



DIAL-A-RIDE APPLICATION

(MUST BE 65 YEARS OF AGE OR ABOVE)

Please complete this application, or have someone complete it on your behalf.
Please type or print legibly in blue or black ink, and sign the application.

| | | | | | |
|---|--|---|----------------------------|---|--|
| Last Name: | | First Name: | | Middle Initial: | |
| Home Address: | | | | | |
| City: | | State: | | Zip Code: | |
| Mailing Address (If different from home address): | | | | | |
| Home Phone: (____)_____ | | <input type="checkbox"/> Female | | <input type="checkbox"/> Male | |
| Cell Phone: (____)_____ | | Date of Birth: _____ | | | |
| Email Address: _____ | | | | | |
| Do you use any of the following Mobility Aids or Equipment? (If yes, please indicate): | | | | | |
| <input type="checkbox"/> Wheelchair (Manual) | | <input type="checkbox"/> Wheelchair (Power) | | <input type="checkbox"/> Scooter | |
| <input type="checkbox"/> Walker | | <input type="checkbox"/> Cane | | <input type="checkbox"/> Other Specify: _____ | |
| Medi-Care? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | | |
| Your primary language: | | | | | |
| <input type="checkbox"/> English | | <input type="checkbox"/> Spanish | | <input type="checkbox"/> Other: _____ | |
| Emergency Contact: | | | Relationship: | | |
| Address: | | | Daytime Phone: (____)_____ | | |
| | | | Evening Phone: (____)_____ | | |
| Secondary Emergency Contact (Optional): | | | Relationship: | | |
| Address: | | | Daytime Phone: (____)_____ | | |
| | | | Evening Phone: (____)_____ | | |
| I have read the back of this application and all above information is true and correct. | | | | | |
| Signature: _____ | | | Date: _____ | | |

Please mail, fax or email completed application to:

City of Simi Valley/Dial-A-Ride
2929 Tapo Canyon Road
Simi Valley, CA 93063

Tele: (805) 583-6464, Fax: (805) 583-6490, Email: SimiTransit@simivalley.org

How long will it take to process my application?

Upon receipt of an application it can take up to two weeks to be added to the system. You will receive a confirmation phone call to let you know that your application has been approved, and a welcome packet will be mailed to you. You may start booking rides as soon as the next day after you receive the confirmation phone call.

When can I schedule a ride?

Dial-A-Ride appointments may be requested up to 14 days in advance. Simi Valley Transit does not accept same-day appointments or make same-day changes to a pick-up location or drop-off destination.

Will I receive a confirmation of my scheduled trip?

Yes. Riders will be contacted after 3:00 p.m. one business day prior to the scheduled trip by phone. The call will provide a 30-minute window of time during which the van will arrive to pick them up. The rider must be ready to board the van anytime during the 30-minute window. For example, if the 30-minute window of time is 1:05 to 1:35 p.m., the rider may be picked up as early as 1:05 or as late as 1:35 p.m.

Am I guaranteed to receive my ride once I have scheduled a trip?

No. Dial-A-Ride serves Americans with Disabilities Act (ADA) certified passengers as priority and therefore senior rides are not guaranteed. Even if the booking was made a full 14 days in advance, ADA-certified riders (disabled persons who may be any age) receive priority service as a federal mandate, so seniors who are not ADA certified ride on a space-available basis. Simi Valley Transit makes every effort to transport everyone who has scheduled a ride but that is not always possible. Seniors will be notified by phone the day before their scheduled trip if there is not space available to accommodate their ride, and the Dispatcher may suggest alternate times where there is space available for senior riders.

Is there anything else I should know about Dial-A-Ride service?

Yes. Here is some additional information:

- This is a shared ride service so you will most likely be on transit vehicles with other passengers.
- You may be on the vehicle for an extended period of time while drivers drop off other passengers.
- Dial-A-Ride office hours are 8:00 a.m. to 5:00 p.m. Monday - Friday. A message machine is always available during high volume times and after hours. Leave your name and phone number, and a live Dispatcher will return your call during business hours to complete the booking.
- Simi Valley Transit's late cancellation/no show policy requires that if a scheduled ride is no longer needed, the rider must provide a cancellation call at least one hour prior to the scheduled ride window. Simi Valley Transit reserves the right to suspend service to riders who are not ready for pick-up during the scheduled window or who do not cancel rides in advance.
- You may bring up to 4 packages or bags onto the vehicles totaling no more than 20 pounds. The items must not block aisles or doorways.
- Drivers are not allowed to drop off passengers at locations other than what was requested during booking the appointment. If your friend lives around the block from you but your return trip states that Dial-A-Ride will drop you off at your residence, the driver cannot drop you off at your friend's home.