

# Citizens' Advisory Commission on Disability

Presented by  
Tony Chacon, Community Relations  
Coordinator

05/11/2023



# LBT's Diamond Anniversary



## Bus Wrap Unveiling

Beach Streets – Sat. May, 20





Long Beach Transit is dedicated to connecting communities and moving people...making everyday life better.



# Long Beach and Beyond



**LBT routes connect** Long Beach, Lakewood, Signal Hill, Artesia, Bellflower, Carson, Cerritos, Compton, Hawaiian Gardens, Los Alamitos, Norwalk, Paramount and Seal Beach



**800,000+ residents** live within ¼ mile of LBT bus stops



# At-A-Glance



**250** buses. **38** routes. **13** cities.



More than **14 million** annual boardings in FY 2022

- Compared to **23.8 million** in 2019



100% mobility-device **accessible**



# DAL Materials Update

- Informational Brochure
- Cover Letter and Application
- Webpage ([rideibt.com/dal](http://rideibt.com/dal))
- New Member Booklet (new)



# Dial-A-Lift Materials

## WHO IS ELIGIBLE TO USE DIAL-A-LIFT?

Residents of Long Beach, Lakewood, or Signal Hill, who are at least 18 years of age, permanently mobility impaired, and unable to use LBT's fixed-route bus system are eligible to apply for DAL membership. Persons using the service must be able to visit for a ride at a curb for up to 30 minutes. DAL does not provide medical support or gurney services. Applicants for DAL service must first be members of Access Services, the ADA service provider. Access Services may be reached at 800.827.0829

## HOW DOES DIAL-A-LIFT WORK?

Upon meeting eligibility requirements, an applicant will receive a DAL photo identification swipe card that will allow them to use LBT's DAL service. Reservations may be made for next-day service by calling Global Paratransit at 562.435.0115 between the hours of 6:30 a.m. and 5:00 p.m., seven days a week and up to seven days in advance of the trip. Same-day service is not available. DAL offers trips from 7 a.m. to 10:30 p.m. Sunday through Thursday and from 7 a.m. to 11:30 p.m. Friday and Saturday.

## FEES AND FARES

The initial membership card fee is \$2. Lost or damaged cards are replaced for a \$5 fee. The DAL fare is \$2 each way. This may be paid by cash on board, credit or debit, or prepaid by

## RIDING WITH A COMPANION

A DAL member may ride with a companion if space is available at the time the reservation is made. The companion must pay the \$2 fare each way and must be picked up and dropped off at the same location as the DAL member.

## PERSONAL CARE ATTENDANTS

For safety and other emergency customer needs, members registered as requiring a Personal Care Attendant (PCA) must be accompanied by their PCA while traveling on a DAL vehicle. The PCA may ride free of charge, must be at least 18 years of age, and be able to deal with medical and other potential emergencies. The PCA must have the same pick-up and drop-off location as the DAL member. When making reservations, please mention that a PCA will also be traveling to ensure seat availability.

## DO THE VEHICLES ARRIVE ON TIME?

As long as the vehicle arrives no later than 30 minutes past the scheduled time, the ride is considered on time.

## SERVICE ANIMALS

Service animals are always welcome on LBT's DAL vehicles. Please notify the reservationalist when making a reservation that a service animal will accompany the member. All other animals must be carried in a proper and approved animal travel carrier.

## HOW TO APPLY FOR DIAL-A-LIFT SERVICES?

One may call LBT at 562.591.8753 Monday through Friday, 8 a.m. to 5 p.m. for a preliminary screening application or direct paratransit service pre-arranged with a physician completed before sending the application, applicant must have their eligibility determined by LBT's Services. After receipt of a completed application, LBT will conduct an eligibility physical examination performed at CareOn located at 1250 Pacific Avenue, Suite 90813. If the applicant is approved for DAL membership, they must come to LBT's administrative office for membership processing.

## RECERTIFICATION

Every three to five years, members need to reapply to continue their DAL membership. Applicants must remain eligible for DAL Services.

## WE'RE HERE TO HELP

LBT is happy to answer questions from applicants through the phone. Just pick up the telephone and call 562.591.8753.



## Long Beach Dial-A-Lift Applicant Information Sheet

(For Office Use) Date Received \_\_\_\_\_ ID# \_\_\_\_\_ Interview \_\_\_\_\_

### SECTION 1: Personal Information

Full Name: \_\_\_\_\_

First	M.I.	Last
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
DOB	Gender	Phone Number
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
2 <sup>nd</sup> Phone Number		

### SECTION 2: Mailing Address

Street Address \_\_\_\_\_ Apt. # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

### Emergency Contact

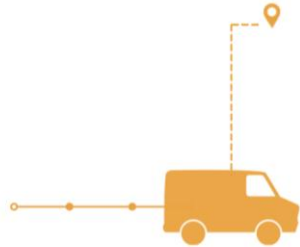




# Dial-A-Lift Informational

## Dial-A-Lift Contact Information

- Phone Number: 562.599.8581
- Email: [dialalift\\_web@lbtransit.com](mailto:dialalift_web@lbtransit.com)
- Fax Number: 562.599.5470



## Long Beach Transit's Dial-A-Lift Service



## Long Beach Transit Dial-A-Lift Service

Long Beach Transit's Dial-A-Lift (DAL) service is a curb-to-curb, shared-ride paratransit service exclusively for individuals with qualifying disabilities who are unable to use LBT's fixed-route bus system.

LBT provides Dial-A-Lift services under contract with Global Paratransit, Inc. DAL drivers are trained in the needs of persons with disabilities and transportation is provided in ADA-compliant vehicles.

## Areas Served

LBT's Dial-A-Lift service area includes the cities of:

- Long Beach
- Lakewood
- Signal Hill
- Paramount



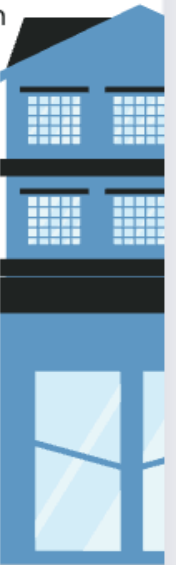
## Who is Eligible to Use Dial-A-Lift?

**To qualify for Dial-A-Lift, applicants must be:**

- A current resident of Long Beach, Lakewood, Signal Hill, or Paramount.
- At least 18 years of age.
- Permanently mobility impaired, and unable to use LBT's fixed-route bus system.
- An active member of Access Services before applying for DAL.

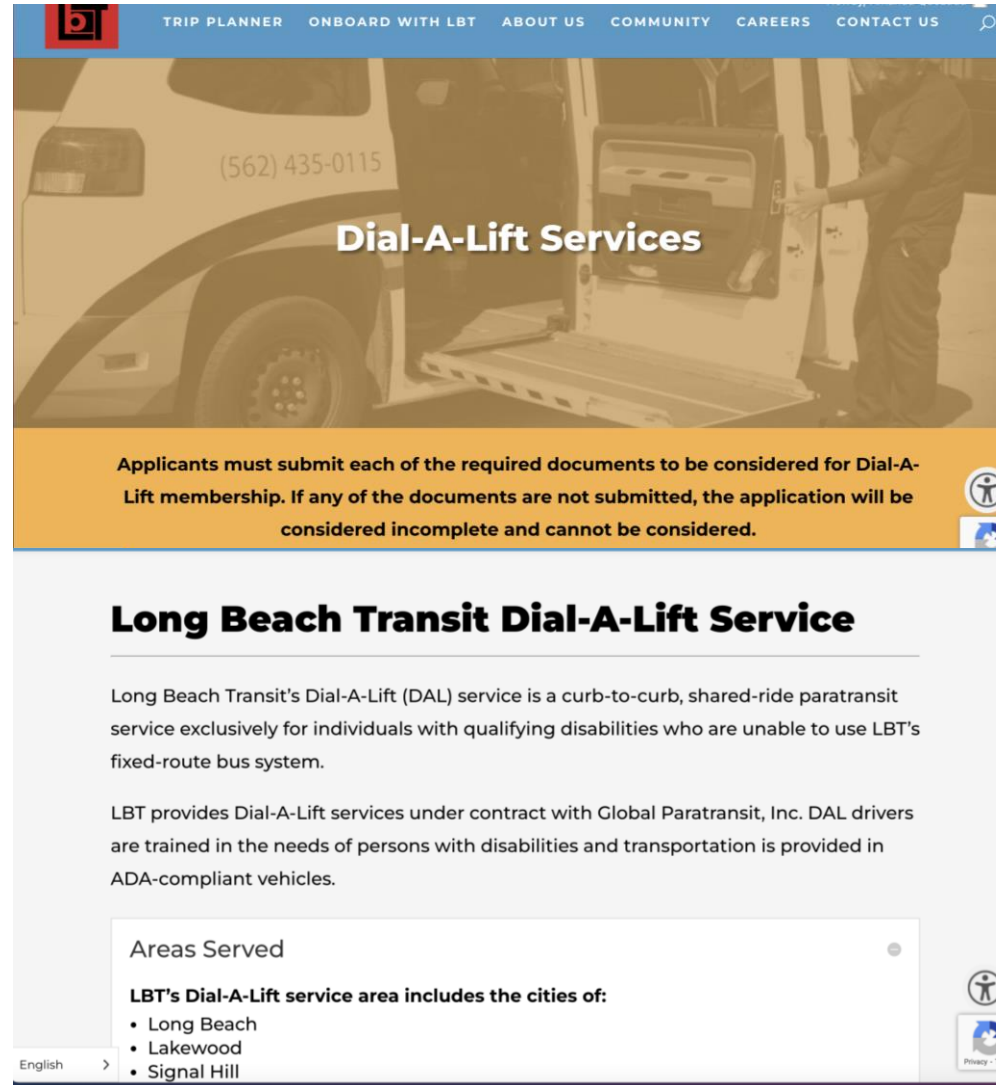
Dial-A-Lift is a supplemental service to the Access program for customers with severe mobility impairments.

Customers may qualify for Access services but not for Dial-A-Lift. Eligibility for DAL is determined on a case-by-case basis





# Dial-A-Lift Assets Web page



The screenshot shows the Long Beach Transit (LBT) website's Dial-A-Lift Services page. At the top is a navigation bar with links: TRIP PLANNER, ONBOARD WITH LBT, ABOUT US, COMMUNITY, CAREERS, and CONTACT US. Below the navigation bar is a large banner image of a white van with its rear door open and a ramp extended. A person is standing next to the van. The text "(562) 435-0115" is visible on the side of the van. Overlaid on the banner is the text "Dial-A-Lift Services". Below the banner is a yellow box with the text: "Applicants must submit each of the required documents to be considered for Dial-A-Lift membership. If any of the documents are not submitted, the application will be considered incomplete and cannot be considered." To the right of this text are two small icons: a person in a wheelchair and a recycling symbol. Below the yellow box is the section header "Long Beach Transit Dial-A-Lift Service". Under this header is a paragraph: "Long Beach Transit's Dial-A-Lift (DAL) service is a curb-to-curb, shared-ride paratransit service exclusively for individuals with qualifying disabilities who are unable to use LBT's fixed-route bus system." Below this paragraph is another paragraph: "LBT provides Dial-A-Lift services under contract with Global Paratransit, Inc. DAL drivers are trained in the needs of persons with disabilities and transportation is provided in ADA-compliant vehicles." Below the paragraphs is a box titled "Areas Served" which contains the text "LBT's Dial-A-Lift service area includes the cities of:" followed by a bulleted list: "• Long Beach", "• Lakewood", and "• Signal Hill". At the bottom left of the page is a language selector showing "English" with a right arrow. At the bottom right are two icons: a person in a wheelchair and a recycling symbol, with the text "Privacy - Terms" below them.

TRIP PLANNER ONBOARD WITH LBT ABOUT US COMMUNITY CAREERS CONTACT US

(562) 435-0115

## Dial-A-Lift Services

Applicants must submit each of the required documents to be considered for Dial-A-Lift membership. If any of the documents are not submitted, the application will be considered incomplete and cannot be considered.

### Long Beach Transit Dial-A-Lift Service

Long Beach Transit's Dial-A-Lift (DAL) service is a curb-to-curb, shared-ride paratransit service exclusively for individuals with qualifying disabilities who are unable to use LBT's fixed-route bus system.

LBT provides Dial-A-Lift services under contract with Global Paratransit, Inc. DAL drivers are trained in the needs of persons with disabilities and transportation is provided in ADA-compliant vehicles.

**Areas Served**

LBT's Dial-A-Lift service area includes the cities of:

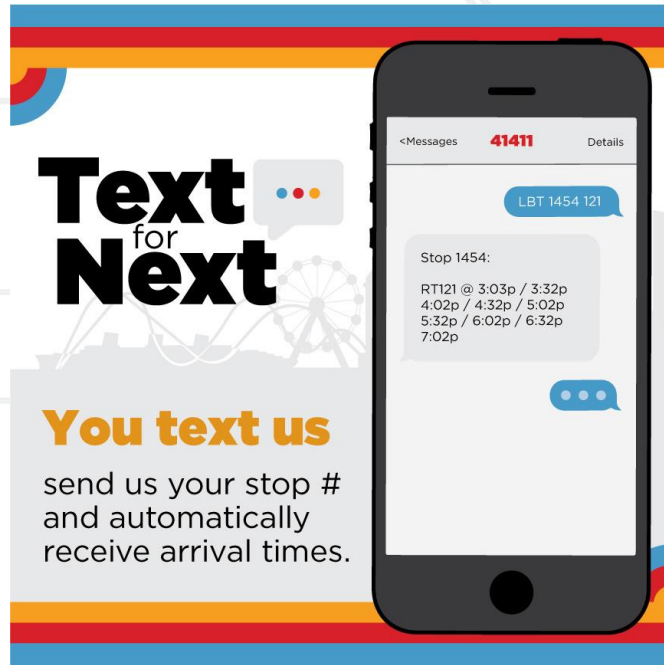
- Long Beach
- Lakewood
- Signal Hill

English >

Privacy - Terms

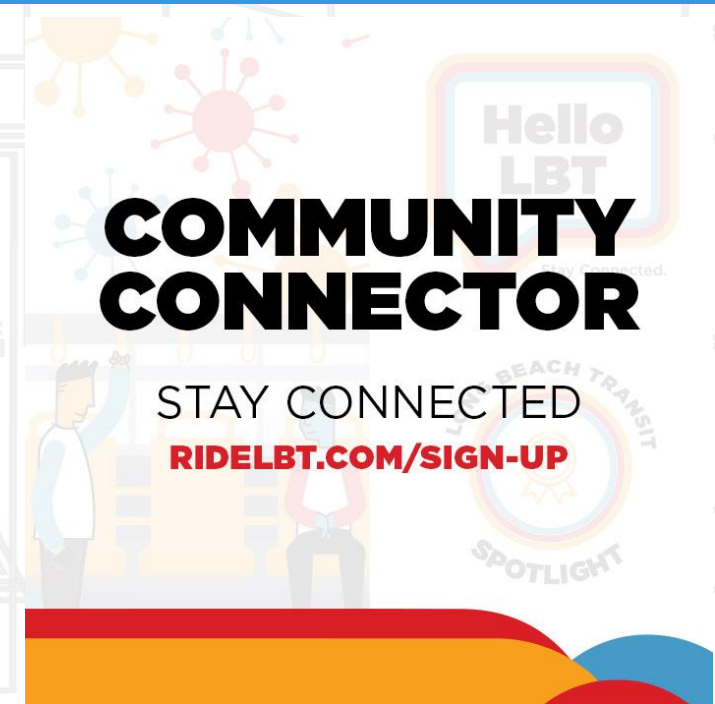


# Customer Information Tools



## Bus Schedule Text Service

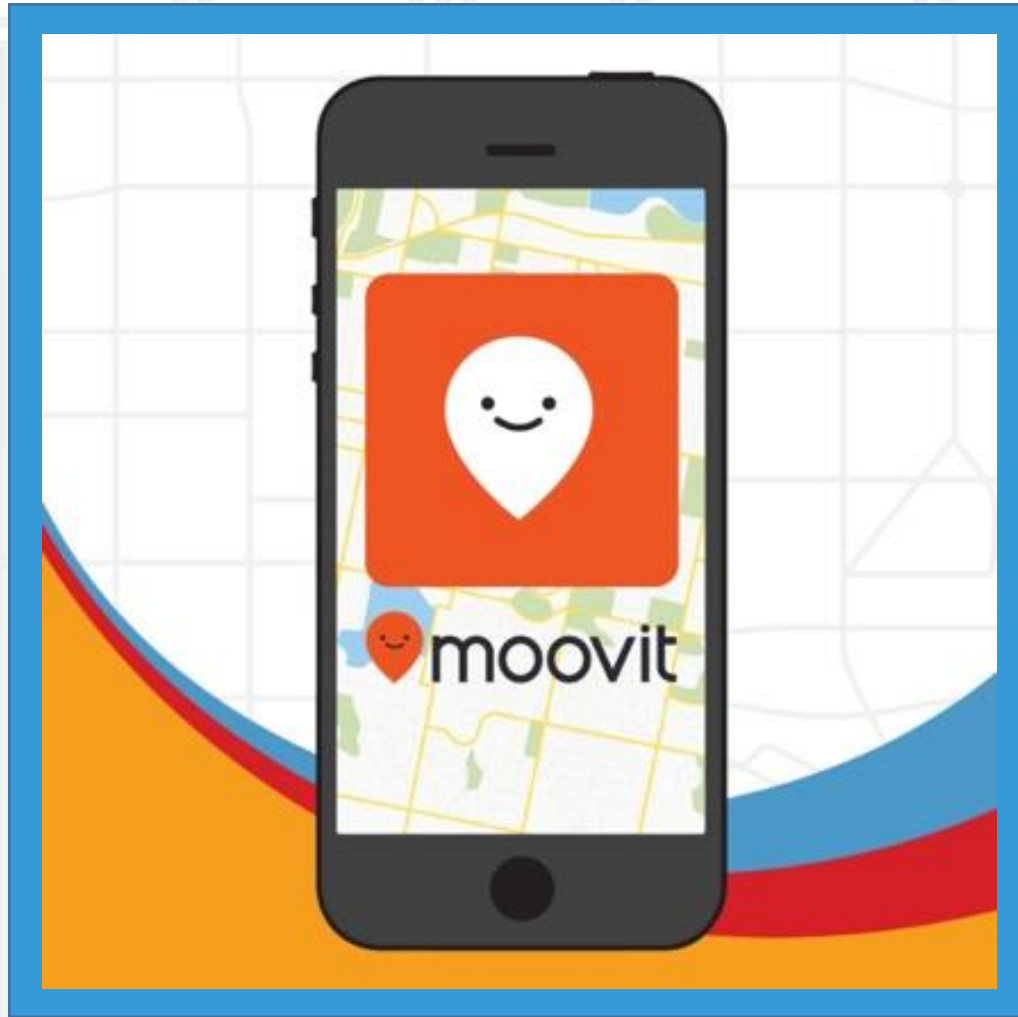
- Arrival times for buses specific to bus stop
- Text "LBT" and "Stop #" to 41411 when at a bus stop



## Monthly E-Newsletter

- Updates on LBT Services and Programs
- Customer and Employee Spotlights
- LBT in the Community

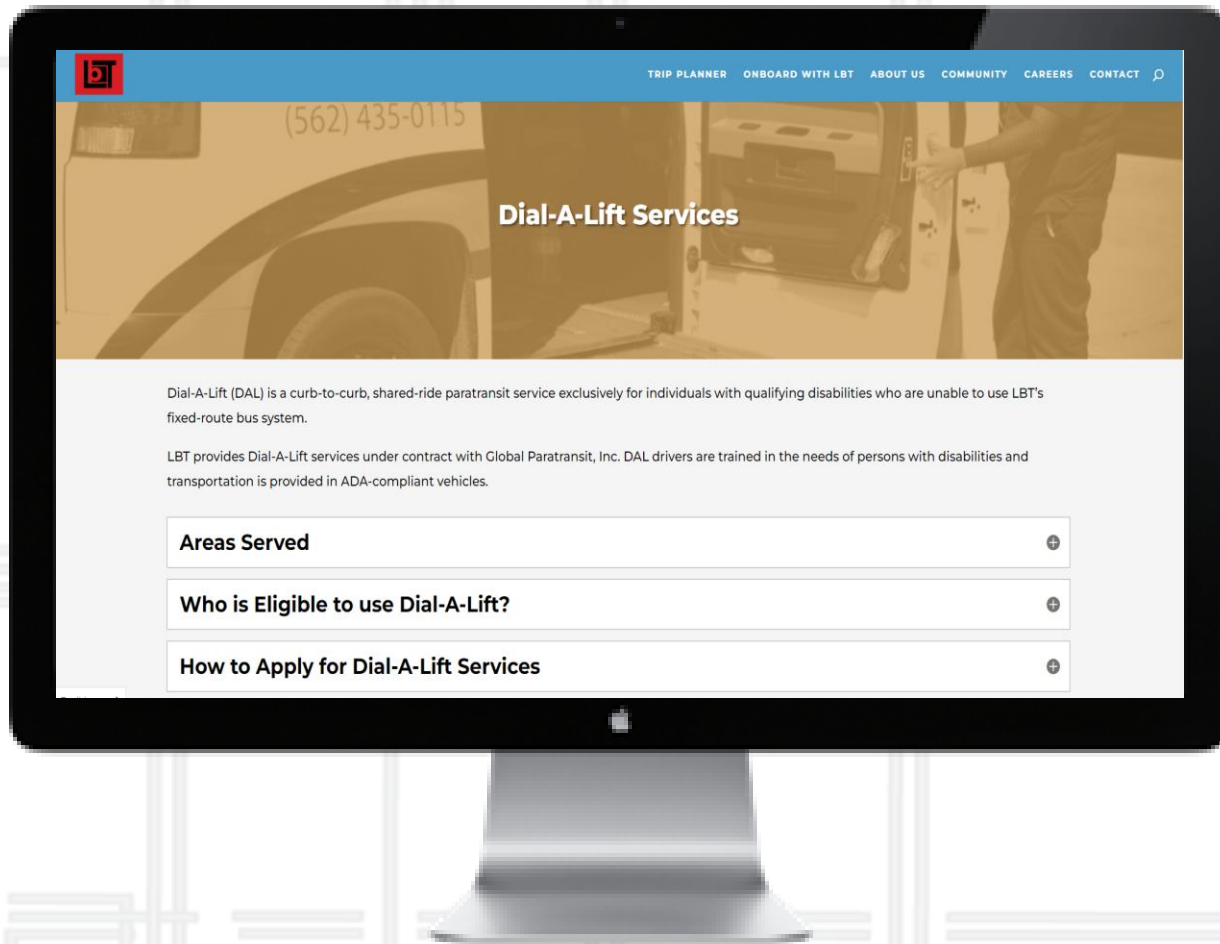
# Moovit



Moovit is the official LBT trip planning app.



# Connect with LBT



[RideLBT.com/dial-a-lift](https://RideLBT.com/dial-a-lift)



@lbtransit



@longbeachtransit



@lbtransit



Thank you

