



DIAL-A-RIDE

Everything you need to know

WHAT IS DIAL-A-RIDE?

Glendora's Dial-A-Ride service is a shared ride, curb-to-curb, transportation service provided to 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 disability. The cost to go anywhere within the City of Glendora is 50¢ for a one-way trip. We also go outside of the City limits to approved medical facilities for medical appointments only.

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

**FOR DISPATCH CALL:
(626) 914-8233**

SERVICE HOURS

Monday - Friday | 8:00am - 5:00pm*

*Last pick up in Glendora is 4:30pm

Saturday | 9:00am - 2:00pm*

*Last pick up in Glendora is 1:30pm

Sunday | ONLY Church trips, ONLY by appointment.

FARES BY DESTINATION (ONE WAY)

\$0.50 - Glendora

\$1.50 - Azusa, Covina, San Dimas

\$4.00 - Baldwin Park, Irwindale, Duarte,
Pomona, West Covina

Persons traveling as personal care assistants do not pay fare.

APPROVED MEDICAL FACILITIES

- Casa Colina Azusa
- Casa Colina Pomona**
- City of Hope (Duarte)**
- Inter-Community Hospital (Covina)
- Kaiser Permanente Baldwin Park Medical Center**
- Kaiser Permanente San Dimas Medical Offices
- Kaiser Permanente Irwindale Medical Offices**
- Pomona Valley Hospital**
- Queen of the Valley Hospital (West Covina)**
- San Dimas Hospital

** Trips available Tuesday-Thursday only

How to use DIAL-A-RIDE

How to book a ride:

Call dispatch and tell the dispatcher your name, the address of your destination, and the time you would like to be picked up. The dispatcher will book your ride if the time slot is available or will find the next closest available time slot.*

Please inform the dispatcher if your ride is for a medical appointment.

On the day of your scheduled ride:

Watch for a marked Glendora City vehicle approaching your residence and meet the driver at the curb for pick-up.**

Fare will be collected in the form of exact change or TAP card.

When you are ready to return:

Call dispatch and inform the dispatcher you are ready to be picked up. Depending on your location, pick-ups may take up to 30 minutes. Drivers will pick you up where they dropped you off so watch for a marked Glendora City vehicle approaching your location.

Cancelling a ride:

In the event you need to cancel a ride, please inform dispatch as soon as possible.

Riders with three consecutive no-call, no-shows are subject to limited service.

***Rides can be booked as little as 24 hours in advance depending on availability.**

Due to high demand, 2-3 days advance is recommended. Rides can be booked up to 30 days in advance.

****Drivers have a 20 minute window for pick-ups; they may arrive 10 minutes before or 10 minutes after a scheduled pick up time.**

Drivers will wait for a passenger for 5 minutes after the scheduled pick-up time OR 5 minutes after the driver's arrival time, if the driver is running late.