



## City of South Pasadena Community Services Department

# Memo

**Date:** February 10, 2025

**To:** Community Services Commission

**Via:** Lucy Hakobian, Community Services Director

**From:** Melissa Snyder, Community Services Deputy Director

### **Written Public Comment for Commission Review**

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Attached to this memo is a written public comment submitted for your review. This comment pertains to community concerns regarding changes to Dial-A-Ride (DAR) service.

Please take a moment to review the attached document prior to our upcoming meeting. As always, we appreciate public participation and value community input in our decision-making process.

Should you have any questions or require further clarification, please feel free to reach out.

Thank you for your time and dedication to serving our community.

**Attachment:** Written Public Comment – Changes in Dial-A-Ride Services

## **ATTACHMENT 1**

Written Public Comment – Changes in Dial-A-Ride Services

**From:** [Yvonne LaRose](#)  
**To:** [Lucy Hakobian](#)  
**Cc:** [Omari Ferguson; Public Safety Commission Comment](#)  
**Subject:** Changes in Dial a Ride Services  
**Date:** Saturday, February 8, 2025 12:55:04 PM

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Public Comment to Public Safety Commission  
Public Comment to Community Services Commission

Dial a Ride services are under the purview of the Community Services Commission for our city. It provides limited transportation (hours per day of the week) for those who live in South Pasadena and are seniors, those with accessibility support, and similar issues for those who also have transportation challenges at a very reduced fare

(\$0.50 per ride compared with Access Paratransit at \$2.75 per ride compared with Uber/Lyft at \$10.00 per ride).

The transportation services are essentially as reliable as those provided by shared-ride services such as Uber or Lyft. The drivers are amiable and have a pleasant stream of conversation that is supportive of the patrons. The drivers are also, like our police department, aware of special matters related to the welfare of the patrons so that they are sensitive to situations that may need special attention and fast action.

There have been many changes in personnel in the Dial a Ride department. One thing that has been somewhat consistent is the need to make a reservation at least a day in advance. Will-call and same-day arrangements have been available options in the past that beg (by common sense) to not be abused but still be appreciated accommodations.

In 2021, new personnel was put in place. For a short time, the reservationist would accept reservations but later change, or even cancel, an appointment at their choice and without advice and consent of the patron. That situation has been stopped.

But the usual standard of making a reservation, without justification for the need, has continued.

In the last year or so, reservations are now predicated on whether they are for the purpose of attending medical appointments, those taking priority over all other requests for transport. This week I was informed that it is now necessary to make an appointment at least a week in advance, modification allowed if the reservation is for a medical appointment.

The fact that Dial a Ride is currently understaffed both in the administration area as well as number of available drivers is a current fact. We patrons are doing our best to "roll with the punches" in the duration. However, being required to make a reservation up to a week in advance puts our population in a precariously untenable position and goes against the premises

of the Dial a Ride program.

It would be helpful to review this new "one week in advance" protocol. As that standard is applied to those who have no personal transportation and public transportation options are nonexistent, this new protocol creates an undue and exclusionary hardship. I don't think that was the intent of the Dial a Ride program. I request a review of these revisions to the Dial a Ride program, i.e.,

- medical appointments take priority over all other transportation requests
- one week in advance reservations

Viva

Yvonne LaRose, CAC

Organization Development Consultant:  
Diversity/Title VII, Harassment, Ethics