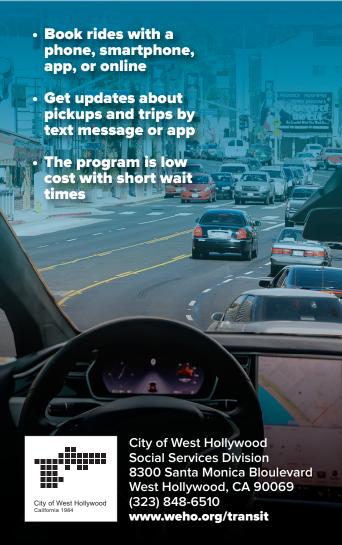
The City of West Hollywood's







The City of West Hollywood's **ON-CALL**

TRANSPORTATION PROGRAM

Rides are completed by our transportation partner, Ambiance Transportation, or by a Lyft vehicle

How the program works

Each month, participants may purchase:

\$50.00 of program credits for **\$8.00** OR

\$100.00 program credits for **\$16.00**.

Participants may travel to and from locations that are within 10 miles of the borders of the City of West Hollywood.

ELIGIBILITY REQUIREMENTS

- Must live in the City of West Hollywood
- Aged 62 or over, or
- Have documented evidence of a disability

How to enroll by mail

- Complete a signed application form
- Include a copy of your CA ID card, passport, or other governmentissued photo ID
- Include a copy of your current utility bill or proof of residency
- If you are disabled, please enclose documented evidence of your disability (copy of current SSI, Disability Approval Letter, letter from doctor, or SSI check stub)
- Include a check or money order for \$8.00 or \$16.00 (DO NOT send cash) payable to West Hollywood On-Call Transportation MAIL THE ABOVE TO: West Hollywood On-Call Transportation Program P.O. Box 5043 Glendale, CA 91221

How to enroll online

- Go to http://ambianceoncall.com
- Complete the application and follow the instructions
- Upload photos or scans of your government-issued photo ID and utility bill
- If you are disabled, upload documented evidence of your disability (copy of current SSI, Disability Approval Letter, letter from doctor, or SSI check stub)
- After your application is approved, you will receive instructions on how to log into your account and purchase Program Credits using a credit card

How to use your program credits

Book your rides in one of three ways:

- Phone: Call (310) 981-9303
- Online: Log into your account at https://ambianceoncall.com
- Mobile app: Log into your account via your smartphone mobile app

If you do not have enough credit to book a ride, you will be asked to purchase additional credits.

How do I know my current program credit balance?

Fares will be deducted from your account after each ride is completed.

Check your balance:

- Phone: Call (310) 981-9303
- Online: Log into your account at https://ambianceoncall.com
- Ambiance On-Call iPhone/Android mobile app: Your balance should appear on the left.

How to reorder fare credits

- Ambiance On-Call iPhone/
 Android mobile app:
 Select "Purchase Credits."

Mail:

Send a check or money order (DO NOT send cash) with your name and Member ID code and made payable to:
West Hollywood On-Call Transportation Program
P.O. Box 5043
Glendale, CA 91221

GENERAL RULES

All Program Credits will be valid until June 30 of each year. Credits expire on June 30 and are not refundable or exchangeable.

Program Credits are not transferable.

They are valid only for the client on the account.

Trips can be booked for immediate pickup or pre-scheduled up to 14 days in advance.



Let us know what you think!

To share your opinion or for general information or to check fare balance, please call:

(310) 981-9303



City of West Hollywood Social Services Division 8300 Santa Monica Boulevard West Hollywood, CA 90069 (323) 848-6510 www.weho.org/transit