcher in advance, the standing request will be suspended until you call to confirm your continued need for the standing request.

Will Call Return Request for Service

If you request service to a destination at a particular time but are not certain when you will be ready for the return trip, inform the dispatcher and a seat will be saved for you on a will-call return (when ready) basis.

Once you call a dispatcher for your return trip, a van should arrive as soon as possible or within thirty (30) minutes from the time you call.

Same Day Request for Service

On occasion, same-day service can be provided if a vehicle is not in service at the time of your request.

Holiday Service

All requests for service on holidays must be made 24 hours in advance. **No will-call return or same-day service available on holidays.**

COST

- Regular fare for a one-way trip is 75 cents.
- Legally blind passengers ride free.
- Riders from the Gardena Senior Citizens Bureau may purchase S.S.I. tickets for 50 cents.
- The City of Hawthorne sells dial-a-ride tokens to its residents for 75 cents. Riders may use these tokens to ride at no charge; otherwise, the fare is 75 cents one-way.
- An aide (escort) assisting a handicapped passenger rides free of charge however, the person requiring the escort must have the ID card that specifies the need for escort service. (See Permanent ID's with Escort Privilege)

POLICIES REGARDING SAFETY

Seat Belts

Seat belts must be worn and all passengers must remain seated when the vehicles are in motion.

Packages

Parcels (including grocery bags) should be limited to three (3) bags or a small shopping cart. The driver will assist you with parcels.

Wheelchairs

Drivers are not allowed to lift passengers or wheelchairs up or down stairs unless a ramp is supplied. All Gardena Special Transit vehicles are equipped with a lift for non-ambulatory (wheelchair) passengers. Brakes must be fully functional on all wheelchairs. Passengers must be strapped in at all times while riding.

DOCTOR APPTS, SHOPPING, RESTAURANTS, AND ERRANDS

GARDENA SPECIAL TRANSIT SCHEDULE

Within jurisdictional service areas (Gardena, Hawthorne and adjacent unincorporated areas of Alondra Park and Del Aire):

Days of Service

Hours of Service

Monday through Friday

7:00 AM – 5:00 PM

Saturday

8:00 AM – 5:00 PM

Sunday and Holiday

8:00 AM – 2:30 PM

SATELLITE SERVICE

(Outside Jurisdictional Service Area)

Days of Service

Area

Satellite Points

Mon

Redondo Beach

South Bay Galleria

Mon, Wed, Fri

Inglewood

Centinela Hospital
Daniel Freeman Hospital
Inglewood Civic Area Medical Cntrs
Inglewood Social Security Office
Inglewood Human Resources Office

Tues, Thurs

Torrance/
South Bay

Little Company of Mary Hospital
South Bay Hospital
Torrance Memorial Hospital
Torrance Social Security Office
UCLA/Harbor General Hospital

Sat

(1st, 2nd, and 4th)

Del Amo Fashion Square
(Mall No. 11, Sears. Other stops may be scheduled when time permits)
Torrance Social

Sat

(3rd)

Torrance

Redondo Beach

Torrance Promenade

South Bay Galleria

HOLIDAY SERVICE

Hours of Service: 8:00 AM – 2:30 PM

New Year's Day, Martin Luther King Jr. Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day

Advance reservations only. You must call at least one day in advance. No same-day service.

TELEPHONE INFORMATION

Gardena Special Transit

(310) 965-8848

Gardena Senior Citizens Bureau

(310) 217-9552

Hawthorne Memorial Center

(310) 349-1650

Complaints

(310) 965-8888

GARDENA

SPECIAL

TRANSIT



SPONSORED BY
The City of Gardena
The City of Hawthorne
and
Los Angeles County
(Alondra Park and Del Aire)

(310) 965-8848