



## How Can I Increase My Travel Options?

Big Blue Bus can expand your travel opportunities. Big Blue Bus provides frequent service throughout Santa Monica, the Westside and to downtown Los Angeles. Reduced fares are available to seniors and people with disabilities. All Big Blue Buses are low floor and are equipped with ramps and wheelchair securements.



Riding the award-winning Big Blue Bus will enable you to reach major shopping areas, educational, social, and recreational events, and a variety of medical facilities on clean buses with friendly drivers.

And check out the L.A. Metro's Expo Line to access other areas within Los Angeles.

## Other Available Services

- AARP Driver Safety Classes
- Mobility Information and Referral
- Driver Simulation Sessions

## Is More Information Available?

We hold monthly orientation sessions for new riders. These sessions will provide you with additional information about the services offered by WISE & Healthy Aging, the Big Blue Bus and other transportation options.

In addition, we publish the "WISERider," a publication, offering travel tips and service updates.

## TRAVEL TIPS...

- We will pick you up at the address that you designate.
- You should be at the designated location at least five minutes before the scheduled pick-up time.
- Our drivers can assist you in boarding and alighting the vehicle; however, they cannot escort you beyond the sidewalk.
- Clients who require additional assistance may have a companion or a Personal Care Attendant accompany them.

## Important Phone Numbers and Addresses

To register for Santa Monica Dial-a-Ride, visit or call:  
 WISE & Healthy Aging  
 Transportation & Mobility Program  
 1527 4th Street, Santa Monica, CA 90401  
**(310) 394-9871**  
 Fax: (310) 395-0863  
[www.wiseandhealthyaging.org](http://www.wiseandhealthyaging.org)

To schedule or cancel a trip, call:  
 Santa Monica Dial-a-Ride Dispatcher  
**(310) 394-9816**

To contact the Big Blue Bus, visit their Transit Store, a complete customer service center and retail store at 1444 4th Street, Santa Monica, CA 90401.

## About WISE & Healthy Aging

WISE & Healthy Aging, a social services organization, enhances the independence, dignity and quality of life of older adults through leadership, advocacy and innovative services. This nonprofit is the result of a November 2007 merger of WISE Senior Services and Center for Healthy Aging. Each organization served the community for more than three decades prior to the merger, earning national reputations for programs and services.

- Adult Day Service Center
- Caregiver Support
- Club 1527
- In-Home Services/Care Management
- City and County of Los Angeles Long-Term Care Ombudsman Program
- Elder Abuse Prevention Program
- Benefits Enrollment Center
- Medicare Insurance, Legal and Financial Counseling
- Information & Referral Services
- Tax Preparation Service
- Training and Education Center
- Mental Health Services and Peer Counseling
- WISE Diner
- WISE HomeCare
- Volunteer Opportunities



1527 4th St., 2nd Floor • Santa Monica, CA 90401  
**(310) 394-9871**  
[www.wiseandhealthyaging.org](http://www.wiseandhealthyaging.org)



## WISE & Healthy Aging Transportation and Mobility Services

*Supporting our young-at-heart Seniors*

A SERVICE PROVIDED BY:

**WISE & Healthy Aging**  
 The City of Santa Monica  
 Santa Monica Big Blue Bus



Do you know, or are you, an older adult or an adult with a disability who needs transportation to maintain independence?

Through coordinated efforts, WISE & Healthy Aging can help...



## What is the Santa Monica Dial-a-Ride Service?

The service is a shared-ride service offering curb to curb van transportation at low cost for seniors and people with disabilities who live in the City of Santa Monica. Riders can use the service for any transportation purpose, such as:

- **Health Care** Visit a doctor, therapist, medical facility or hospital
- **Education** Take a class, attend school, a lecture or a discussion group
- **Enjoyment** Visit friends and relatives, go to the movies, the park or any other recreational or social activity
- **Shopping** Go to grocery stores, department stores, the mall or any shopping area in Santa Monica

We transport our clients in comfortable, wheelchair accessible vans driven by specially trained, uniformed, and licensed drivers.



## Who is Eligible?

Any City of Santa Monica resident who is:

- At least age 60, or
- A person with a disability who is at least 18 years old.

You must register with WISE & Healthy Aging to use the service.

## Where Can I Go with the Santa Monica Dial-a-Ride Service?

You may use the service to go anywhere within the city limits. We have limited fixed-route service to a limited number of locations in the immediate surrounding communities including:

- UCLA Medical Center
- Kaiser Medical Centers in West Los Angeles and Culver City/Marina del Rey
- The West Los Angeles V.A. Medical Center
- Additional shopping excursions are offered twice monthly
- Excursion trips to cultural attractions and educational events

For more information

**(310) 394-9871**

## How Do I Register for the Service?

You may register by phone, mail or in-person. To register by phone or mail, call WISE & Healthy Aging at (310) 394-9871, and ask for WISE Transportation & Mobility Program. We will take your information by phone or mail an application form if you prefer. You may also stop by the office and pick up a form or have one completed in person.

Your application will be processed immediately upon receipt. You will be invited to participate in a transportation and mobility class for new members. The class will provide detailed information about how to use the service and policies and procedures that enable you to access all aspects of the service. You will also receive a Transportation ID card to be used each time you ride the vans.

## How Do I Use the Service?

After you receive your ID card, you may start using the service at any time by calling the Scheduling Dispatcher at (310) 394-9816.

Advance reservations are encouraged and may be made any time from one to six days prior to the date of travel. You will be issued a trip confirmation number. Same day service will be provided if space is available.

We do not prioritize trips by purpose. All trips are scheduled on a first-call, first-served basis regardless of the purpose of the trip.

## Hours of Operation

We operate the vans and accept trip reservations:

Monday thru Friday	8:00 am - 6:00 pm
Saturday	8:30 am - 3:30 pm
Sunday	8:00 am - 1:30 pm

We do not operate on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving or Christmas.

## Door-Through-Door Service

In addition to curb pick-up, for seniors needing more assistance, WISE & Healthy Aging staff is available for door-through-door service. Please specify when calling in for service.

## How Much Does It Cost?

The one-way fare for clients and companions is 50 cents and 25 cents for Personal Care Attendants.

Payment can be made in advance by personal check mailed to the Big Blue Bus, Attn: Santa Monica Dial-a-Ride. Otherwise, cash fares must be paid when you board the van.

## Are There Other Costs?

Only if you fail to cancel a trip with less than two (2) hours notice.

We do our utmost to provide prompt, efficient service, however, we need our clients to do their part to prevent unnecessary trips. Failure to provide a reasonable cancellation notice causes serious scheduling problems, wasted trips, and does not allow us sufficient time to reroute vehicles to serve other clients.

If you need to cancel a scheduled trip:

- You must notify the Scheduling Dispatcher as soon as you know that you will not need the trip.
- If you fail to meet the van at the scheduled time, or you cancel a scheduled trip with less than two (2) hours notice, you will be charged a \$5 no-show fee.
- Failure to pay could result in a suspension of ride privileges.