



HOURS OF OPERATION

<u>Days of Service</u>	<u>Hours of Service</u>
Monday - Friday	7:00am - 4:30pm (Last drop-off is at 4:00pm)
Saturday (Every other Saturday)	8:00am - 2:00pm (Last drop-off is at 1:30pm)
Holidays*	Call for hours

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

SATELLITE SERVICE

<u>Day(s)</u>	<u>Area</u>	<u>Satellite Point</u>
Mon	Redondo Beach	South Bay Galleria
Mon, Wed, Fri	Inglewood	Centinela Hospital Centinela Freeman Medical Center Inglewood Civic Area Medical Centers Inglewood Social Security Office
Tue, Thu	Torrance/South Bay	Little Company of Mary Hospital Torrance Memorial Hospital Torrance Social Security Office UCLA/Harbor Medical Center (Hospital)

GENERAL INFORMATION

The City of Gardena's Transportation Department (GTrans) offers curb-to-curb transportation service for senior citizens and individuals with disabilities who live in Gardena, Hawthorne, and certain unincorporated areas of Los Angeles County (Alondra Park and Del Aire). Through this service, eligible individuals can travel to any destination within our service area and to major satellite locations in nearby jurisdictions. Drivers will assist passengers who require help on and off the vehicle.

ELIGIBILITY CRITERIA

To qualify for Special Transit services, the applicant must live in Gardena, Hawthorne, or certain unincorporated areas of Los Angeles County (Alondra Park and Del Aire) AND fall within at least one of the following categories:

SENIOR CITIZEN who is 60 years of age or older.

INDIVIDUAL WITH DISABILITIES is any individual who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity 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. There is no age requirement for individuals with disabilities.

MEDICARE OR DMV DISABLED I.D. CARD HOLDER. No additional proof of residency or eligibility is required. Los Angeles County Transit Operation Association (LACTOA) identification and holders are also accepted.

TITLE VI

The City of Gardena's GTrans is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, national origin, as protected by Title VI of the Civil Rights Act of 1964, as amended. If you believe you have been discriminated against, you may file a complaint. Please call GTrans for more information.



CITY OF GARDENA GARDENA SPECIAL TRANSIT



SPONSORED BY:
The City of Gardena
The City of Hawthorne
Los Angeles County



CONTACT US

www.ridegtrans.com



Gardena Special Transit
Scheduling: (310) 965-8848
Customer Service: (310) 965-8888

13999 S. Western Avenue
Gardena, CA 90249
(310) 965-8848
www.ridegtrans.com

REGISTRATION

Residents of Gardena and Los Angeles County (Alondra Park and Del Aire) may apply for a Special Transit by visiting the Gardena Senior Citizens Bureau, located at 1670 W. 162nd Street, Gardena, California 90247. Their telephone number is (310) 217-9552.

Hawthorne residents may apply for Special Transit at the Hawthorne Memorial Center, 3901 W. El Segundo Boulevard, Hawthorne, California 90250. Their telephone number is (310) 349-1650.

Please bring your California identification card and proof of residency (utility bill). Post office boxes do not prove residency. Addresses are verified to ensure they are within our jurisdictional boundaries. Individuals with disabilities must provide a letter from a physician stating the applicant is disabled. A picture will be taken for creation of the permanent identification card.

IDENTIFICATION CARDS

A TEMPORARY CARD will be issued when the applicant provides the necessary documentation and is deemed eligible for the Special Transit program. Temporary cards are good for thirty (30) days.

A PERMANENT SPECIAL TRANSIT CARD will be issued when the ID is available for pick-up. The permanent card has the individual's picture, signature, address, and designation for the type of rider (Senior Citizen, Person with disability, or Escort Required). The address printed is the individual's residence. Each designation is noted by the color of the background in the photo. Permanent cards are **VALID FOR THREE** years. Cards are also laminated to ensure they last for the duration of the three years.

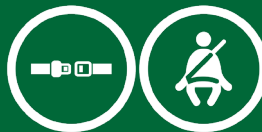


TO REQUEST SERVICE

Please request service at least 24 hours before your trip. To schedule a pick-up, call (310) 965-8848 and indicate the following:

- Name
- Date you wish to travel (should be 24 hours in advance)
- Your destination address (location) and the time you wish to return. (If you are unsure when you will be returning, inform the dispatcher and a seat will be saved for you on a will call return basis).
- Indicate any special situation or need (wheelchair, ambulatory device, escort or service dog, etc.)

You will be given an estimated pick-up time that will be either ten (10) minutes before or ten (10) minutes after the time requested. For example, if you request 11:00 am pick-up, the Special Transit will arrive between 10:50 am and 11:10 am.



SAFETY POLICIES

SEAT BELTS

Seat belts must be worn at all times and all passengers must remain seated when the vehicle is 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.

MOBILITY DEVICES

Drivers will provide reasonable accommodations to help customers with access to or from a location. All vehicles are equipped with a lift or ramp for passengers using mobility devices. Passengers must be strapped in at all times while riding.

COST

- One-way trip is \$0.75
- Passengers from the Gardena Senior Citizens Bureau may purchase SSI ticket books for \$10 (each ticket is \$0.50)
- The City of Hawthorne sells dial-a-ride tokens to its residents for \$0.75. Passengers may use these tokens to ride at no charge, otherwise the fare is \$0.75 one-way.
- An aide (escort) assisting a passenger with a disability rides for free; however, the person requiring the escort must have the proper identification that specifies the passenger can only ride with an escort.

SERVICE POLICIES

Reservations must be made 24 hours in advance of your desired pick-up time, otherwise we cannot guarantee that we can accommodate your request.

ADVANCE REQUEST FOR SERVICE

Advance request orders may be placed up to one (1) week in advance. Those placing an order in advance will have priority.

If you find that you need to cancel your advance request or need to reduce your round-trip service to a one-way service, please call us to cancel with our dispatcher.

STANDING REQUEST FOR SERVICE

Individuals needing service on a regular basis may call and place a standing time order. For example, if you will be attending the Gardena Senior Meal Program at the Nakaoka Community Center on Monday, Wednesday and Friday at 11:30 am, you may let the Special Transit dispatcher know this is your weekly schedule. After that, there will be no need to call to make a reservation unless you require a different trip to a different location or you decide not to attend one of your scheduled days.

When you have a standing order and are unable to pick-up on two (2) consecutive occasions and fail to notify Special Transit in advance, the standing order will be suspended until you call to confirm your continued need for the standing request.

WILL CALL RETURN SERVICE

If you request service and are uncertain when you will be ready for return pick-up, inform the dispatcher and you will be placed on the will call list. Call us when you are ready and Special Transit will arrive as soon as possible.