



## FREQUENTLY ASKED QUESTIONS

### What is Paramount In Motion?

The City of Paramount hosted two focus groups in Summer 2018 to discuss current transit conditions. The community feedback generated a new transit plan that was taken to the City Council in October 2018. The City Council approved a plan to partner with various local transit agencies to improve transit programming in Paramount and provide improved regional mobility for our residents. Paramount In Motion is the partnership between the City of Paramount, Long Beach Transit (LBT), Fiesta Taxi, and Metro Los Angeles.

### Can I get a summary of the new transit changes?

The City held community meetings in November 2018 to introduce the changes. A copy of the two presentations shown at these meetings can be viewed and downloaded below:

[Fixed Route, College Bound, Dial-A-Lift \(DAL\) Presentation](#)

[Medical Taxi, Dial-A-Ride \(DAR\), Elderly Nutrition Program \(ENP\), Dial-A-Lift \(DAL\) Presentation](#)

### What is the “Paramount In Motion” application?

Paramount residents can apply for four programs within “Paramount in Motion” - Paramount University Pass (PUP), Dial-A-Ride (DAR), Medical Taxi, and Elderly Nutrition Program (ENP). The applications will help City staff keep track of how many people are enrolled in each program so that all residents can be accommodated. There is no participant limit to the DAR, Medical Taxi, or ENP programs but there is a limited quantity of PUP cards available for college students.

The “Paramount In Motion” application will be available in January 2019. Contact Suleyma Rosales, Community Services & Recreation Supervisor, at (562) 220-2121 or via [email](#) with questions.

### What is a Transit Access Pass (TAP) card?

The Transit Access Pass (TAP) card is a form of electronic ticketing payment method used on most public transport services within Los Angeles County.

### How much does a TAP card cost?

The Paramount Unified School District K-12 student reduced monthly fare is \$40 for LBT access only.

The regular adult reduced monthly fare is \$65 for LBT access only.

The Senior reduced monthly fare is \$24 for LBT access only.

Low-income individuals can apply for an additional \$12 discount voucher through the Human Services Association (HSA). Apply for the Low-Income Fare is Easy (LIFE) Program on the

HSA website: <http://www.hsala.org/services/program/life>

## Can I use my TAP card on a Metro bus?

Yes! You can use a TAP card for any bus system, as long as there is money deposited onto the card. Cash is loaded onto a TAP card is called “stored value.”

Transfers to Metro buses are 50 cents per transfer.

People who want unlimited use on both LBT and Metro can apply for an Easy Pass. The cost for this pass is \$110 per month.

You may purchase a TAP card online [here](#), at a Metro Customer Center or vendor location, at TAP vending machines at all Metro Rail and Metro Orange Line stations, or on-board Metro buses. [Visit the TAP website for more information.](#)

## How do I apply for a Paramount University Pass (PUP)?

If you are a Paramount resident or graduate of Paramount High School and an incoming or continuing college student, you may apply for a free Paramount University Pass (PUP) through the City of Paramount. Complete the “Paramount In Motion” application with proof of Paramount residency, proof of school enrollment, and completion of a Metro questionnaire (included in the PUP card application). Turn in a printed application to the Recreation Office. Contact Suleyma Rosales, Community Services & Recreation Supervisor, at (562) 220-2121 or via [email](#) with questions.

PUP cards will be available starting January 2019. Please note that only 150 PUP cards are available.

The PUP card is good for one calendar year. New applicants will be required to submit the “Paramount In Motion” application with a copy of their class schedule to qualify. Re-enrolling students will only need to submit a copy of their class schedule to qualify. PUP cards will be issued in spring/summer and fall. Once a student applies for a PUP card, it may take up to ten business days for activation.

## How long does it take to travel one-way to the nearby colleges?

Long Beach City College (Liberal Arts Campus) - 50 minute commute

Long Beach City College (Pacific Coast Campus) - 52 minute commute

Cerritos Community College - 47 minute commute

Compton Community College - 30 minute commute

California State University Long Beach - 51 minute commute

California State University Dominguez Hills - 44 minute commute

I am a college student, but I do not attend any of the schools directly on the route. Can I still apply for a Paramount University Pass?

Yes. Please contact Suleyma Rosales, Community Services & Recreation Supervisor, at (562) 220-2121 or via [email](#) to request a Paramount University Pass.

PUP cards will be available in January 2019. Please note that only 150 PUP cards are available.

### **How much does it cost to replace my Paramount University Pass?**

If you lose or damage your card for the first time, there will be a \$5.00 fee. For a second instance, there will be a \$10.00 fee. For a third instance, there will be a \$15.00 fee.

### **I am not a college student. How long will it take to receive my TAP card?**

TAP Applications for Paramount Unified School District students and for the senior residents that use LBT buses may take up to 4 - 6 weeks to process. However, to expedite the process, LBT has given the City of Paramount 100 TAP student applications and 100 temporary student cards as well as 50 senior TAP applications and 50 temporary senior cards. You can pick up an application from the Recreation Office.

Temporary cards are only active for 90 days. Permanent cards will arrive by mail 4 - 6 weeks after the application is submitted.

### **I attend Paramount High School, can I take a bus there?**

Yes. You can take LBT Route 71. View the route schedule [here](#) or call (562) 591-2301 to plan your trip.

### **I need to go to Walmart. How do I get there?**

You can take LBT Route 71. View the route schedule [here](#), or call (562) 591-2301 to plan your trip.

### **Where is my LBT bus?**

Get live LBT bus time arrivals by texting the following message with your stop number to 27299: **LBT#** (e.g.: LBT0865)

You can also add your route number if your bus stop serves different LBT routes. Just add the route number after LBT and the stop number. (e.g.: LBT0865 71)

Please note that this will not work for Metro buses or any of the taxi programs.

### **I want to apply for the Dial-A-Lift (DAL) program. What do I do?**

To request an application, call (562) 591-8753 Monday - Friday, 8:00 a.m. to 4:30 p.m. A doctor will need to complete the application before sending it back to Long Beach Transit. Submit a copy of the eligibility determination letter from Access Services with your application. The application will be evaluated and, if approved, you will be asked to go to LBT for the final membership process.

Once approved, you will receive a DAL photo ID swipe card that will allow you to use the service. Please note, this is NOT the same thing as a TAP card.

Although the City of Paramount does not handle the Dial-A-Lift applications, you may contact Suleyma Rosales, Community Services & Recreation Supervisor, at (562) 220-2121 or via [email](#) with questions.

### **How do I make a reservation for the Dial-A-Lift program?**

Reservations can be made by calling Global Paratransit Inc. at (562) 435-0115 between 6:30 a.m. and 5:00 p.m., seven days per week and up to seven days in advance of the trip.

DAL offers trips from 7:00 a.m. to 10:30 p.m., Sunday through Thursday, and from 7:00 a.m. to 11:30 p.m., Friday and Saturday.

### **I lost my Dial-A-Lift card. What do I do?**

Call (562) 591-8753 Monday - Friday, 8:00 a.m. to 4:30 p.m. Lost cards are reissued for a \$5.00 fee.

### **Can I bring my service animal on my Dial-A-Lift trip?**

Yes. Please notify the reservationist when making your reservation.

### **I am disabled and am unable to take the LBT route. What can I do?**

If you are disabled or age 60 years or older you can apply for the Medical Taxi and Dial-A-Ride programs. Complete a "Paramount In Motion" application at the Community Services & Recreation Department. Once approved, you can schedule your trips by calling 1 (877) 933-3396.

You may also apply for the Dial-A-Lift program through Long Beach Transit. Applicants must be at least 18 years of age. Request an application by calling (562) 591-8753 Monday - Friday, 8:00 a.m. to 4:30 p.m. A doctor will need to complete the application before sending it back to Long Beach Transit. Submit a copy of the eligibility determination letter from Access Services with your application. The application will be evaluated and, if approved, you will be asked to go to LBT for the final membership process. After being approved, reservations can be made by calling Global Paratransit Inc. at (562) 435-0115 between 6:30 a.m. and 5:00 p.m., seven days

per week and up to seven days in advance of the trip.

### **What is the difference between the Medical Taxi program and the Dial-A-Ride program?**

The Medical Taxi program is designed to help senior citizens (persons 60 years or older) and disabled residents make their medical and dental appointments to **out-of-town medical centers** within an approximate five-mile radius.

The Dial-A-Ride program is designed to help senior citizens (persons 60 years or older) and disabled residents that need assistance going to **an approved location within the City**.

### **My medical facility is not on the approved list of facilities for the Medical Taxi program. Can I still use the service?**

You can add your medical facility to this list by contacting Suleyma Rosales, Community Services & Recreation Supervisor, at (562) 220-2121 or via [email](#). Once the facility has been reviewed and approved, you may use the Medical Taxi program to be dropped off and picked up there.

### **I have a wheelchair, can I still use the Medical Taxi and Dial-A-Ride programs?**

Yes. When making a reservation, please specify that you have a wheelchair and will be requiring a wheelchair-accessible van. Service is from 6:00 a.m. to 9:00 p.m., Monday - Sunday (includes holidays).

### **What if I don't use all of my allotted trips in one month?**

Not to worry, you will not lose any money. Once you load your transit card with money, the monetary balance will only be affected by you using your trips or applying additional funds to the transit card. Your monthly allotment of allowed trips does not roll over each month but will reset each month to the allowed number of uses.