

Glendora

DIAL-A-RIDE

CITY OF GLENDORA
TRANSPORTATION DIVISION

EFFECTIVE 2024



A GUIDE FOR GLENDDORA DIAL-A-RIDE

OVERVIEW

Glendora's Dial-A-Ride is a curb-to-curb transportation service for Glendora residents who are either:

- A** 62 years of age or older, or
- B** A person with a disability*

Glendora Dial-A-Ride transports riders anywhere within the city. Riders can also be transported outside of the city limits to approved medical facilities for appointments only.

SERVICE HOURS

Monday - Friday **8:00 AM - 5:00 PM**

Saturday - Sunday **9:00 AM - 2:00 PM**

* Requires a Supplemental Application that must be completed by a physician.

GET STARTED:

REGISTRATION

Before using Dial-A-Ride service, users must **submit a registration form** at www.cityofglendora.org/transportation or in-person at 410 East Dalton Avenue.



Contact the Transportation Division at (626) 852-4814 or transportation@cityofglendora.org for more information.



**AFTER YOU REGISTER, CALL THE
RESERVATION LINE AT (626) 914-8233
TO RESERVE YOUR RIDE!**



SERVICE AREA



ZONE 1

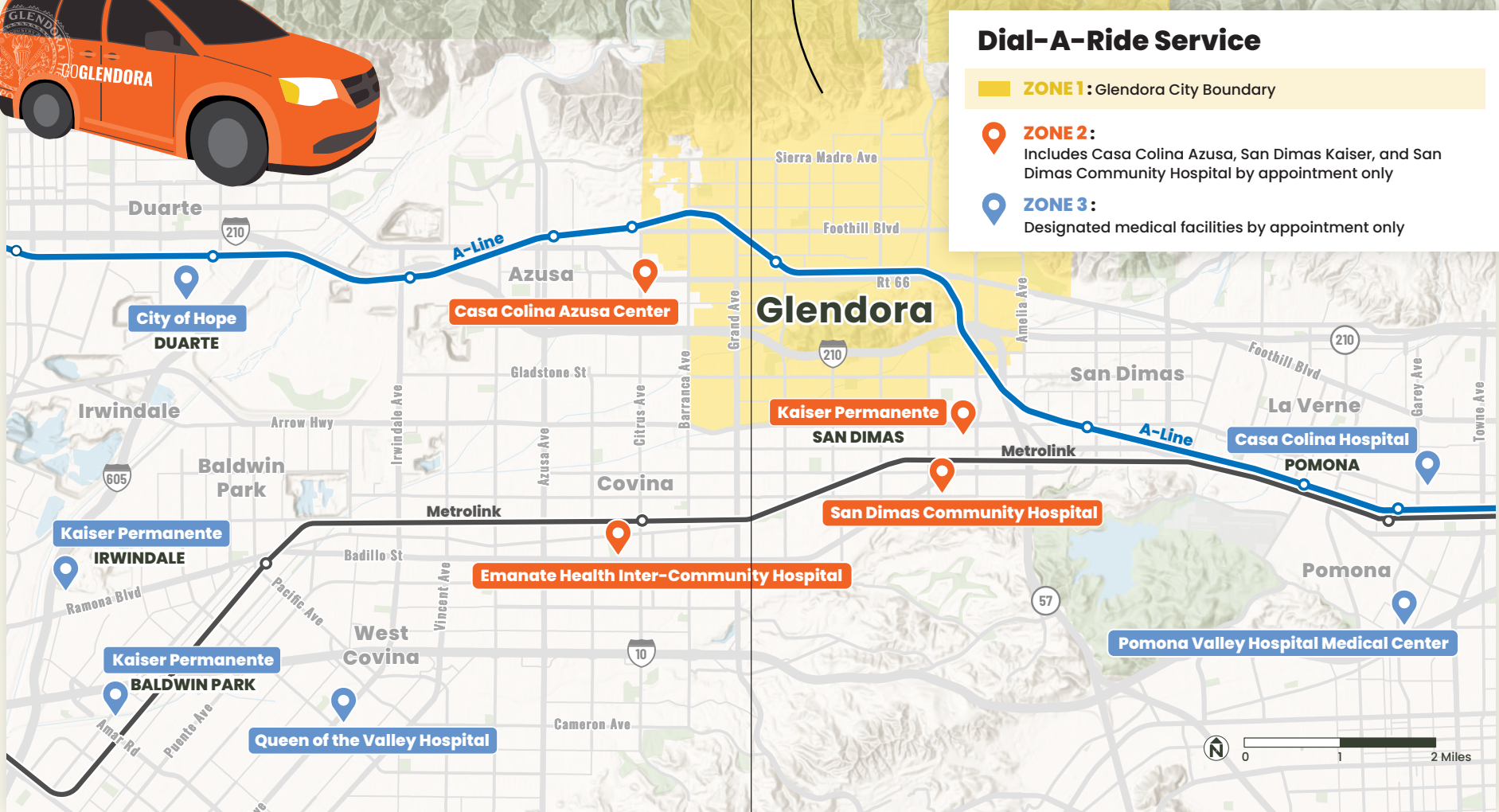
\$0.50

Riders may travel anywhere within the Glendora city limits, shown in yellow as Zone 1 for \$0.50 per trip.

Dial-A-Ride Service

ZONE 1: Glendora City Boundary

- ZONE 2:** Includes Casa Colina Azusa, San Dimas Kaiser, and San Dimas Community Hospital by appointment only
- ZONE 3:** Designated medical facilities by appointment only



ZONE 2

\$1.50

Riders may travel to Zone 2 destinations for \$1.50 per trip






ZONE 3

\$4.00

Riders may travel to Zone 3 destinations for \$4.00 per trip



HOW TO DIAL-A-RIDE

1 GIVE US A CALL


-  **Call (626) 914-8233** to schedule a trip.
-  **Call 2-3 days in advance.** Depending on availability, rides can be booked in as little as 24 hours in advance. Reservations can be made up to 3 weeks in advance. You may book up to 4 one-way trips during each call.
-  **If you need to cancel your trip,** notify us by phone as soon as possible.





2 TELL US WHERE YOU WANT TO GO


-  **When you call, have the following information ready:**
 - Full name
 - Day and time you would like to be picked up
 - Exact pick-up and destination addresses
 - Whether your ride is for a medical appointment
 - Type of mobility device or service animal, if any
 - If you are traveling with a personal care assistant
 - If you need a return trip
-  **We'll give you a one-hour reservation window.** We try our best to accommodate all ride requests at or close to the time you want. There is no guarantee that a ride will be available at the exact time that you wish to travel.

3 ENJOY THE RIDE


 **Be ready at your pick-up time and watch for a marked Glendora City vehicle.** Drivers are required to wait only five minutes for you to arrive at the curb after the scheduled pick-up time.


 **Be visible at the curb of your pick-up location.** Drivers cannot leave the vehicle to come to your door or enter a building.


 **Pay for your ride with exact cash or TAP cards.** Fare must be paid when you enter the vehicle. Drivers do not have the ability to give change.

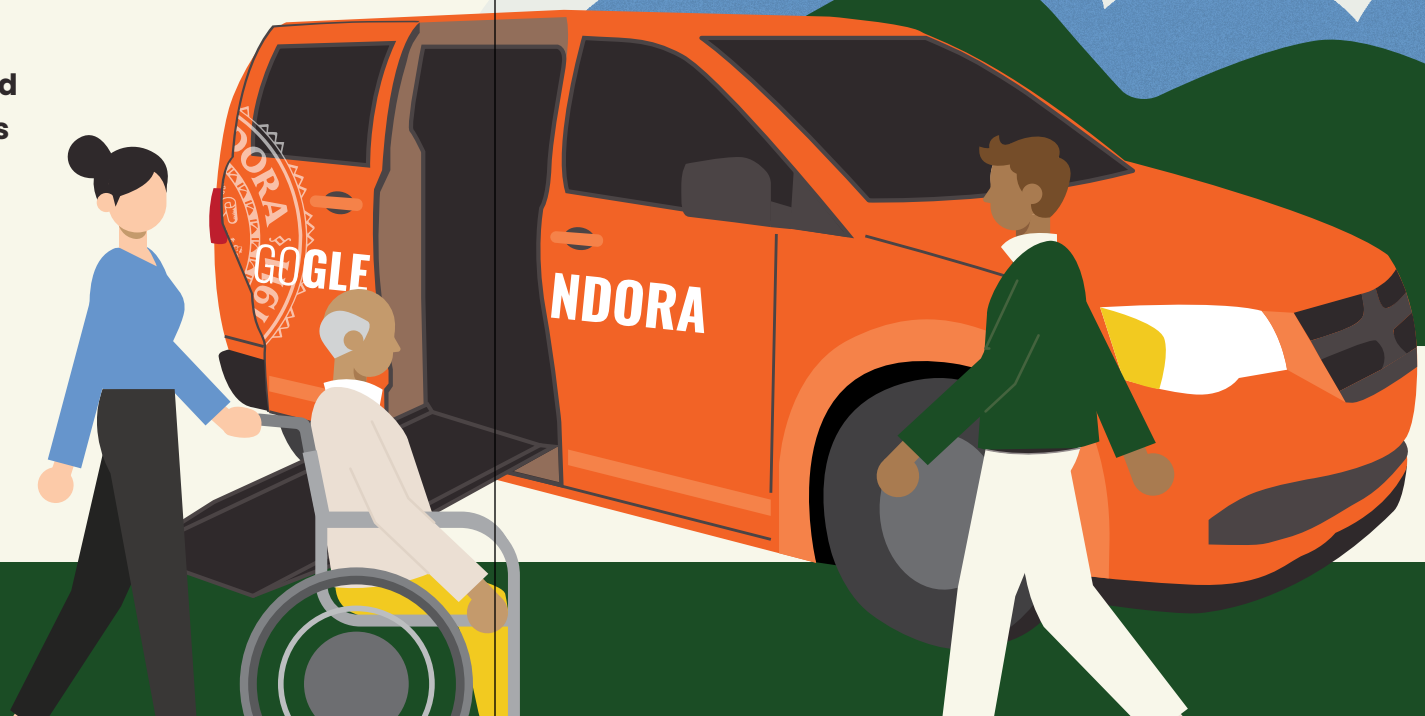
 **Drivers are not trained or authorized to assist passengers except for securing wheelchair users.** If you require assistance, please bring a personal care assistant or companion.

4 CALL FOR A RETURN RIDE, IF NEEDED

 **Call (626) 914-8233 and inform them you are ready to be picked up.**

 **Drivers will pick you up where you were dropped off.** Watch for a marked Glendora City vehicle.

 **Depending on location, pick-ups may take up to 30 minutes.**



GENERAL INFORMATION



CANCELING OR CHANGING A RIDE

If you would like to change or cancel a ride, call dispatch as soon as possible. Same-day requests to change your trip might not be accommodated.



RIDER NO-SHOWS

A “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 five minutes of the driver arriving (as long as the driver has arrived within the 10-minute pick-up window). Riders with three consecutive no-call no-shows are subject to limited service.



PICK-UP TIMES

Dial-A-Ride has a 10-minute pick-up window. If it has been 10 minutes after your pick-up time and the vehicle has not arrived, call (626) 914-8233 for an estimated time of arrival.



CURBSIDE PICK-UPS

Riders must meet Dial-A-Ride vehicles at the curb. Drivers cannot leave the vehicle to come to your door or enter a building. 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. Drivers will wait for you in front of, or as close as possible, to your scheduled pick-up location.

Dial-A-Ride may refuse service to a specific location if the vehicle cannot be accommodated. This includes alleys, narrow driveways or dead-end streets, and underground parking.



HELP FROM THE DRIVER

Drivers will offer assistance as you get on and off the vehicle and when securement devices are needed. Drivers are not able to lift or carry you, nor can they leave the vehicle to walk you to your door. They also are not able to assist in carrying any bags.



RAMPS AND LIFTS

All Dial-A-Ride vehicles are wheelchair accessible and have ramps or lifts available. If necessary, you may board the vehicle while standing on the lift if requested.



SECUREMENT ON A VEHICLE

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.



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 that exceed 30 inches wide, 48 inches long, and 600 pounds in total weight (rider and mobility device).



LOST AND FOUND

Glendora Dial-A-Ride is not responsible for lost or damaged items. If you leave an item on a vehicle, call and inform the dispatcher. 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.



HOLIDAYS

Service is not available on the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.



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.



RULES



All riders must wear a seatbelt or be properly secured at all times.



Limit of three shopping bags per rider.



Service animals are allowed on the bus. Other pets must remain in carriers.



Headphones should be used with all audio devices, except for devices needed to communicate.



Unruly behavior and threatening or obscene language are not tolerated.



Riders must maintain acceptable standards of hygiene.



Eating, drinking, and smoking are not allowed on the vehicle.



No riding under the influence of alcohol or illegal drugs.



Hazardous materials and weapons of any kind are prohibited.



FILING 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 Dial-A-Ride services for you and others.



Complaints may be filed by contacting the City of Glendora, Transportation Division at:

410 E. Dalton Avenue, Glendora, CA 91741
(626) 852-4814
transportation@cityofglendora.org

You should file a complaint when you experience any of the following service problems:

- Late pick-ups or “no-shows”
- Inaccessible vehicles
- Issues related to the use of a service animal
- Suspected violations of any law (including but not limited to criminal laws and antidiscrimination statutes like the ADA and Title VI)
- Problems or mistakes in placing a reservation
- Inappropriate conduct of drivers, dispatcher, or other personnel
- Suspected violations of Glendora Dial-A-Ride policy
- Incorrect fare is charged
- Abuse of the system by other riders
- Excessive travel time for a trip

Glendora