

CITY OF GLENDORA, TRANSPORTATION DIVISION

DIAL-A-RIDE INFORMATION

EVERYTHING YOU NEED TO KNOW

WHAT IS DIAL-A-RIDE?

Glendora's Dial-A-Ride program is a shared-ride, curb-to-curb transportation service available to residents of Glendora. The service is designed for individuals aged 62 and older, as well as for residents under 62 who are unable to independently use public transportation due to a disability. Rides within city limits are available for \$0.50 per one-way trip. In addition, transportation is provided to approved medical facilities outside of Glendora for \$1.50-\$4.00 per one-way trip. **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.

WHAT ARE THE SERVICE HOURS?

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

Saturday-Sunday | 9:00am-5:00pm

HOW MUCH IS THE FARE?*

\$0.50 - Anywhere in Glendora

\$1.50 - Approved Medical Facilities in Azusa, Covina, San Dimas

\$4.00 - Approved Medical Facilities in Baldwin Park, Duarte, Irwindale, Pomona, West Covina

* Care companions do not pay fare.

WHAT ARE THE APPROVED MEDICAL FACILITIES?

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

FOR DISPATCH, CALL (626) 914-8233

HOW TO USE DIAL-A-RIDE

HOW DO I BOOK A RIDE?

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

PLEASE INFORM THE DISPATCHER IF YOUR RIDE IS FOR A MEDICAL APPOINTMENT.

WHAT HAPPENS ON THE DAY OF MY RIDE?

Watch for an orange, City of Glendora 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.

WHAT HAPPENS WHEN I'M READY TO RETURN HOME?

Call Dispatch and inform the dispatcher that 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 an orange, City of Glendora vehicle approaching your location.

HOW DO I CANCEL A RIDE?

In the event that 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.

PLEASE NOTE:

-Riders can book rides as little as 24 hours in advance depending on availability. Due to high demand, we recommend calling 2-3 days in advance. Rides can be booked up to 30 days in advance, if needed.

-Drivers have a 20 minute window for pick ups. This means 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.

CITY OF GLENDORA

RECREATION AND HUMAN SERVICES DEPARTMENT

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