



# **COVINA TRANSIT RIDER'S GUIDE**

Effective August 2011

**RESERVATIONS AND CANCELLATIONS**

**1-(877) 858-5556**

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If you are having a medical emergency:

**CALL 911**

The Covina Transit Program is administered by the  
City of Covina Public Works Department

(626) 384-5520

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Covina Transit is a complimentary transportation service for City of Covina residents who are 60 years of age or older, as well as City of Covina residents younger than 60 who are unable to independently use the public transportation system. The City of Covina Public Works Department (see location and contact information on page 24) administers the Covina Transit Dial-a-Ride system, the City of Covina Bus Pass Subsidy Program, and financially supports special event, youth and senior citizen transportation programs that are administered by the City of Covina Parks and Recreation Department. All of these programs have different eligibility requirements and different purposes. Please contact the City of Covina Transportation Section at (626) 384-5520 for information on all available programs.

## **INDEPENDENT LIVING**

You have transportation options in the San Gabriel Valley that can be more flexible, convenient, and less expensive than Covina Transit.

**Ride the bus as much as you want, and whenever you want, with a monthly pass.** City of Covina residents over 62 years of age and disabled residents under age 62 are eligible for City of Covina subsidized bus passes. METRO 30 day local passes and Foothill Transit 31 day local passes are sold at the Covina City Hall Finance Department (125 E. College Street) and the Covina Joslyn Center (815 N. Barranca) between the twenty-fifth and the tenth of each month. The City of Covina does not load full fare TAP cards or provide Metrolink tickets or passes. A senior/disabled 'TAP' card is required to purchase bus passes. If you have not received a senior/disabled TAP card and would like to apply for one, please contact MTA at 1-866-827-8646 or send in an application to:

TAP Service Center  
PO Box 811310  
Los Angeles, CA 90081

Since Foothill Transit and METRO busses run on regular schedules (every 10 to 45 minutes, depending on the line) they are convenient and more flexible than Paratransit service – no need to call in advance for a ride. The subsidized cost of a monthly bus pass is much lower than a full month's worth of rides on Covina Transit, especially if you take many small trips or take trips outside of the service area. You can purchase a METRO 30 day

pass for \$5 and a Foothill Transit 31 day pass for \$7, please call (626) 384-5520 for more information.

**Sign up for Access Services.** Access Services is the designated Americans with Disabilities Act (ADA) Paratransit service for Los Angeles County. Access Services provides transportation in the entire Los Angeles County area, Covina Transit is focused on serving the City of Covina. **Covina Transit is not intended to be an ADA Paratransit service, a service for specialized medical transportation, or a transportation service for any area outside of the Covina city limits – although due to necessity medical appointments less than three miles from the Covina City limits are serviced.** Individuals who qualify for Access Services have the added benefit of riding the public transit system for free (METRO and Foothill Transit) by presenting a valid Access Services card. Access Services uses a screening procedure to define eligibility that involves physical therapists, cognitive specialists, and gerontologists – and their passing rate for eligibility is close to 90% of all applicants. Please call Access Services at 1-(800) 827-0829 for more information.

This "how to" guide is designed to provide answers to questions you may have about using Covina Transit. Please note that Covina Transit Policies and Procedures may change. Riders will be notified of policy changes through Rider Alerts and/or other announcements. **Please make sure that Covina Transit always has your current address and phone number to remain on the active rider list. If mail from Covina Transit is returned by the U.S. Postal Service as undeliverable to your address, you will be removed from the active rider list until you can provide proof of City of Covina residency.**

Covina Transit Riders must be pre-registered through the City of Covina Transportation Division and possess a Covina Transit identification card prior to using the system, please allow five to seven working days for program registration.

The Covina Transit program is administered by the City of Covina Public Works Department and the service is performed by Tectrans, Inc. under a three-year service agreement approved by the Covina City Council on June 7, 2011.

There is no daily limit to the number of trips you can request. Trips can be made for any purpose within the City of Covina limits, but the service does not serve surrounding cities. Trips may be scheduled outside of the City of Covina limits only for medical appointments, and medical trips are allowed only three miles beyond the City of Covina limits. Covina Transit vehicles will not travel further than three miles from the Covina city limits, with the only exceptions being:

Kaiser Medical Center in Baldwin Park  
City of Hope Medical Center in Duarte

If you need to travel to other cities for non-medical appointments, or medical appointments farther than three miles from the City of Covina limits, you must use: Access Services, Foothill Transit, Metro, Metrolink, a taxi service, or arrange for a ride from a friend or a family member. **Covina Transit is not responsible for any rides outside of our service area.**

Covina Transit honors trip requests on a “first come – first served” basis, based on available space.

## **ELIGIBILITY**

The Covina Transit Dial-a-Ride program is available to all City of Covina residents that are age 60 or over, or to city residents with a qualifying disability of any age. Covina Transit is funded through Proposition A Local Return funds which are distributed to cities based on their population. Therefore, the Local Return transportation funds for Los Angeles County residents do not contribute to this service and this service is not available to individuals that do not reside within the City of Covina. Unincorporated Los Angeles County residents with a Covina mailing address may qualify for L.A. County Dial-a-Ride, please call 1-(800) 439-0439 to see if you qualify. Since there are pockets of unincorporated Los Angeles County that are adjacent to the City of Covina, these general guidelines can clarify if you are a City of Covina resident and eligible for Covina Transit.

A property with a Covina mailing address is in the Los Angeles County unincorporated (not City of Covina) territory if the address corresponds to any of the following categories:

- Street address of 16000 to 22000 (any five digit number)

- Street address of 3000 to 6000, or
- Particular streets located south of Interstate 10 and east of Grand Avenue in which street addresses range from 1900 to 2900 (streets including Allman, Black Stallion, Broken Bit, Buckboard, Buenos Aires, Cameron, Coronet, Damerel, Lime Crest, Los Lomitas, Martingail, Saddle Ridge, Santiago, Survey, Palomino and Theodora).

All other buildings that have Covina mailing addresses are within the City of Covina.

### **COVINA TRANSIT SERVICE HOURS**

#### Monday through Friday

7:00 AM to 6:00 PM (last call for next day appointments is at 5:30 PM)

#### Saturday and Sunday

8:00 AM to 3:00 PM (last call for next day appointments is at 2:30 PM)

#### Service is not available on the following holidays:

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

These service hours are based on an analysis of requests for service. Quite simply, these service hours were chosen because it was shown that these are the hours that the service is used. Service hours may be expanded or contracted in the future based on service demands and call volume patterns. It is our desire to serve the greatest number of citizens with the resources available and to operate the service in the most efficient manner possible.

### **FARE INFORMATION**

One-Way Fare within the Covina Service Area: .25 cents

One-Way Fare to or from selected City Facilities: Free

One-Way Fare to Medical Appointments up to Three Miles Outside of the Covina City Limits: \$2.00

One-way Fare to Medical Appointments at  
Kaiser Baldwin Park or City of Hope

\$4.00

**Covina Transit drivers may not accept tips – please do not offer.**

Travel within the service area will cost you no more than .25 cents one way, and rides to selected City facilities are free. Travel to selected medical facilities outside of the service area remains at \$2.00 one way with selected medical destinations at \$4.00 one way. The fare must be paid at the time you enter the vehicle with the exact cash fare. **Drivers cannot 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:** Covina Transit drivers are not allowed to accept tips or gratuities. Please do not offer.

### **COURTEOUS RIDER OF THE MONTH**

Since it is important for all riders to realize that the actions of one rider affect all other riders, we will recognize one rider each month of the year for courteous behavior that sets the standard for smooth and efficient operations. This rider will be chosen by polling drivers, dispatchers, and reviewing service logs in order to identify patrons that are: always on time for appointments, pleasant and professional with employees and other riders, and follow the procedures noted in this service manual that are designed to protect the service quality for all patrons.

### **SERVICE AREA**

Covina Transit provides service within the areas below. This area covers all of the City of Covina and certain points outside of the City. An effort has been made to simplify the service area by marking its borders with major streets:

Northern Boundary: Arrow Highway;

Southern Boundary: Either Interstate 10, Puente Street, or Badillo Street;

Western Boundary: Either Azusa Avenue, Lark Ellen Avenue or Vincent Avenue;  
Eastern Boundary: Either Valley Center Street, Badillo Street, or the Covina City limits in the Covina Hills.

Trips outside of the service area are allowed only for medical appointments up to a maximum distance of three (3) miles from the Covina City limits for a one way fare of \$2.00. These trips must be to licensed medical facilities during normal business hours. As a general rule for medical facilities outside of Covina, all medical offices surrounding Glendora Community Hospital, San Dimas Community Hospital, Doctor's Hospital of West Covina, Kaiser Permanente in West Covina, Terrace Plaza Medical Center and Queen of the Valley Medical Center are served for a one-way fare of \$2.00. Medical facilities inside the City of Covina limits such as the Magan Clinic and Citrus Valley Medical Center are served for a one-way fare of .25 cents.

Trips to distant hospitals and medical offices in Pomona, La Puente, Brea, Fullerton, Arcadia, Pasadena and Los Angeles that are outside of the service boundary can be serviced with a combination of transfer points to public transportation providers (METRO and Foothill Transit) and referrals to Access Services for eligible individuals whose disability prevents them from utilizing public transportation. **The City of Covina takes no responsibility for transportation outside of the defined service area or outside of the defined service hours. It should be understood that Covina Transit is a local service for City of Covina residents and is not a regional transportation service. Covina Transit is also not a service of convenience and not a substitute for transportation provided by rehabilitation homes, group homes, medical providers, educational institutions, and social service providers that receive federal transportation funds.**

## **PERSONAL CARE ASSISTANTS AND DRIVER ASSISTANCE**

**Covina Transit is a curb-to-curb service and drivers may assist passengers with boarding or exiting a vehicle at curbside. Drivers are not allowed to leave the vehicle to assist passengers or to search for passengers that are not waiting at the curb at their designated appointment time. Covina Transit is not a door-to-door service and is not designed to provide premium door-to-door ADA Paratransit**

**service. Door-to-door service is not required by the Americans with Disabilities Act (ADA). The City of Covina provides curb-to-curb service as a courtesy to its residents, even though the City of Covina is not required to provide this service. Access Services, the Los Angeles County provider of Paratransit services, meets the ADA Paratransit requirements for the Covina area.**

If additional physical or cognitive assistance is necessary for a rider to use the curb-to-curb service, a Personal Care Assistant (PCA) is required. **All participants who require Personal Care Assistants will not be permitted to travel without their PCA**, and PCA's may not travel without their eligible participant. The PCA must board and exit the vehicle at the same locations as the rider being assisted.

**Guests are not allowed to ride on Covina Transit, all riders must be registered in the system and have a valid Covina Transit ID card or be a registered PCA with a valid Covina Transit PCA card.**

Physical assistance would include:

- Assistance in boarding or disembarking a vehicle 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.

To qualify as a Personal Care Assistant (PCA) for an individual that requires *physical* assistance, the PCA must be:

- at least 16 years of age;
- and in good physical condition to accompany a passenger.

To qualify as a PCA for an individual that requires *cognitive* assistance, the PCA must be:

- older than 10 years of age;
- weigh more than sixty pounds;
- and be capable of orienting the rider to time or location.

Passengers who require a personal care assistant may apply for a free Personal Care Assistant Card with the City of Covina Transportation Section, located at the Community Development Counter at Covina City Hall (address and phone number on page 26). Eligibility for a Personal Care Assistant card will be based on Americans with Disabilities Act (ADA) standards. Eligible riders must present the card for their PCA at the time of boarding. If a PCA is accompanying a minor child six years of age or younger under the weight of sixty (60) pounds, the rider is responsible for providing the required safety seat for that child. **No minors are allowed on the vehicles unless they are assisting an eligible rider as a PCA or they are disabled themselves.**

## **SHOPPING BAGS AND FOLDING CARTS**

**Shopping bags are limited to a maximum of three (3) per passenger and must be controlled by the passenger at all times during transport to prevent flying objects that may injure passengers or drivers in the event of a sudden stop.** You may ask your driver to assist you in loading and unloading your packages curbside, but please do not ask your driver to carry packages to your door - as drivers are not permitted to leave the vehicle while it is in service. **For the safety of passengers and drivers, the combined weight of all packages must not exceed twenty-five (25) pounds and the passenger or the PCA must be able to control the packages without assistance when the vehicle is in motion.**

**Shopping carts and walkers must fold flat during transport to allow space for wheelchairs and portable oxygen canisters on the vehicle. Folding shopping carts that are larger than 1.5 feet in width by 3 feet in height by 1 foot in depth or shopping carts that do not fold down will not be transported. If folding shopping carts are found over time to interfere with the transport of wheelchairs, walkers, or oxygen tanks – they may be banned from use on Covina Transit vehicles.**

## **WHEELCHAIRS AND MOBILITY DEVICES**

Covina Transit will make every attempt to accommodate “common” wheelchairs, scooters and other mobility devices using the definition of the ADA. However, Federal law says that these devices cannot:

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

Covina Transit may not be able to accommodate mobility devices larger than these dimensions.

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

If you change mobility devices after your initial registration, you must inform the City of Covina Transportation Division immediately.

## **SHARED RIDE SERVICE**

When planning your trip, please remember that Covina Transit is shared ride public transportation. Service vehicles are 100% accessible passenger vans or small busses with wheelchair lifts or wheelchair ramps that are clearly marked as “Covina Transit,” these vehicles may accommodate up to eleven passengers at one time. You should expect that there will be other passenger pick-ups and drop-offs along the way.

All riders are asked to show consideration to riders with service animals; they have the right to use Covina Transit.

## **TYPES OF SERVICE**

### **NEXT DAY SERVICE**

You may request a ride for tomorrow by calling 1-(877) 858-5556 today between 7:00 AM and 5:30 PM. The reservationist will attempt to provide you with your requested time, or an alternative time based on availability.

You may request a ride up to one week in advance. Please remember that appointments are available on a “first-come, first-served” basis and you may not be able to ride at your preferred time. **The reservationist should provide a travel time on your requested day, but due to space limitations you may not be able to ride at the exact time that you wish to ride.** As mentioned earlier, Covina Transit is not a service of convenience and cannot meet the individual demands of all riders. What Covina Transit can do is guarantee that you can purchase groceries and medicine, visit the doctor, visit with friends or even go see a movie at some point the next day based on availability. **Covina Transit cannot guarantee that you will be able to go where you want to on demand, like a private vehicle, but we can guarantee that you will not lose your independence when you can no longer drive or can no longer afford to drive.**

## **SAME DAY SERVICE**

You may request an appointment for a ride the same day, based on availability, by calling at least sixty (60) minutes before your desired time. The reservationist will search for an available time period close to your requested time. During peak periods, 9:00 AM to 2:00 PM, you may not be able to book a same day reservation at a time that is convenient for your schedule. **It is recommended that you call at least the day before to make a reservation, since you may not be able to book a same day ride – especially during peak hours.**

## **CANCELLING RESERVATIONS**

If you need to cancel your appointment, please call at least one hour prior to your scheduled time. It is critical for the benefit of all riders that you call to cancel your reservation if your plans change. When you cancel a trip you do not need, you provide another person with an opportunity to travel on Covina Transit. Also, please be considerate and call to cancel a ride or notify the dispatcher of an unexpected delay because when you don't, you delay the rides of others and degrade the level of service quality provided to all riders. **Riders that develop a pattern of multiple no-shows or are regularly late for appointments will lose their rides and will have to call the service again to schedule another pickup at an available time. Riders that are not punctual or are discourteous of the needs of other riders are subject to suspension of service or removal from the**

**service.** Please plan accordingly to be outside on the curb at your scheduled appointment time, as all riders are expected to meet their appointment times, regardless of age or physical abilities. Almost all riders experience the effects of age or physical limitations, but very few riders develop patterns of tardiness or discourteousness that degrade the level of service quality for all patrons.

## **RIDER IDENTIFICATION (ID) CARDS**

Riders must show their *valid* Covina Transit identification card to the driver at the time of boarding. If you do not possess a valid Covina Transit ID, you will be refused transportation. If you lose your identification card, please call the Transportation Section immediately at (626) 384-5520.

Do not allow anyone to use your Covina Transit ID card for any reason. If you do, you may be suspended from service for a period of time.

## **SCHEDULING YOUR TRIP**

To schedule a trip on Covina Transit, call the reservation number at

**1-(877) 858-5556**

**IMPORTANT!** Please note that calls will not be accepted for same day service at the end of the service day. If you need a ride or need to schedule a return ride, please be aware of the service hours and plan accordingly.

You may request a pick-up for anytime during Covina Transit's operating hours. The reservationist may offer a pick-up time within one hour before or one hour after your requested pick-up time for a Next Day trip (the "Reservation Window").

**EXAMPLE: IF YOU REQUEST A PICK-UP AT 9:00AM YOU CAN BE OFFERED A TRIP BETWEEN 8:00AM AND 10:00AM. THERE IS NO**

## **GUARANTEE THAT A RIDE WILL BE AVAILABLE AT THE EXACT TIME THAT YOU WISH TO RIDE,**

Return trips should be scheduled for the latest time you think you will be able to travel. If you are ready earlier than your scheduled pick-up time, you may call to see if an earlier ride is available. **If an earlier ride is not available, you will need to keep your original pick-up time.** If it appears that you will be late for a pick-up appointment, please call the dispatcher to inform them.

Example: A rider goes to the doctor and does not know what time she will be finished, so she schedules her return trip for 4:00 PM. She is actually finished and ready to go at 2:00PM. The rider can call to see if she can get an earlier ride, but if she cannot, she will need to keep her 4:00 PM ride home.

If this same rider realized that her doctor's appointment was going to go past her 4:00PM return trip time, she would have to call the reservation number before the scheduled return trip to alert the reservationist of the delay. In no case should a rider that needs a return trip on a weekday wait until 5:00 PM to reschedule, since the vehicle service hours end at 5:30 PM. Riders will need to exercise judgment and communicate with the staff of medical facilities to ensure that they can make the required adjustments to their return trip times. **The City of Covina takes no responsibility for riders that are delayed beyond service hours and riders that do not accurately communicate their travel needs to reservationists.**

Riders should be aware that many medical providers will not allow Covina Transit to pick up passengers after a medical procedure. The Covina Transit drivers are not authorized to accept responsibility for the care of a patient after a medical procedure, and the drivers are not allowed to leave the vehicle to enter the building to receive a patient from medical staff. **If you are undergoing a medical procedure, please schedule a ride home after the procedure with a friend or family member. There have been several instances where we were not able to provide service to riders after they underwent a medical procedure. Please understand that Covina Transit is not an appropriate choice of transportation after a medical procedure since medical staff often request that their patrons are released to a family member or a friend that can sign a release.**

Trips cannot be scheduled to have a vehicle wait for you to drop something off or pick something up. You will need to schedule two separate trips. Drivers are not allowed to change drop off locations or make intermediate stops, including fast food drive through windows.

All calls must be entered into the reservation system and drop off points may not be changed during the ride. You may not board a vehicle if you have not scheduled a ride at that time with that vehicle.

Do not ask a driver to maneuver the vehicle into a place or a position that would increase safety risks, require them to reverse the vehicle, would reduce driver visibility, or could result in damage to the vehicle. Covina Transit vehicles are not regular passenger vehicles, and cannot be expected to operate in the same areas as passenger vehicles.

## **TRIP SCHEDULING WORKSHEET**

When you call to schedule a Covina Transit trip, please be prepared to provide the following information in the following order:

1. Passenger name.
2. Exact pick-up address and drop off address
3. Mobility device or service animal (if applicable)
4. Total number of traveling passengers (PCAs)
  - Mobility device or service animal for PCA or guest
5. Cross streets and/or any landmarks at pick-up address.
6. Requested pick-up time and date.

**IMPORTANT! When you make reservations you must specifically request a return trip to get a return trip. Return trips are not automatically scheduled. Please plan return trips within the Covina Transit service hours. No transportation is available outside of the regular service hours and Covina Transit takes no responsibility for riders who do not accurately communicate their transportation needs**

**or riders who miss scheduled pickups at the end of the daily service hours.**

You may book a total of 4 one-way trips per telephone call.

### **CHANGING OR CANCELING A SCHEDULED PICK-UP**

If you want to request a change for a trip you have already scheduled, please call the reservations number. **Covina Transit is not required to accommodate trip change requests on the day of the trip.**

When you discover you cannot take a scheduled trip, call reservations immediately and cancel the trip. When canceling a trip, please be prepared to give the reservationist your name, address, and scheduled pick-up time.

If you cancel your trip with less than one hour notice, or if you schedule a ride and do not show up for the ride, you may be charged a “No-Show”.

Riders who have 6 or more verified Rider No-Shows in a 90-day period may be suspended for a period of time from using Covina Transit.

### **RIDER NO-SHOWS**

A Rider No-Show occurs when:

- you cancel a trip less than one hour before the 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 arrived within your 15 minute pick-up window.

**It is not a Rider No-Show if the driver arrives after the 15 minute pick-up window, regardless if you are there or call to cancel the trip.**

If you get 6 valid Rider No-Shows in 90 days, your eligibility may be suspended for a period of time. Written notice will be sent to the participant for Rider No-Shows before action is taken. The notice of possible suspension will identify your rights, define the suspension process, and all riders will be given due process and have the ability to dispute No-Shows.

If the Rider No-Show is for a good cause and/or due to circumstances beyond your control you may request that it be removed from your record by calling the Transportation Section to explain the circumstances.

The City of Covina Transportation Section understands that the loss of transportation has a serious impact on a person's life, and the Transportation Section has an obligation to deal in good faith with clients and to take corrective measures based on just cause for clear, compelling, and justifiable reasons.

**Note: Riders also have the right to appeal or dispute all No-Show decisions. Please contact the Transportation Section for more details about Rider No-Shows.**

## **TRAVEL TIME**

A trip on Covina Transit may take approximately as long as it would on the bus or train. The vehicle's route may not be direct to your destination due to shared rides, traffic and other factors. Covina Transit considers the trip length to be excessive when it exceeds the fixed route travel time plus other travel related factors (time to get to and from the bus and the time waiting for the bus).

When you believe that the length of time for your trip is longer than it would be on a bus or train, you may report that trip to the Transportation Section.

## **IMPORTANT POLICIES**

### **WHERE DO I WAIT FOR THE VEHICLE?**

Covina Transit is a **CURB-TO-CURB** service. Riders must meet the Covina Transit vehicles at the curb.

**Covina Transit drivers cannot leave the vehicle to enter a building or come to the door for you.** If assistance is needed to and from a pick-up or drop-off curb, please be prepared to have a companion or Personal Care Assistant available.

The driver will wait for you in front of or as close as possible to your scheduled pick-up location.

Covina Transit will refuse service to a specific location if it cannot safely accommodate the vehicle; e.g. alleys, narrow driveways or dead end streets and underground parking.

**Covina Transit will only enter publicly accessible areas where our vehicles are not required to back up to exit and the roadways are wide enough to maneuver safely. Covina Transit will not enter private driveways or gated community/apartment buildings. For information on whether a specific location can be accommodated, call the Transportation Section for a location review and clarification.**

### **VEHICLE ARRIVAL – 15 MINUTE ON TIME WINDOW**

All Covina Transit trips are scheduled with a 15 minute pick-up window. That means that a vehicle is considered “on time” if it arrives at the pick-up location up to 15 minutes past the pick-up time.

#### **EXAMPLE:**

- You have a pick-up time at 11:00AM
- The vehicle is “on time” if it arrives between 11:00AM and 11:15AM.

If the vehicle arrives after the pick-up window, it is considered late. If you have a late trip, you should call the reservation number. Vehicles may also arrive five minutes before your scheduled time. Please be ready when the vehicle arrives.

**DO NOT START WAITING FOR THE VEHICLE AS SOON AS YOU CALL FOR THE RIDE.** The vehicle will pick you up between 5 minutes before your scheduled time, and up to 15 minutes after your scheduled time. You do not need to begin waiting for the vehicle until 5 minutes before your scheduled time.

These time limits apply to passengers also. If a vehicle arrives within the scheduled pick-up window and the passenger is not at the curb and ready, the passenger may be marked as a “no-show” and the vehicle will depart for its next scheduled trip. The passenger that was not ready or available will then have to call the reservation line and book another trip.

## **CALL-OUTS**

A call-out is an automated phone call generated by the driver which lets a rider know that the vehicle has arrived. Although call-outs are convenient, due to multiple limitations they cannot be relied upon and therefore Covina Transit does not have a policy of performing call-outs to riders who are not present at the curb for their rides.

In order for call-outs to work, a correct phone number (including cell phones) for the pick-up location has to be given at the time the reservation is made. Call-outs will not work with answering machines, pagers, voice mail, relay devices, any kind of “phone menu” where a number has to be pressed to reach the intended party or in certain “dead phone signal zones” in Los Angeles County.

Covina Transit policy requires the driver to wait 5 minutes once he or she has arrived at the pick-up location. There are times when a requested call-out may not occur, such as when the vehicle is in a dead zone or if the phone number given by the rider was incorrect. In such cases, if a rider is waiting inside a building for a call-out and not at the curb, the rider risks missing the vehicle and being marked a Rider No-Show. **Covina Transit policy is that riders must be at the curb of their residence at their scheduled appointment time, it is not the responsibility of dispatchers or drivers to contact riders that do not maintain their appointment times.**

If you have a late trip, you can call the reservation number and ask for an estimated time of arrival (ETA) along with the vehicle number that has been assigned to your trip.

## **HOW LONG WILL THE DRIVER WAIT FOR ME?**

The driver will wait at the pick-up location **5 minutes** for you. You must be at the scheduled pick-up location at the scheduled pick-up time or you may miss your ride and be charged a Rider No-Show.

**NOTE:** If a driver arrives early they must wait until the scheduled pick-up time and 5 more minutes for you. A late driver should not just drive by the pick-up location without stopping.

Due to high service demand related to the lunch program at the Joslyn Senior Center, it is important that riders keep their scheduled trip times and do not board vehicles earlier than their scheduled appointment time or board vehicles without a scheduled trip. Several vehicles serve the Joslyn Center lunch program, and if you choose to board a vehicle that is scheduled to leave earlier or later than you scheduled time, or board a vehicle when you have not scheduled a ride, another person will find themselves without a ride at their scheduled time. Please request assistance from Joslyn Center staff and the Covina Transit drivers to ensure that you board the correct vehicle at the correct time. If you have not scheduled a ride, you will be asked to call the Covina Transit number to schedule a ride. However, there is no guarantee that a ride will be available to you if you have not scheduled one in advance.

**NOTE:** You may be asked to move to another vehicle if you have boarded a vehicle incorrectly, or be asked to disembark the vehicle if you attempt to board a vehicle without a reservation. This is only done to ensure that those riders that have made reservations are not left without a ride. If a behavior pattern develops where a rider consistently disregards the rights of other riders and disregards the direction of Joslyn Center staff or Covina Transit drivers, disciplinary action will result including the possible loss of service privileges.

## **VEHICLES**

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

## **HOW DO I BOARD THE VEHICLE?**

Drivers may offer you assistance with boarding and exiting the vehicle but cannot physically lift or pick you up. All Covina Transit vehicles have lifts. If necessary, you may board 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 service suspension.**

## **SERVICE ANIMALS**

You are welcome to travel with your service animal aboard Covina Transit. Remember to inform the reservationist when you are traveling with your service animal.

All riders are asked to show consideration to these working animals and their owners, who have the right to use Covina Transit.

## **TRANSPORTING PETS**

Non-service animals may travel on Covina Transit 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 or safety of other passengers or the driver. The driver cannot assist in loading or unloading the cage or container.

**Reminder:** Please be considerate of riders who may be fearful of dogs or other animals.

## **CARRY ON PACKAGES**

**Shopping bags are limited to a maximum of three (3) per passenger and must be controlled by the passenger at all times during transport to prevent flying objects that may injure passengers or drivers in the event of a sudden stop.** You may ask your driver to assist you in loading and unloading your packages curbside, but please do not ask your driver to carry packages to your door - as drivers are not permitted to leave the vehicle while it is in service. **For the safety of passengers and drivers, the combined weight of all packages must not exceed twenty-five (25) pounds and the passenger or the PCA must be able to control the packages without assistance when the vehicle is in motion.**

**Shopping carts and walkers must fold flat during transport to allow space for wheelchairs and portable oxygen canisters on the vehicle. Folding shopping carts that are larger than 1.5 feet in width by 3 feet in height by 1 foot in depth or shopping carts that do not fold down will not be transported. If folding shopping carts are found over time to interfere with the transport of wheelchairs, walkers, or oxygen tanks – they may be banned from use on Covina Transit vehicles.**

## **LOST & FOUND POLICY**

Covina Transit is not responsible for lost or damaged items.

If you leave an item on a Covina Transit 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.

## **CHANGE OF INFORMATION**

Please notify the Transportation Section if there are any of the following changes:

- Your name
- Your home address
- Your mailing address
- Your phone number
- Your mobility device

- Alternate Format Needs

**Covina Transit will periodically mail updates to home addresses. If the mail is returned to the City as undeliverable, an attempt will be made to contact you over the phone to update your residence information. If we are unsuccessful in contacting you and confirming your residence, you will be removed from the rider list and will not be able to ride until you sign up for the service again. Any individual removed from Covina Transit service will be required to complete a full application package with full documentation at Covina city hall.**

## **COMPLAINTS**

### **Why Should I File A Complaint With the Transportation Section?**

It is important to file a complaint when you experience poor service. It will help:

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

### **When Should I File A Complaint With the Transportation Section?**

Please file a complaint after experiencing any service problem, including but not limited to:

- ◆ Late pick-ups or “no-shows”
- ◆ Issues related to the use of a service animal
- ◆ Issues related to the use of an attendant
- ◆ Problems or mistakes in placing a reservation (e.g. trip denials, long hold times, etc.). Please remember that not receiving a ride at the exact time that you wish to ride does not indicate a trip denial. You should be offered alternate ride times by a reservationist for a next day ride. 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, reservationists or other personnel
- ◆ Incorrect fare is charged
- ◆ Inaccessible vehicles

- ◆ Excessive travel time for a trip as compared to the same trip on a bus plus 20 minutes
- ◆ Problems with shared rides
- ◆ Suspected violations of any other law (including but not limited to criminal laws and anti-discrimination statutes like the ADA and the Unruh Act)
- ◆ Suspected violations of Covina Transit 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. You should exercise your reasonable judgment as to the seriousness of the matter before filing a complaint.

### **Can Complaints Help Me With Immediate Service Problems?**

No. For immediate service needs call the reservation number and speak to a reservationist or ask for the program manager. Tectrans operates the Covina Transit service under contract to the City of Covina. If you need immediate assistance the staff at Tectrans is best suited to assist you, since the city may not be open when you need assistance.

### **How Do I File A Complaint With the Transportation Section?**

Complaints can be filed in one of two ways:

**1. CALL**

City of Covina Transportation Section  
Phone: (626) 384-5520

**2. WRITE**

City of Covina  
Public Works Department  
Transportation Section  
125 E. College Street  
Covina, CA 91723

The Transportation Section office is located on the first floor at the Community Development Counter at Covina City Hall (125 E. College Street)

### **What Information Should I Include In My Complaint?**

Your complaint should be filed as soon as possible and should include as much information as possible. Include things like:

- Your name and contact information (address/phone/e-mail);
- The date, time, and location of the event you are complaining about;
- The name of any other people involved (reservationist, drivers, other staff, any of your friends or family members who witnessed the problem);
- A summary of the problem and any harm it caused you;
- Your preference on how you would like a response (i.e. phone call or writing).

### **What Happens If My Driver Retaliates Against Me For Filing A Complaint?**

Covina Transit does not tolerate retaliation against riders. If you file a complaint and later feel you are retaliated against, file another complaint concerning the retaliation.

If you are not satisfied with the investigation or resolution you can file an appeal to be heard by a special Complaint Appeals Committee. Complaint Appeals can be filed by contacting the Transportation Section.

### **You also have the right to file complaints 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

## **RULES OF CONDUCT**

Covina Transit has a list of common sense rules to ensure the safety and comfort of all passengers and drivers. Violation of the Rules of Conduct may lead to a suspension of services for a period of time. The Rules of Conduct include:

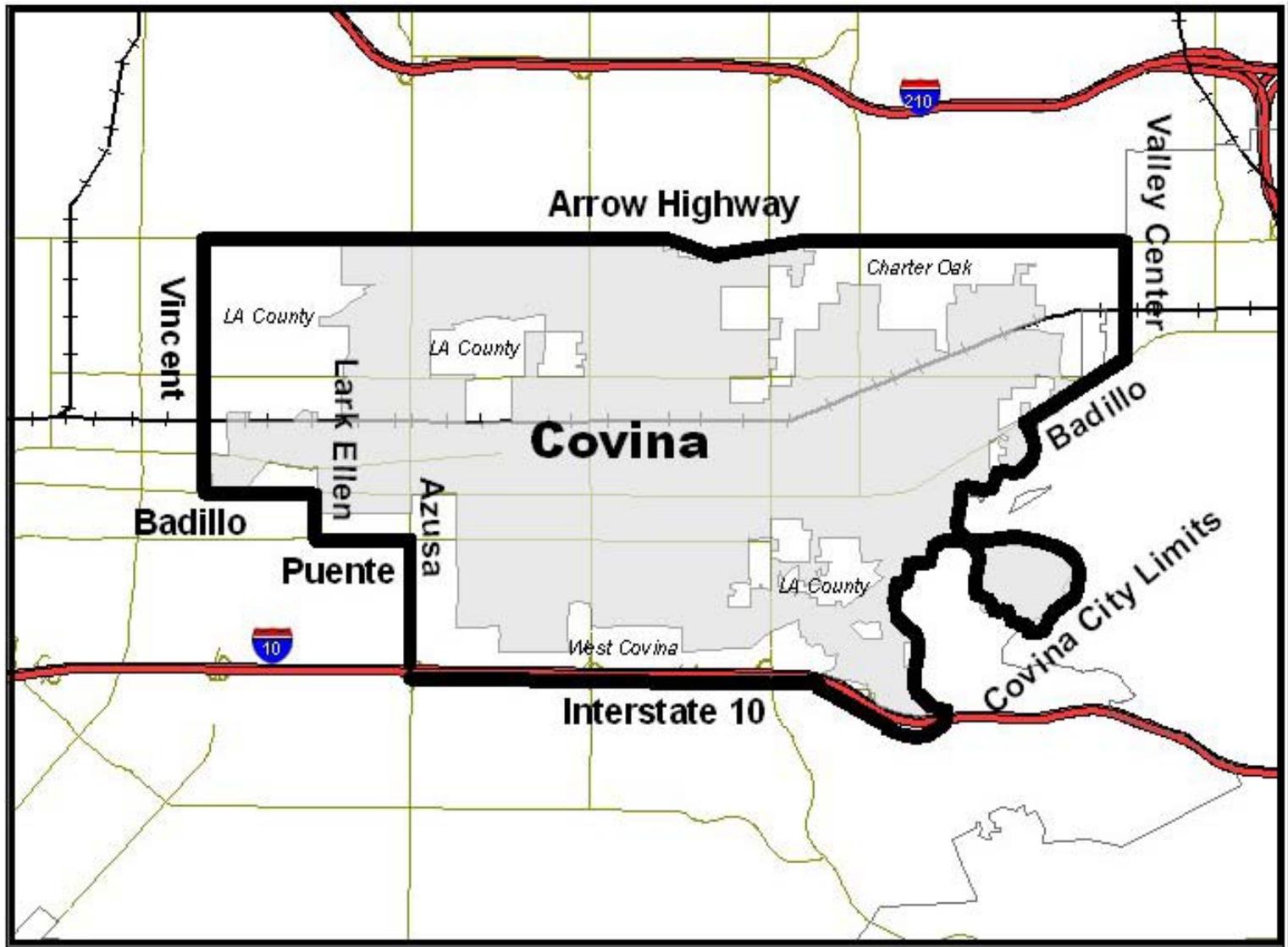
- No abusive, threatening or obscene language or behavior, including sexual harassment toward riders, drivers, passengers, or other employees.
- Removing or refusing to wear a seatbelt.
- Patterns of behavior that infringe on the rights of other riders, such as boarding a vehicle without a reservation.
- 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 Covina Transit 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.

## IMMEDIATE SERVICE PROBLEMS

- If your vehicle has not arrived by the scheduled pick-up time plus the 15 minute on-time window, please call the reservations number at 1-(877) 858-5556. Ask for an estimated time of arrival (ETA) and the vehicle number that has been assigned your trip.
- If the reservations number 1-(877) 858-5556 is out of service for any reason, please call the backup number at (626) 303-4342 and inform the reservationist that you are with Covina Transit.

# COVINA TRANSIT SERVICE AREA



SEE PAGE 7 FOR SERVICE AREA POLICIES