



COVINA TRANSIT

For Reservations and Cancellations, call:

(877) 858-5556

City of Covina - Department of Public Works
125 E. College Street, Covina, California 91723
Tel: 626-384-5520

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Welcome to Covina Transit’s Dial-A-Ride Program

Covina Transit is a shared ride transportation service administered by the City of Covina Department of Public Works. Covina Transit services Covina residents who are 60 years of age or older as well as residents who are unable to independently use public transportation.

Please contact us at (626) 384-5520 should you have any questions or require additional information.

issues related to the use of a service animal; problems or mistakes with placing a reservation; inappropriate conduct of drivers, reservationist, or other personnel; incorrect fare is charged; issues with the vehicles or excessive travel time for a trip; abuse of system by other riders; and suspected violations of any law.

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

Please place your complaint by calling (626) 384-5520 or writing to the City of Covina Department of Public Works at:

City of Covina – Department of Public Works
125 E. College St.
Covina, CA 91723

Other Transportation Resources

In addition to Covina Transit, there are other options within the San Gabriel Valley that can provide convenient transit services including:

Resource	Phone Number
ACCESS Services	1-800-827-0829
LA County Dial-A-Ride Services	1-800-439-0439
Foothill Transit	1-800-743-3463

Frequently Asked Questions

Q. May I reserve more than one trip at a time?

A. Yes, you may reserve up to four (4) one-way trips in a single reservation.

Q. I reserved a return trip from my doctor's appointment, but my appointment ended early. When I called the reservation line, they said I would need to wait for my pre-arranged pick-up time.

A. Covina Transit dispatchers will try their best to send an available vehicle to pick-you up earlier; however you may not be able to reschedule.

Q. What if the vehicle doesn't arrive on time?

A. First, be sure you have waited 15 minutes after your scheduled pick-up time. If the vehicle still has not arrived, call the reservation line and ask for an estimated time of arrival.

Q. How can I tell if the vehicle is a Covina Transit vehicle?

A. All vehicles have the Covina Transit logo on each side and rear of the vehicle. Drivers also wear the Covina Transit uniform with logo.

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

A. Covina Transit is a shared ride service. You will most likely not be traveling directly to your end destination. A Covina Transit trip may take as long as a similar trip on a bus or train picking up other passengers along the way.

Q. Should I file a complaint?

A. It is important to file a complaint when you feel you have experienced poor customer service; late pick-up or a no-show;

Hours of Operation

Days	Hours	Last Appointment
Monday – Friday	7:00 a.m. to 5:30 p.m.	5:00 p.m.
Saturday – Sunday	7:00 a.m. to 3:00 p.m.	2:30 p.m.

Service is not available on the following holidays:

New Year's Day • Memorial Day • Independence Day
Labor Day • Thanksgiving Day • Christmas Day

Fare Information

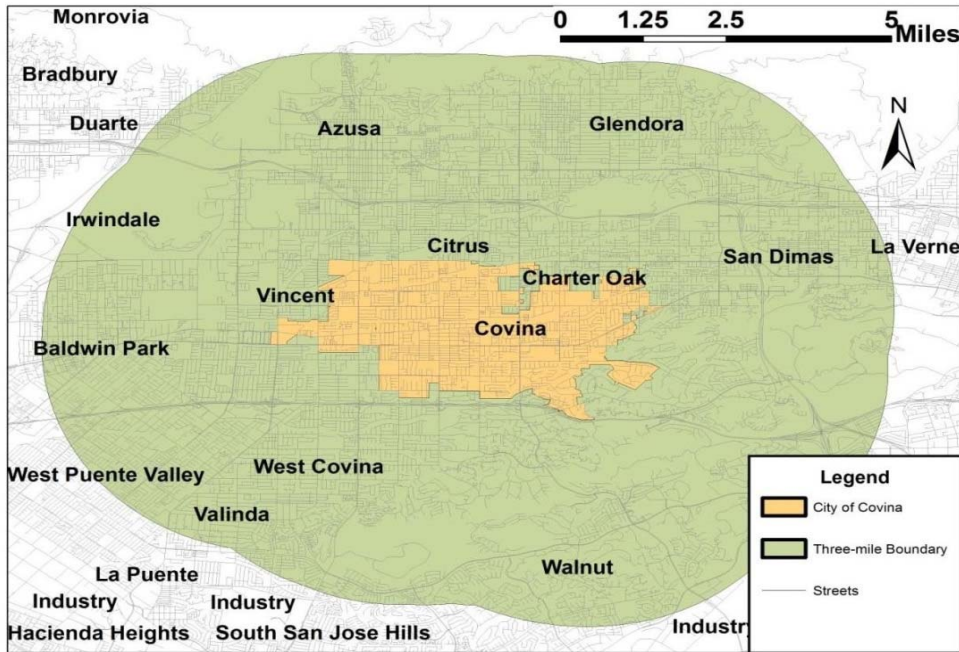
Destination	Fare
One-way fare within Covina service area, includes Eastland Shopping Center	\$0.25
One-way fare to / from City facilities	Free
One-way fare to medical appointments up to 3 miles outside of Covina service area	\$2.00
One-way fare to Social Security Offices in Glendora and West Covina	\$2.00
One-way fare to Department of Motor Vehicles (DMV) in West Covina	\$2.00
One-way fare to medical appointments at Kaiser Permanente (Baldwin Park/Irwindale) or City of Hope (Duarte)	\$4.00

Who is Eligible for Service?

- Covina Residents 60 years of age or older
- Residents with disabilities who are unable to independently use public transportation (medical verification required)

Service Area

Covina Transit operates within the service area shown below:



Boundaries	Streets
North	Arrow Highway
South	I-10, Puente St. or Badillo St.
West	Azusa Ave., Lark Ellen Ave., and Vincent Ave.
East	Valley Center Ave. and Badillo St., or city limits in Covina Hills

The area includes addresses within the City of Covina and certain addresses outside of the City limits including:

Medical Centers and Offices Surrounding

- Glendora Community Hospital
 - San Dimas Community Hospital
 - Kaiser Permanente (West Covina)
 - Queen of the Valley Medical Center (West Covina)
- Trips beyond three miles from City limits are limited to:
- Kaiser Permanente (Baldwin Park/Irwindale)
 - City of Hope (Duarte)

Passenger Rules of Conduct

The following rules are provided to ensure the safety and comfort of all passengers and drivers:

- No abusive, threatening, or obscene language or behavior including sexual harassment toward riders, drivers, passengers or other employees
- Removal 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 materials, or corrosive liquids on vehicles
- No operating or tampering with any Covina Transit equipment (radio, mobile devices, etc.) on board a vehicle
- No radios or digital sound generating equipment are to be played aboard the vehicle. Riders may use equipment with headphones that do not disturb other riders
- Any rider engaged in physical assault or illegal behavior may be subject to immediate suspension and possible criminal prosecution
- Driver is not allowed to change a drop-off location
- Drivers are not allowed to accept tips

Riders are responsible for getting to, into, and out of A Dial-A-Ride vehicle. Drivers will offer assistance as you get on and off the vehicle and when securing mobility devices. If a rider needs further assistance, please make sure to secure a Personal Care Assistant (PCA) or be sure to have someone available at pick-up or drop-off locations to assist a rider.

Personal Care Assistants (PCAs)

PCAs ride for free when an assistant is needed. PCAs must be registered and will be provided with an ID card when a rider registers for service.

Ramps and Lifts

All Covina Transit vehicles have either a ramp or lift available. If necessary, you may board the vehicle while standing on the lift. You are required to use the handrails while the lift is in operation.

Boarding Wheelchairs and Other Mobility Devices

Only drivers may position and secure riders using wheelchairs or mobility devices in a forward-facing position. Items such as folding walkers, 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 secure your wheelchair or items, you may be refused service and subject to suspension.

Getting Started – How to Obtain your ID Card?

To register for the program and obtain an identification card (ID), please visit City Hall (125 E. College Street) Monday through Thursday from 7 a.m. to 6 p.m. You will need to bring:

- A California Driver License or Identification Card
- A Current utility bill
- If you have an eligible disability, ADA Application form signed by doctor (obtain ADA Application from City Hall)
- If you have a Personal Care Assistant (PCA), he/she will need to sign up for an ID card as well

Each time you use Covina Transit you will need to show your valid ID card to the driver at boarding. If you lose your ID card, please contact the City for a replacement. Do not allow anyone else to use your ID card for any reason; otherwise you may be suspended from the program.

Requesting Dial-A-Ride Service – Call (877) 858-5556

- Call Covina Transit at least 24 hours in advance of pick-up
- Reservations may be made up to one week in advance
- Book up to four (4) one-way trips per call
- One hour reservation window (pick-up time up to one hour before or one hour after the time you requested)
- There is a 15-minute window for pick-ups
- Curbside pick-up only (drivers cannot leave the vehicle)
- Drivers will meet you as close to your scheduled pick-up location as possible
- If you need assistance, please be prepared to rely on a Personal Care Assistant (PCA)
- Drivers are only required to wait up to five minutes

When scheduling a trip, you will be asked for the following information:

- Your name
- Specific pick-up and drop-off locations
- Your telephone number
- Reservation date and Time of your appointment
- Time of your return trip
- If a PCA will be traveling with you
- If you will be using a mobility device (manual or power wheelchair, scooter, walker) or service animal

No Show Policy

When a rider does not show up for a scheduled ride, time and valuable resources are lost. A no-show occurs when:

- A Trip is cancelled less than one-hour before a scheduled pick-up
- A Rider is not present for a scheduled ride within 5 minutes of a driver arriving within the 15-minute pick-up window

A rider with six or more no-shows within 90 days may be suspended from the program. Written notice will be sent before action is taken. If a reason provided is for a good cause / due to circumstances beyond control, a rider may request a no-show be removed from your record.

Trip Changes and Cancellations

If you would like to request a trip change or cancellation for a scheduled trip, please call (877) 858-5556. Covina Transit is not required to accommodate trip changes on the day of the trip.

Please be prepared to provide the Reservation Center with 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.

Payments and Tips

Fare must be paid at the time a rider enters the vehicle with exact cash fare (Drivers do not carry change). All riders must pay their fares for their trip; fare evasion will be reported and may lead to suspension of riding privileges or termination of service.

Drivers are not allowed to accept tips – please, no tips.

List of Items Allowed / Not Allowed in the Vehicle

Items Allowed	Not Allowed
Service Animals	Hazardous or explosive materials
Personal Care Assistant (PCA)	Weapons of any kind
Maximum of three packages – smaller than twenty-five pounds in total weight	Packages that cannot be kept under control during the ride; more than three packages or greater than twenty-five pounds in total weight
Pets that are not service animals must be secured in a cage or container that does not jeopardize the health and safety of others. Driver cannot assist in the loading / unloading of the cage / container.	A pet that is not a service animal and is not in a secured cage or container

Driver Assistance