

Glendora Transit Bus and Dial-A-Ride Rider's Guide

Reservations and Cancellations
(626) 914-8233

If you are having a
medical emergency:
CALL 911

The Glendora Transit program is
administered by:
City of Glendora
Community Development Department
Transportation Division

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Glendora Dial-a-Ride Service Hours

Monday through Friday

- 8:00 am to 5:00 pm

Saturday and Sunday

- 9:00 am to 2:00 pm

Service is not available on the following holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Glendora Dial-a-Ride Fare Information

One-Way Fare within the City of Glendora (Regular and Medical Trips) : **\$0.50**

One-Way Fare to or from medical appointments within Covina, San Dimas and Azusa: **\$1.50**

One-Way Fare to or from medical appointments outside of normal boundaries—Baldwin Park Kaiser, West Covina, La Verne, Pomona, and City of Hope in Duarte: **\$4.00**

If you need to travel to any other location for medical appointments please call our dispatch line to inquire about possible transportation to areas not listed above. Accommodations are not guaranteed.

Welcome to Glendora Dial-a-Ride

Now that you are signed up for the Glendora Dial-a-Ride program, it is important to learn how to use our system.

This guide will help explain how to:

- Schedule (and if necessary cancel) your ride
- Wait for your ride
- Help make sure your trip is pleasant!

We hope that this guide will answer all of your questions, however if it does not, please don't hesitate to contact the Transportation Division at 626-852-4814.

What We Are

Paratransit Service: Glendora Dial-a-Ride is a shared ride transportation service administered by the City of Glendora, Community Development Department. Glendora Dial-a-Ride serves City of Glendora residents who are 62 years of age or older, as well as residents who are younger than 62 who are unable to independently use the public transportation system due to permanent disability.

A trip on Glendora Dial-a-Ride may take as long as it would on a bus or train. The vehicle's route may not be direct to your destination due to shared rides, traffic,

and other factors.

Our Service Area: Glendora Dial-a-Ride operates within the service area outlined below. This area covers all of the City of Glendora and some points just outside the City border.

Northern Boundary: Glendora Foothills

Southern Boundary: Arrow Hwy.

Western Boundary: Barranca Ave. or Citrus Ave.

Eastern Boundary: Valley Center Ave. or Amelia Ave.

Trips outside of the service area are allowed only for medical appointments. These trips must be to *licensed medical facilities* during normal business hours.

Giving You Independence: Glendora Dial-a-Ride helps you independently get to wherever you need to go within the City of Glendora:

- To visit friends
- To keep a doctor's appointment
- To a store
- To a place of worship
- To take a class
- To see a movie

And anywhere else you wish to go!

Please note that under federal law (the Americans with Disabilities Act), all destinations must be treated as equal. For example, a person who needs to visit the doctor cannot get a quicker pick-up or a faster ride than a

person who wants to visit a friend.

What We Are Not

- We are not a medical transportation service.
- We are not like a private taxi because we must be called at least 48 hours in advance and your ride will likely be shared with others.
- We are not a door to door or door thru door service.

For other transportation options, see page 21 or call The City of Glendora Transportation Division at 626-852-4814

How to Ride

Getting Started

Understanding Service: You must schedule your ride at least 48 hours in advance. For example, if you would like to ride somewhere on Friday you must call by Wednesday to make a reservation. You may make reservations up to two weeks in advance. During each call you may book one trip or up to 4 one-way trips.

Understanding the One-Hour Reservation Window:

It is impossible to pick up everyone who needs a ride at exactly the time they would like; therefore we have a one-hour reservation window. This means that the

Reservationist can offer you a pick-up time up to one hour before or after your requested time. For example, if you ask for a pick-up at 9am, you can be

Call the reservation line at least 48 hours before you need a ride. The line is open every day during office hours!

offered a trip between 8am and 10am. There is no guarantee that a ride will be available at the exact time that you wish to travel.

Understanding Pick-Up Times: Glendora Dial-a-Ride has a 10 minute pick-up window. That means that a vehicle is considered on time if it arrives at the pick-up location 10 minutes past the scheduled pick-up time. For example, if you have a pick-up time at 11am the vehicle can arrive any time between 11am and 11:10am and still be considered “on-time”.

Understanding Curbside Pick-Ups: Glendora Dial-a-Ride is a curb-to-curb service. Riders must meet the Glendora Dial-a-Ride vehicles at the curb. Drivers cannot leave the vehicle to come to your door or enter a building. In most cases, our vehicles will not be able to enter private driveways or gated communities. If you need assistance getting to and from a pick-up or drop-off curb, please be prepared to rely on a Personal Care

Assistant (PCA). Drivers will wait for you in front of or as close as possible to your scheduled pick-up location.

Glendora Dial-a-Ride will refuse service to a specific location if the location cannot safely accommodate the vehicle. This includes alleys, narrow driveways or dead end streets and underground parking.

All Glendora Mini-Bus participants are responsible for being at the curb when the vehicle arrives for your scheduled pick up time.

Understanding Wait Times: Glendora Dial-a-Ride drivers are required to wait only five (5) minutes for you to arrive at the curb. If the driver is early, the five (5) minute wait time begins at your scheduled pick-up time.

Understanding 'Rider No-Shows': When riders do not show up for a scheduled ride, time and valuable resources that could have helped other riders are lost. A rider No-Show occurs when:

- You cancel a trip less than one hour before your scheduled pick-up time
- or-
- You do not show for a scheduled ride within 5 minutes of the driver arriving as long as the driver has arrived within the 10 minute pick-up window.

It is not considered a Rider No-Show if the driver arrives after the 10 minute pick-up window, regardless if you are there or call to cancel the trip.

A person who has six (6) or more Rider No-Shows in 90 days may be suspended for a period of time. Written notice will be sent to the participant before action is taken. If the Rider No-Show is for a good cause and/or due to the circumstances beyond your control, you may request that it be removed from your record by calling the Transportation Division to explain.

Understanding Trip Changes and Cancellations: If you would like to request a change or cancellation for a trip you have already scheduled, please call the reservation line. Glendora Dial-a-Ride is not required to accommodate trip change requests on the day of the trip.

When you discover you cannot take an already scheduled trip, please call the reservation line to cancel the trip as soon as possible. Please be prepared to give the reservationist your name, address and scheduled pick-up time. If you cancel your trip less than one hour before your scheduled pick-up you may be considered a No-Show.

Planning for Your Ride

How to Schedule Your Ride

To schedule a trip on Glendora Dial-a-Ride remember to call the reservation line at least two days before you would like to ride. The reservation line is open during regular business hours.

Reservation Line: (626) 914-8233

When you call the reservation line you will reach a reservationist who will be able to schedule your requested rides. Please have the following information prepared for your reservationist:

- Your full name
- Day and time you would like to be picked up
- Exact pick-up address and drop off address
- Whether you will be traveling with a mobility device or service animal
- If you will be traveling with a Personal Care Assistant
- The time you would like to schedule your return trip should you need one

Remember to always ask to schedule a return trip. Return trips are not scheduled automatically.

Paying for Your Ride

Glendora Transit accepts cash or TAP cards. Cash fare must be paid at the time you enter the vehicle with **exact** cash fare or Glendora Dial-a-Ride pre-paid fare tickets. Drivers do not have the ability to give change. All riders must pay the designated fares for their trip; fare evasion will be reported and may lead to a suspension of riding privileges or termination of service.

Reminder: Drivers are not allowed to accept tips! Please do not offer.

Day of Your Ride

Who and What You Can Take on the Vehicle

- A service animal
- A personal care assistant (The personal care assistant rides for free.)
- A limited number of packages– a maximum of three (3) packages equivalent to the size of plastic grocery bags per passenger and must be controlled by the passenger at all times during the ride. Combined weight must not exceed twenty-five (25) pounds. You may bring more than three (3) packages or a pack-

age that exceeds twenty-five (25) pounds if you are able to maintain control of your package at all times. You may ask the driver to assist you in loading and unloading your packages curbside but please do not ask the driver to carry packages to your door.

- Pets that are not service animals may travel on Glendora Dial-a-Ride only if the animal is in a properly secured cage or container that meets the guidelines of the package policy and does not jeopardize the health and safety of others. The driver cannot assist in loading or unloading the cage or container.

What You Cannot Take on the Vehicle

- Hazardous materials, including weapons of any kind, explosives, corrosive liquids and flammable materials.
- Packages that you cannot keep control of during your ride.
- Packages that are larger than the equivalent of three (3) plastic grocery bags or that weigh more than 25 pounds in total.
- A pet that is not a service animal and is not in a secured cage or container.

Waiting for the Vehicle

Remember that the driver cannot leave the vehicle to enter a building or even come to the front door. You must be at the curb for your pick-up. If you need help getting to the curb, please be prepared to have a personal care assistant, relative or friend available to help you.

Remember that there is a 10 minute pick-up window.

If it has been 10 minutes after your pick-up time and the vehicle has not come, please call the dispatch line at 626-914-8233 for an estimated time of arrival.

Boarding the Vehicle

Fares: You must pay the exact fare with cash when you board the vehicle. Remember that drivers do not carry change!

Help from the Driver: You are responsible for getting to, into and out of the vehicle. Drivers will offer assistance as you get on and off the vehicle and in using the vehicle securement devices, however they are not able to lift you or carry you nor will they accompany you to or from locations away from the vehicle. If you need assistance we do not provide, please make sure to sign-up with a personal care assistant or be sure to have someone available at the pick-up or drop-off location

to help you.

Ramps and Lifts: All Glendora Dial-a-Ride vehicles have either ramps or lifts available. If necessary, you may board the vehicle while standing on the lift and if requested, the driver will ride on the lift with you to ensure your safety.

Securement on a Vehicle: Only drivers may position and secure riders using wheelchairs or mobility devices in a forward-facing position. Items such as folded walkers, folded shopping carts, and oxygen tanks must be secured. All riders must wear a seatbelt or be properly secured at all times. If you refuse to wear a seatbelt, or if you refuse to have your wheelchair or items secured, you may be refused service and subject to suspension.

CODE OF CONDUCT

Glendora Dial-a-Ride has a list of common sense rules to ensure the safety and comfort of all passengers and drivers. Violation of the Code of Conduct may lead to a suspension of services for a period of time. The Code of Conduct includes:

- No abusive, threatening or obscene language or behavior including sexual harassment towards riders, drivers, passengers or other employees.

- Removing or refusing to wear a seatbelt.
- Patterns of behavior that infringe on the rights of other riders, such as boarding a vehicle without a reservation.
- No deliberate fare evasion.
- Rider must maintain acceptable standards of personal hygiene.
- No eating, drinking, or smoking on vehicles.
- No riding under the influence of alcohol or illegal drugs.
- No weapons, firearms, explosives, flammable material, or corrosive liquids on vehicles.
- No operating or tampering with any Glendora Dial-a-Ride equipment (driver's 2-way radio, Mobile Data Terminal, etc.) on board a vehicle.
- No radios, cassette tape players, compact disc players or other sound generating equipment (except devices used for communication purposes) are to be played aboard the vehicles. Riders may use such equipment with headphones.
- **IMPORTANT!** Any rider engaging in physical assault or other illegal behavior may be subject to immediate suspension, and possible criminal prosecution.

Other Rules:

- The driver is not allowed to change a drop-off location.
- Drivers are not allowed to accept tips. If you had a good experience, we encourage you to contact the City of Glendora, Transportation Division at **626-852-4814**.

Other Important Information

Vehicles: IMPORTANT! All Glendora Dial-a-Ride vehicles have the Glendora Dial-a-Ride logo on both sides and rear and are labeled "Glendora Dial-a-Ride". If any taxi claims to be picking you up for Dial-a-Ride do not accept the ride. Immediately call the Transportation Division to report the incident.

Changing Your Trip: If you want to change a trip you have scheduled, please call the reservation line ahead of your scheduled trip time. Glendora Dial-a-Ride is not required to make changes on the day of your trip.

Trips to Drop Something Off or Pick Something Up: Even if all you need to do is drop something off or pick something up, the driver is not able to wait for you. You need to schedule two separate trips.

Size of Your Mobility Device: Glendora Dial-a-Ride will make every attempt to accommodate "common" wheelchairs, scooters and other mobility devices using the definition of the ADA. Glendora Dial-a-Ride may not be able to accommodate devices larger than these dimensions:

- Exceed 30 inches wide;
- 48 inches long;
- And 600 pounds in total weight (rider and mobility device).

IMPORTANT! If you forget to inform the reservationist that you use a mobility device or you change to another mobility device without informing Glendora Dial-a-Ride, the vehicle dispatched for the scheduled trip may not be able to accommodate you.

Change of Information: Please notify the transportation Division if your name, home address, mailing address, phone number, mobility device or any other personal information changes.

Lost and Found: Glendora Dial-a-Ride is not responsible for lost or damaged items. If you leave an item on a Glendora Dial-a-Ride vehicle, call and inform the reservationist. If the item is located, you may schedule a

Next Day ride to pick up the item. All lost and found articles are disposed of after 60 days.

Personal Care Assistants (PCAs): Physical or cognitive Personal Care Assistants may be necessary for a rider to use the curb-to curb service.

Physical assistance would include:

- Assistance in boarding or disembarking that would require physical contact.
- Assistance in carrying personal belongings from the curb to the door.
- Assistance in reaching the curb from the door.

Cognitive assistance would include:

- Location or time orientation beyond what would normally be expected in a transit employee's daily practice of providing route assistance.

Physical assistance PCAs must be at least 16 years of age and in good physical condition. Cognitive assistance PCAs must be at least 10 years of age, weigh more than 60 pounds and be capable of orienting the rider to time or location.

Other Transportation Options

In addition to Glendora Dial-a-Ride, there are other options within the San Gabriel Valley that can be more flexible, convenient and less expensive than Glendora Dial-a-Ride.

Ride the Bus: There are many different Foothill Transit lines that run through Glendora. The City of Glendora Transportation Center located at 410 E. Dalton Avenue has the ability to sell monthly Foothill Transit and Metro passes as well as stored value TAP cards. For more information on pricing and types of passes sold, please contact the Transportation Division at 626-852-4814.

A valid senior/disabled TAP card must be obtained before the Transportation Center can sell you a monthly bus pass for either Foothill Transit or Metro. You can apply for a TAP card at:

Foothill Transit
100 S. Vincent, 2nd Floor
West Covina, CA 91791

Or you can send an application to:

TAP Service Center
PO Box 811310
Los Angeles, CA 90081

Access Services: This is the designated ADA Para-transit service for Los Angeles County. Access Services provides transportation in the entire Los Angeles County area whereas Glendora Dial-a-Ride is focused on serving only the City of Glendora. Individuals who qualify for Access have the added benefit of riding the public transit system for free by presenting a valid ID Card. Access Services uses a screening procedure to define eligibility. Please call 1-800-827-0829 for more information on how to sign up for Access Services.

Frequently Asked Questions

May I reserve more than one trip at a time?

Yes, you may reserve up to 4 one way trips in a single phone call.

I reserved a return trip from my doctor's office for 3pm but my appointment ended early. When I called dispatch they said I would have to wait until 3pm for a pick-up.

Our Glendora Dial-a-Ride dispatchers will try their best to send an available vehicle to pick you up if your appointment is finished earlier than expected, however we may not always be able to reschedule. In many cases you may need to wait until your already scheduled

pick-up time. This is why we ask you to schedule for the latest time you think you will be ready.

What if the vehicle doesn't arrive on time?

First, be sure that you have waited the 15 minutes past your scheduled pick up time. If the vehicle has still not arrived, call the dispatch line and ask for an estimated time of arrival. It is always good practice to call the dispatch line to confirm your appointments for the day!

How can I tell if the vehicle is a Glendora Dial-a-Ride vehicle?

All Glendora Dial-a-Ride vehicles have the Glendora Dial-a-Ride logo on each side, rear and are labeled "Glendora Dial-a-Ride". If any other vehicle, including a taxi, claims to be picking you up for Dial-a-Ride do not accept the ride. Immediately call the City of Glendora, Transportation Division to report the incident.

Why did the vehicle travel a route that did not make sense?

Glendora Dial-a-Ride is a shared rider service. You will most likely not be traveling directly to your end destination. A Glendora Dial-a-Ride trip may take as long as a similar trip on a bus or train. Your trip time will usually be longer than if you traveled by car or took a taxi. If you feel your trip was too long, please file a complaint.

Improving Glendora Dial-a-Ride

Filing a Complaint

Why Should I File a Complaint?: It is important to file a complaint when you feel you have experienced poor service. It will help the Transportation Division to:

- Improve your service.
- Improve the service of others.
- Identify problems that need to be fixed.

When Should I file a Complaint?: You should file a complaint when you experience any of the following service problems:

- Late pick-ups or “no-shows”
- Issues related to the use of a service animal
- Problems or mistakes in placing a reservation—Please remember that not receiving a ride at the exact time you wish to ride does not indicate a trip denial. You should be offered alternate ride times by a reservationist. If you are unhappy with the ride times that have been offered, this is not an indication of a trip denial. A trip denial occurs when you cannot book any ride the next day, not when you cannot book your desired time.
- Inappropriate conduct of drivers, reservation-

ists or other personnel

- Incorrect fare is charged
- Inaccessible vehicles
- Excessive travel time for a trip
- Suspected violations of any law (including but not limited to criminal laws and anti-discrimination statutes like the ADA and the Unruh Act.)
- Suspected violations of Glendora Dial-a-Ride policy
- Abuse of the system by other riders

There is no limit on the number of complaints you can file. Complaints are taken seriously and staff time is devoted to their investigation and resolution.

How Do I File a Complaint?: Complaints can be filed either by calling or writing to the City of Glendora, Transportation Division.

Call: 626-852-4814

Email: Transportation@ci.glendora.ca.us

Write: City of Glendora
Transportation Division
116 E. Foothill Blvd
Glendora, CA 91741

What Information Should I Include In My Complaint?

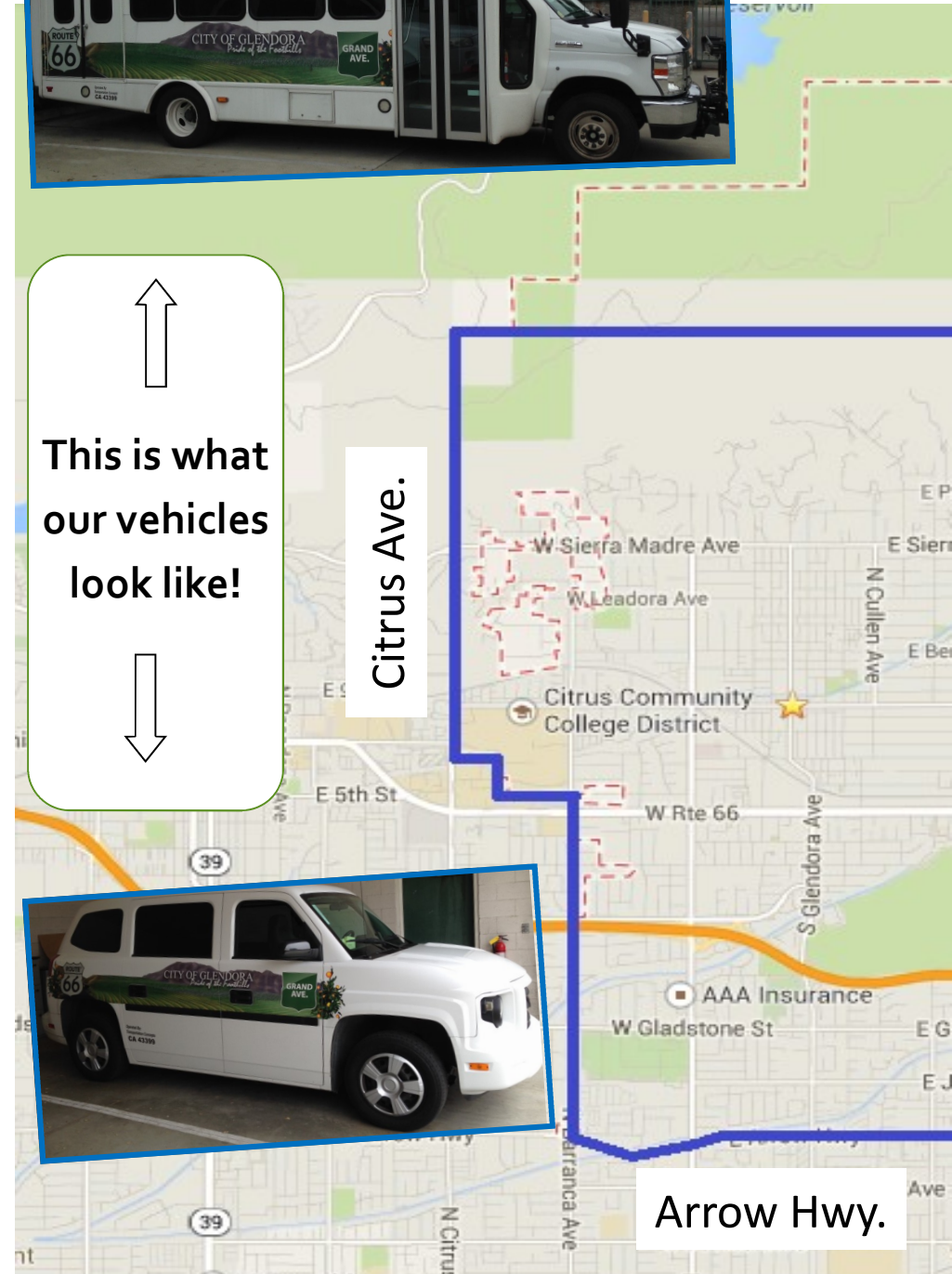
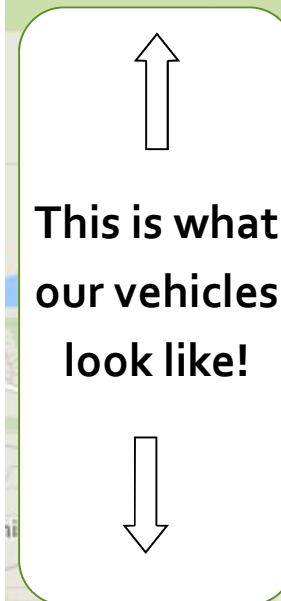
Complaints should be filed as soon as possible and should include the following information:

- Name and contact information in case we need to clarify anything in your complaint.
- Date, time and location of the incident
- Name of any other people involved (reservationist, driver, friends or family members who witnessed the problem, etc.).
- A summary of the problem or event that occurred and any harm it may have caused you.
- Your preference on how you would like a response (ex. phone call or writing).

What if someone retaliates against me?: Glendora Transit does not tolerate retaliation against riders. If you file a complaint and later feel you are retaliated against, please file another complaint concerning the retaliation and it will be addressed accordingly.

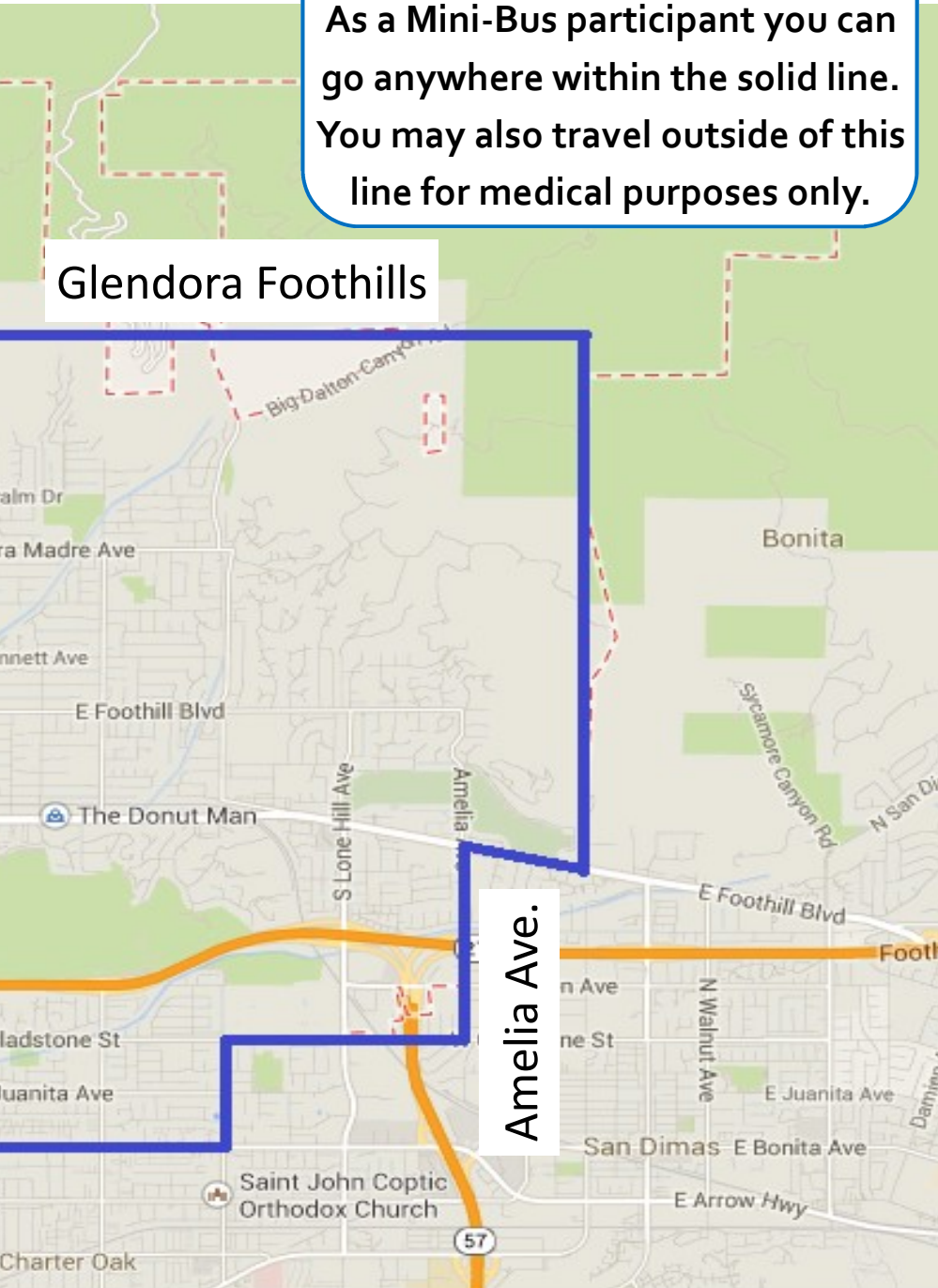
You Have the Right to File a Complaint with the Federal Transit Administration:

Federal Transit Administration Office of Civil Rights
400 7th Street S.W. Room 9102
Washington, D.C. 20590
1-888-446-4511



The solid blue line outlines the Glendora Mini-Bus Service Area. As a Mini-Bus participant you can go anywhere within the solid line. You may also travel outside of this line for medical purposes only.

Glendora Foothills



Amelia Ave.



Enjoy your ride!
www.ci.glendora.ca.us

City of Glendora | Transportation Division

Office: 410 E. Dalton Avenue

Mailing: 116 E. Foothill Blvd.

Glendora, CA 91741

Phone Contacts

Dispatch: 626-914-8233

Office: 626-852-4814

Email: iTransportation@ci.glendora.ca.us

Metro

Bus & Rail Transit Information:

323-GO-METRO (323-466-3876)

www.metro.net

Foothill Transit

1-800-RIDE-INFO (800-743-3463)

www.foothilltransit.org

Access Services

1-800-827-0829

www.accessla.org

