



City of South Gate  
Transit Services Division  
9520 Hildreth Ave, South Gate, Ca 90280  
323-563-5754

## **Frequently Asked Questions**

### **Phone - A - Ride Transportation Program**



- 1. Who qualifies for the program?**  
South Gate residents over the age of 62 or South Gate residents who are permanently disabled (must show proof).
- 2. Where can the Phone-A-Ride taxi service take me?**  
The Phone-A-Ride service provides limited transportation for medical and local trips in South Gate. It will also take you to certain medical locations outside of South Gate. It is prohibited to use the service for transportation to work or school.
- 3. What do I need to present in order to register?**  
Registrants 62 years and older must present a valid state issued photo ID and proof of residency. Acceptable proof includes a utility bill or correspondence from medical providers, school or government agencies containing registrant's name and South Gate address in printed form. Disabled residents must provide the same documents plus proof of disability. Hand written documents are not accepted.
- 4. What days can I register?**  
Enrollment is available from Monday through Friday from 12:30 pm to 5:30 p.m. You are encouraged to make an appointment by calling (323) 563-5754.
- 5. How much is it and how often do I need to pay?**  
The registration fee is \$10.00. This fee covers service for one year from the date of registration. You will have 26 trips per month and pay \$1.00 per trip.
- 6. I just registered for the Phone-A-Ride program. When will I receive my card?**  
Your card will be mailed to you in approximately 3 weeks after the date you registered. You may start using the program when you receive your card.
- 7. I am renewing my Phone-A-Ride service. Will I be receiving a new Phone-A-Ride card?**  
Once you renew your card a renewal label will be placed on your card to indicate the status and you will continue to use the same card.
- 8. What can I do if my card is lost or stolen?**  
If your card becomes misplaced, please report it to the Transit Office immediately. Replacement cards are \$5.00. You will receive your replacement card by mail in about two weeks and may resume using the service at that time.

For additional information please contact the Transit Office, (323) 563-5754, [Transit@sogate.org](mailto:Transit@sogate.org), or visit us. We are located inside The City of South Gate Sports Center, on the west side of South Gate Park, between the pool and tennis courts. (Se Habla Español)