

## City of Diamond Bar

# DIAMOND RIDE Program Guidelines



*Effective December 1, 2014*

The Diamond Ride program was established in April 1995 by the City of Diamond Bar as a community-based subsidized transportation program to help supplement other means of transit for Diamond Bar seniors 60+ years of age and adults 18+ years of age with disabilities.

## How to sign up...

To sign up, take the following items to City Hall:

- Completed application (*available at City Hall*)
- Proof of residency  
(*valid Driver's License or DMV Identification Card and current utility bill*)
- Proof of age  
(*valid Driver's License, DMV Identification Card or Birth Certificate*),  
OR
- Proof of disability  
(*verification by physician with written diagnosis (meets requirements of CVC 295.5), or disability card/document issued by the Veterans Administration, Dept. of Motor Vehicles, or Social Security Dept.*)

Once approved, you will be issued a photo identification card. Be ready to have your picture taken, ID cards are usually issued the same day.

## Questions or comments:

For questions regarding Diamond Ride program policies or usage, contact the City of Diamond Bar at 909.839.7045 or to report unresolved issues contact the City Manager's office at 909.839.7016.

For issues or concerns regarding lost items, individual taxi drivers or dispatchers, contact the taxi company at 800.578.6555.

## How to use Diamond Ride Program

### What are the hours of operation?

Monday through Sunday between the hours of 7:00 a.m. and 8:00 p.m.

### How many trips am I allowed?

Up to 30 one-way trips per month. All trips must begin or end within Diamond Bar city limits.

### Where can I travel?

Travel is allowed within two designated service areas. *See map on reverse side for service area boundaries.*

### What are the fares?

Fares are calculated on a point to point basis and vary by destination as follows:

- Any trip within Diamond Bar city limits - \$0.50 one-way.
- Any medical facility within Service Area 2 - \$1.50 one-way.
- All trips outside service area boundaries - \$2.50 per mile.

### How do I schedule?

Call 800.578.6555 to schedule your pick up time. Requests for specific drivers is not allowed.

### Be prepared to provide your:

- Name, phone number and Diamond Ride Identification number.
- Address of pick-up and destinations
- Time you need to arrive at your destination.
- Number of passengers and if you require a wheel-chair accessible vehicle.

Make sure to carry your valid Diamond Ride identification card as the driver will need to view to confirm eligibility.

Remember to allow ample time to reach your destination and make sure to remain on the lookout for the taxi since the driver will not come to your door.

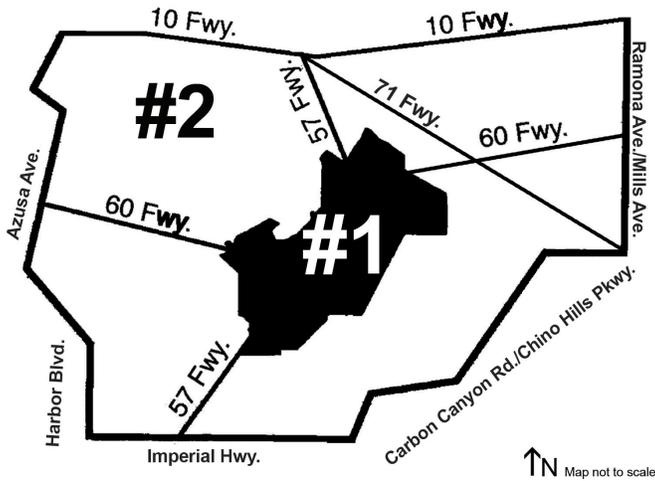
### How long will it take for ride to arrive?

Arrival time will vary depending on the time of day or traffic and will take place within a 15 minute window of scheduled time. For example, a 9:00 a.m. pick up may arrive anywhere between 8:45 a.m. to 9:15 a.m. For return trips only, pick up may take up to 40 minutes and if the wait is longer, the fare is waived.

# Service area boundaries

## Where can I travel and what is the cost?

Travel is allowed within two designated service areas and fares are calculated on a point to point basis.



- **Service Area 1 or Diamond Bar City Limits** - Fare of \$0.50 per one-way trip anywhere within city limits.
- **Service Area 2 or Medical Service Area** - \$1.50 per one-way trip to Pomona Valley Hospital Medical Center in Pomona, St. Jude Hospital/Medical Center in Fullerton or any other medical facility outside of Diamond Bar but not farther than the San Bernardino Freeway (10) to the north, Ramona Avenue/Mills Avenue to the east, Imperial Highway/Carbon Canyon Road to the south, and Azusa Avenue to the west.
- **Outside service area boundaries** - Riders will be charged a standard per mile rate of \$2.50 for the remainder of the trip beyond service area boundary.

## Additional Transportation Options

Access Paratransit  
800.827.0829  
or TDD 800.827.1359  
Provides curb to curb transportation services in Los Angeles County.

Foothill Transit  
800.743.3463  
Fixed route bus service for the San Gabriel and Pomona Valleys.

MTA Bus  
800.266.6883  
Major bus and rail service operator in Los Angeles County.

Metrolink Rail  
800.371.5465  
Southern California's commuter train service.

Discount Bus and Rail Passes  
909.839.7045  
Diamond Bar seniors receive a subsidy on transit passes for Foothill (62 years), MTA (62 years) and Metrolink (65 years).



## Frequently asked questions...

### What is a standard per mile rate?

The City subsidizes trip charges up until the service area boundary, at which point the participant pays for the additional mileage at the rate of \$2.50 per mile.

### What types of medical facilities are approved?

Defined as those with licensed medical professionals, including optometrists, dentists, and physical therapists. Adult day care facilities do not qualify as an approved medical facility.

### What about medical trips beyond service area 2?

These trips are subject to a standard per mile rate of \$2.50 beyond Service Area 2 boundaries.

### Are non-medical trips outside city limits allowed?

Yes, but these trips are not subsidized beyond city limits. For these trips a standard per mile rate of \$2.50 will be charged.

### Are guests allowed?

One guest passenger per card holder is allowed at no additional charge. Trips may not be scheduled with the sole purpose of transporting a guest to or from any destination.

### Will I have to ride with someone?

On occasion you may be required to share a taxi with other riders traveling to the same destination or along travel route.

### How do I cancel?

To cancel, call 800.578.6555 at least one hour prior to the time of your scheduled trip.

### Does my Diamond Ride identification card expire?

Cards are valid for two years from the date of issuance. It is cardholder's responsibility to renew prior to expiration date.

## Revocation of Privileges

Any program participant found to be in violation of set rules, whether through fraud or unauthorized use, will be immediately suspended from the program for a minimum of 2 years.