



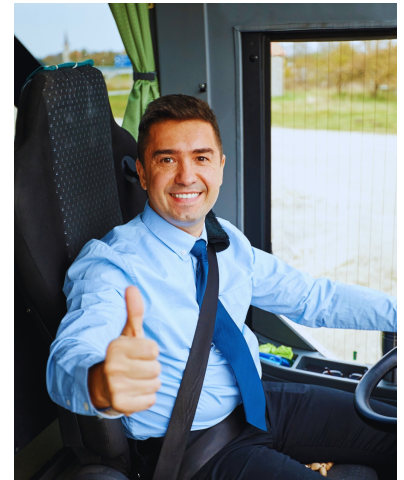
RRI TRANSPORTATION SERVICE

FREE shared rides for Rancho patients

- ✓ Scheduled clinic appointments
- ✓ Attend Don Knabe Wellness Center
- ✓ Curb to curb pick up
- ✓ Within 25 miles of Rancho campus within L.A. County
- ✓ Wheelchair Accessible

(562) 385-6778

- ✓ First Call, First Served
- ✓ Calling hours 7:00AM-2:00PM
- ✓ Monday-Friday (except holidays)



Rancho Los Amigos National Rehabilitation Center

7601 IMPERIAL HWY DOWNEY, CA 90242 (562) 385-7111 TTY/TDD Number (562) 385-8450

www.rancho.org · [www.twitter.com/ranchorehab](https://twitter.com/ranchorehab) · www.facebook.com/rancholosamigosrehab www.instagram.com/ranchorehab



To request reasonable accommodation, please contact the ADA Coordinator's office at (562) 385-7428 or by email at lawong@dhs.lacounty.gov 5 days in advance.



RIDER'S GUIDE

WHAT WE ARE

RRI Transportation offers special rides for patients at Rancho Los Amigos National Rehabilitation Center who have trouble getting around. These rides are shared, which means they can pick up and drop off multiple people along the way, just like a bus or train. This helps everyone save time and get to their appointments or activities without any problems.

WHAT WE ARE NOT

We require advance booking for shared rides, distinguishing us from private taxis and public buses. However, please note that we are not a medical transport service and cannot accommodate bedside-to-bedside or stretcher rides.

OUR SERVICE AREA

RRI Transportation serves Los Angeles County within a 25-mile radius of the Rancho campus. We provide curb-to-curb service, but drivers cannot leave vehicles or enter buildings. Rides are first-come, first-served and not guaranteed. To request changes, please contact the RRI Office, not the drivers.

RESERVATION INSTRUCTIONS

To make a reservation, please contact the RRI Transportation office at (562) 385-6778. Reservations can be made from Monday through Friday between 7:00 am and 2:00 pm, excluding County Holidays. The first pick-up time is at 8:00 am for Rancho, and the last departure from Rancho is at 3:30 pm. When planning your trip, it is recommended to allocate extra time for factors such as inclement weather, traffic, and the boarding and alighting of other passengers.

When calling to reserve, kindly provide the following information:

- Name of the rider
- Rancho Medical Number
- Requested appointment time and date
- Exact pick-up address
- Rancho drop-off location (Orthotics, OPB, JPI). Please note that the drop-off and pick-up locations should be the same, unless a different location has been previously requested.
- Departure time from Rancho
- Mobility device or service animal (if applicable)
- Name of caregiver/escort accompanying the rider (if applicable)

Please be aware that RRI Transportation reserves the right to make adjustments to your scheduled pick-up and drop-off times to ensure the most efficient scheduling possible. Ride times can be adjusted by up to 30 minutes.

CUSTOMER FEEDBACK

We value both commendations and complaints at RRI Transportation. Share your positive experiences or report any issues by phone (562) 385-8111, mail, email (info@ranchoresearch.org) or through our website (www.ranchoresearch.org). Your feedback helps us recognize exceptional service and make necessary improvements. Thank you for your valuable input.