



Frequently Asked Questions



Congratulations!!

You have just received your new personalized Swipe Card for the Lomita Dial-a-Ride Program. Here are our most frequently asked questions to help you understand how the new swipe card works. If you still have questions, feel free to contact the Community Services Department at (310) 325-7110, and we will be more than happy to assist you.

DIAL-A-RIDE PROGRAM

I have my new swipe card, what is the first thing that I need to do?

All participants of the Dial-a-Ride program will receive their very own personalized swipe card. Once you receive your card, you must activate it in order to use it by doing one of the following:

- Come down to City Hall and purchase ride credits, which will automatically be credited to your new card. You can purchase credits with cash, check, money order, or by charging it to your credit or debit card. If you have old Dial-a-Ride vouchers, bring those in and we will credit your account depending on how many vouchers you have. For example, if you have 10 vouchers left over, we will credit your swipe card with 10 ride credits.
- If you prefer to purchase ride credits by mail, send a check or money order to City Hall payable to City of Lomita. Once we receive your request, we will process the transaction and give you a call to let you know that the credits have been placed on your card. No need to waste two ride credits coming to City Hall, when you can purchase them by mail. It's that easy!

Once I receive a swipe card, can I still use my vouchers?

Old yellow Dial-a-Ride vouchers will be valid until December 31, 2008. Cab drivers will accept both vouchers and the new swipe card until that date. Beginning January 1, 2009, cab drivers will only accept the swipe card for Lomita Dial-a-Ride clients.

When will the taxicab drivers stop taking the vouchers?

To ensure that all clients have adequate time to obtain a new swipe card, and exchange any unused vouchers for credit, taxi cab drivers will be accepting vouchers until December 31, 2008. Starting January 1, 2009, taxi cab drivers will only accept Swipe Cards for Lomita Dial-A-Ride clients. Under no circumstances will the cab drivers accept the old vouchers after January 1, 2009.

When can I start using my new swipe card?

Cab drivers will start accepting swipe cards beginning October 1, 2008. When you first receive your card, there is a zero balance. You must activate your card and purchase ride credits in order to use it.

How does the swipe card work?

Once you have activated your card, and you are ready to take a ride, call the new number designated solely for Lomita Dial-a-Ride Clients at **1(866) 424-1678**, and provide them with all necessary information: name, location, destination, and number of passengers. When the cab arrives, present the driver with your swipe card and **a Photo ID**. Your card will be swiped at the beginning and end of your ride, and the cab driver will provide you with a receipt showing your ride balance at the end of each trip.

Will the rides still cost \$1.00, and how many can I buy?

Yes, each ride credit will still cost only \$1.00, and the maximum amount of credits available to be purchased each month remain at 20 per month, unless you have prior approval through the program to purchase more tickets.

Are my rides limited with this new swipe card?

Each participant will continue to be eligible to purchase 20 ride credits per month. However, at no time will any participant be allowed to carry a balance of more than 20 rides. For example, if you purchase 20 credits in January and you only use up 15 ride credits during that month, you have a balance of 5 ride credits remaining on your swipe card. In February when you go to purchase your monthly allotment, you may only purchase 15 more ride credits, because you still have a balance of 5 credits from the previous month. A maximum of 20 ride credits per month is allowed.



Will I still be able to ride share with other Dial-A-Ride passengers?

Yes. Shared rides are encouraged and require only one (1) ride credit per one-way trip **as long as the pick-up and drop-off points are the same for all passengers**. If there is more than one drop-off point, the shared ride policy does not accommodate for this, and ASC will refuse to take the participants.

How do I check the balance on my card to know how many trip credits I have left?

After you have completed your ride, the taxi cab driver will swipe your card and give you a receipt showing the balance remaining on your card. You can also call the Community Services Department at (310) 325-7110 x102 or x118 to obtain your balance.

If my significant other and I currently share our tickets, do we each need our own swipe card?

Yes, each participant will be issued their own personal swipe card. Sharing swipe cards is prohibited. Any violation of the Dial-a-Ride program rules will result in termination of ridership privileges.

Has the service area changed?

No, the service area is still the same. Rides are limited to trips originating and terminating in the area between Hawthorne Blvd and Vermont Ave and between Sepulveda Blvd and Pacific Coast Highway and where the City boundary crosses over the highway. The seven satellite points are still included too!

What do I do if I lose my card?

Lost or stolen cards must be reported immediately to the Community Services Department. We will cancel your card and order you a new one which should arrive in 7-10 business days. Your unused balance from your lost card will be transferred to your new card once it is re-issued to you.

If I have lost my card, will I still be able to use Dial-a-Ride?

You will need to call the **Dial-a-Ride Program at (310) 325-7110 ext. 102** and provide staff with the date and time of all appointments that you have scheduled during the period of time you are without a card. We will schedule the pick-ups with ASC on your behalf. You will need to provide the cab driver with your **Photo ID** when you are picked up. As long as your destination is within the service area, or is one of the seven satellite points, you can still use your ride credits, so long as you have credits remaining on your account for that month. If you have expended all your ride credits for the month, it is your responsibility to pay the full metered fare for all cab rides for the remainder of the month.

Why is there a new number to call for Dial-a-Ride? Can I still call the old number?

If you have the old vouchers, you can still call the number listed on your voucher for pick up. Remember, old yellow vouchers are only valid until December 31, 2008. If you are using your new swipe card, to guarantee that you will be picked up by a cab driver equipped to process your swipe card, you must call the new Dial-a-Ride phone number **1-866-424-1678**. If you continue to call the old number on the voucher but are using the new swipe card, there is no guarantee that the cab driver that arrives for pick up will be able to process your card, thus delaying your trip.

Why does my card say "Ask for Photo ID"?

All Dial-a-Ride participants will be required to obtain Photo ID in order to use the new swipe card. When a cab driver accepts the swipe card, he/she is also required to ask for Photo ID to ensure that the names on both the swipe card and Photo ID match.

Lomita City Hall
PO Box 339
24300 Narbonne Avenue
Lomita, CA 90717
Phone: (310) 325-7110
Fax: (310) 325-4024
www.lomita.com/cityhall

