

The City of West Hollywood's



ON-CALL TRANSPORTATION PROGRAM

- **Book rides with a phone, smartphone, app, or online**
- **Get updates about pickups and trips by text message or app**
- **The program is low cost with short wait times**



City of West Hollywood
California 1984

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



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 government-issued 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

- **Online or mobile app:**
Log into your account at <https://ambianceoncall.com>
- **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.

**WE VALUE
YOUR OPINION!**

Let us know what you think!

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

(310) 981-9303



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