



Dial-a-Taxi Program

Frequently Asked Questions Regarding the New Dial-A-Taxi Card System

QUESTION: Will the fees change?

ANSWER: No. Riders will now have a card to present to drivers instead of a voucher. Residents will pay the driver \$1 for each ride. No need to purchase vouchers from the City. Your card will automatically be reloaded with 30 rides each month.

QUESTION: How do I use the card?

ANSWER: The Dial-A-Taxi card provides participants with a quick and easy way to travel.

1. Beginning June 1, 2020, present your card to the driver to scan at pick up and drop off. Please be sure to carry your card or you may be denied service.
1. The driver will scan your card and return your card to you. If your card does not have a picture, the driver will require you to show your identification.
2. Pay the driver \$1 per trip.
3. At the end of your trip, present the card to have it scanned a second time.
4. Printed receipts are available upon request.
5. Make sure the driver gives your card back to you.

QUESTION: How do I receive a card?

ANSWER: 1. Complete the enclosed application and mail it to Lori Koteró at:

City of Hermosa Beach
Revenue Services Division
Attn: Lori Koteró
Hermosa Beach, CA 90254

You may also email your application to lkotero@hermosabeach.gov.

QUESTION: What are the program rules?

ANSWER:

1. Participant must be 62 years old or older or have a qualifying disability to be eligible for the Dial-A-Taxi card.
2. Participant must be a resident of Hermosa Beach
3. One swiped trip per one-way trip.
4. Drivers do not wait for participants after drop-off.
5. No reservation is required with exceptions noted below.
6. Pick-up should be within 20 to 30 minutes from the time the telephone request is received by the taxi service.



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7. Non-ambulatory patrons must inform the taxi company that a lift-equipped vehicle is required. Reservations should be made at least 24 hours in advance. Same day service may be available, but not guaranteed.
8. Patrons may reserve a one-time trip up to 2 weeks in advance, specifying the time of pick-up and destination or schedule a standing pick-up for the same time daily or weekly.
9. No round trips are allowed on one swipe. Please call again for another cab to pick you up or pre-schedule a pick-up.
10. Up to 3 additional passengers may ride on one card swipe as long as it is from the same pick-up point.
11. Participants may not lend cards to friends and family.

QUESTION: Will there be a new phone number?

ANSWER: No, the phone number for Dial-a-Taxi dispatch services will remain the same. Please call toll free number at 1-800-829-4378

QUESTION: Will the hours remain the same?

ANSWER: Yes, rides may be scheduled 24 hours a day, seven days a week, 365 days a year, including holidays.

QUESTION: Will the service area remain the same?

ANSWER: Yes. All rides must begin or end in Hermosa Beach, Redondo Beach or any area included within the following boundaries:

- El Segundo Boulevard to the north
- Crenshaw Boulevard to the east (for purposes of medical appointments only, the east boundary will be extended to Western Avenue)
- Pacific Coast Highway to the south (near Palos Verdes)

If a rider chooses to travel beyond these boundaries, an additional meter charge must be paid.

QUESTION: Who will I pay for the ride?

ANSWER: Every month your card will be preloaded with 30 trips and you will pay the driver \$1 co-pay to cover the cost of the ride. No payments are due to the City of Hermosa.

QUESTION: Will I still be able to use my vouchers that I purchased at the City?

ANSWER: Yes, the city will give you a 6-month grace period to use your vouchers until December 1, 2021. Cards become active June 1, 2021. **PLEASE DO NOT USE YOUR DIAL-A-TAXI CARD UNTIL YOU FINISH USING YOUR PAPER VOUCHERS.**



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QUESTION: How do I know how many rides I have left?

ANSWER: Drivers are always able to tell you how many trips you have left. This way you always know how many trips you have left and can manage your trips more effectively.

QUESTION: What do I do if I lose my card?

ANSWER: Replacement cards can be purchased for \$5. You do not need to buy vouchers.

QUESTION: How do I find out more about the service?

ANSWER: Call Lori Kotero at (310)318-0251 or email her at lkotero@hermosabeach.gov.