

BOLT POWERED BY GTRANS

Introducing Bolt Powered by GTrans! Gardena's on-demand shared-ride service. Bolt provides seamless travel for registered Paratransit riders. It serves as an easy way to schedule and track trips within the boundaries of the City of Gardena, Hawthorne, and certain unincorporated areas of Los Angeles County (Alondra Park and Del Aire) in real-time. Enjoy your travels with safe, reliable, and professional drivers tailored to your short-distance needs!

ELIGIBILITY CRITERIA

To qualify and register for Bolt Powered by GTrans Paratransit service, the applicant must live in Gardena, Hawthorne, or certain unincorporated areas of Los Angeles County (Alondra Park and Del Aire) AND fall within at least one of the following categories:

- **SENIOR** who is 60 years of age or older.
- **INDIVIDUAL WITH DISABILITIES** is any individual who, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability, including those who are non-ambulatory wheelchair-bound and those with semi-ambulatory capabilities are unable, without special facilities or special planning or design, to utilize mass transportation facilities and services as effectively as persons who are not affected. There is no age requirement for individuals with disabilities.
- **MEDICARE OR DMV DISABLED I.D. CARD HOLDER.** No additional proof of residency or eligibility is required. Los Angeles County Transit Operation Association (LACTOA) identification and holders are also accepted.

HOURS OF OPERATION*

MONDAY - FRIDAY.....7:00AM - 9:00PM

SATURDAYS.....10:00AM - 9:00PM

Modified weekend schedule on: Presidents' Day and Veterans Day. **No service on:** New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.

**Note: Bolt Powered by GTrans Paratransit service runs until 5:00PM for members traveling beyond Gardena's city limits. Times are subject to change without notice. Visit RideGTrans.com/Bolt or call (310) 965-8848 for more information.*


SATELLITE LOCATIONS

DAY	AREA	SATELLITE POINT
Mondays	Redondo Beach	South Bay Galleria
Mondays, Wednesday, Fridays	Inglewood	Centinela Hospital, Centinela Freeman Med. Ctr., Inglewood Civic Area Med. Ctr., & Inglewood Social Security Office
Tuesdays & Thursdays	Torrance/South Bay	Little Company of Mary Hospital, Torrance Social Security Office, UCLA/Harbor Med. Ctr., and UCLA/Harbor Med. Ctr. Hospital, Del Amo Fashion Ctr. And Torrance Promenade
Saturdays	Torrance	Torrance Promenade

TITLE VI

The City of Gardena's GTrans is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, national origin, as protected by Title VI of the Civil Rights Act of 1964, as amended. If you believe you have been discriminated against, you may file a complaint. Please call GTrans for more information.

CONTACT US

 (310) 965-8848

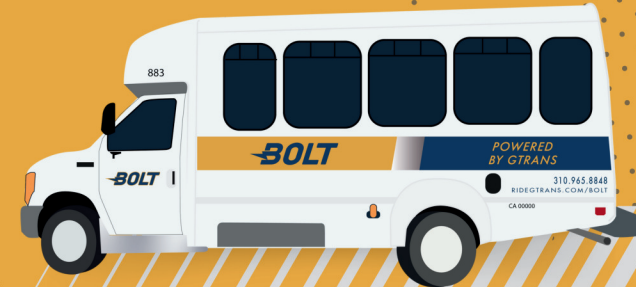
 @RideGTrans

 RideGTrans.com/Bolt

 facebook.com/RideGTrans

 Bolt@gardenabus.com

 @RideGTrans



BOLT POWERED BY GTRANS

PARATRANSIT SERVICE

COORDINATED BY:

The City of Gardena
The City of Hawthorne
Los Angeles County



PARTIALLY SPONSORED BY:

Mobile Source Air Pollution Reduction
Review Committee (MSRC)



13999 S. Western Avenue
Gardena, CA 90249
(310) 965-8848
RideGTrans.com/Bolt



REGISTRATION

Gardena and Los Angeles County (Alondra Park and Del Aire) residents can apply at:

Gardena Senior Citizens Bureau:
1670 W 162nd St,
Gardena, CA 90247
(310) 217-9552

Hawthorne residents can apply at:

Hawthorne Memorial Center located at
3901 W. El Segundo Blvd.
Hawthorne, CA 90250
(310) 349-1640

Please bring your California identification card and proof of residency (utility bill). Post office boxes do not prove residency. Addresses are verified to ensure they are within respective jurisdictional boundaries. Individuals with disabilities must provide a letter from a physician stating the applicant is disabled. A picture will be taken for creation of the permanent Bolt identification card.

IDENTIFICATION CARDS

PERMANENT BOLT PARATRANSIT ID CARD will be issued on the same day with an approximate wait time of 10 minutes. Alternatively, individuals may opt to have the ID card mailed to their home or arrange for later pick-up when card is available. The permanent card has the individual's picture and designation for the type of rider (Senior, Person with Disability, or PCA Required).

HOW TO RIDE

BOLT POWERED BY GTRANS MAKES IT SIMPLE TO BOOK A RIDE!



Call Bolt Powered by GTrans
[\(310\) 965-8848](tel:(310)965-8848)



Use our website:
RideGTrans.com/Bolt



Download the Bolt App



SAFETY POLICIES



SEAT BELTS

For user safety, seat belts are required and must be worn at all times. Passengers must remain seated while the vehicle is in motion.



PACKAGES

Parcels (including grocery bags) should be limited to three (3) bags or a small shopping cart. The operator will assist passengers with parcels. Packages must not block the aisle.



MOBILITY DEVICES

Operators will provide reasonable accommodations to help customers with access to or from a location upon request. All vehicles are equipped with a lift or ramp for passengers using mobility devices. Wheelchairs and mobility devices must be secured by the Operator with all four restraints.

FARE

- \$0.75 One-way trip
- Passengers from the Gardena Senior Citizens Bureau may purchase SSI ticket books for \$10 (each ticket is \$0.50)
- The City of Hawthorne sells dial-a-ride tokens to its residents for \$0.75. Passengers may use these tokens to ride at no charge, otherwise the fare is \$0.75 one-way.
- Personal Care Attendants (PCA) ride for free. Passengers requiring the PCA must have the proper identification, issued by their respective Senior Center. The PCA must accompany the passenger throughout the duration of the Bolt ride.

SERVICE POLICIES

- Though Bolt Powered by GTrans service may be reserved same day, we recommend booking 48 hours in advance of your desired pick-up time; to guarantee we can accommodate your request.
- Ride with confidence! All operators have received specialized safety training and passed a thorough background check. They will be randomly assigned rides by our ride sharing software based on availability and business demand.
- Operators are not permitted to accept tips or gratuities from passengers under any circumstances.
- Each ride must be booked separately. Passengers must select their pick-up and drop-off locations before booking their ride.
- If a rider books 10 or more rides and cancels* or misses over 40% of their booked trips, their booking will be restricted for 7 days. During that time, they can only schedule rides up to 48 hours in advance and have no more than 2 trips booked at once. *Only cancellations made within 2 hours of departure are counted.