

# GO WEST DIAL-A-RIDE APPLICATION

Send Application with a copy of your identity card to:

City of West Covina, Community Services Department  
1444 W. Garvey Ave. West Covina, CA 91790

## APPLICANT CONTACT INFORMATION

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Mailing Address: \_\_\_\_\_

Home Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Cell Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

Are you 55 years of age or older?  Yes  No (Attach copy of valid state ID card.)

Are you disabled?  No  Yes, if so, check all that apply:

Restricted to a wheelchair (If so, is it motorized?  Yes  No)

Use a walking cane or crutches  Blind

Other (please specify): \_\_\_\_\_

## EMERGENCY CONTACT INFORMATION

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Cell Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

## PHYSICIAN CERTIFICATION

To be completed for applicants less than 55 years of age.

Physicians Name: \_\_\_\_\_ Cell Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_

Is the applicant permanently disabled?  Yes  No

Does the applicant require any special assistance?  Yes  No

Is the applicant temporarily disabled?  Yes  No

(If yes, please estimate anticipated end date of disability: \_\_\_\_ / \_\_\_\_ / \_\_\_\_)

I certify that the eligibility information contained in this document is true and correct.

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Physician's Signature

Date

## • FOR OFFICE USE ONLY •

Approved  Denied By \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### SERVICE HOURS

Monday - Friday 8am to 5:30pm

Saturday No Service

Sunday 8am to 2:30pm

(City of West Covina only)

Last scheduled pick-up is 30 minutes

before the end of the service day.

GO WEST Dial-A-Ride does not operate on the following City-observed holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving & the following day
- Christmas Day
- President's Day
- Christmas Eve

### TRAVEL TIPS

#### Avoid Peak Times:

- Schedule your weekday trips after 2pm when the Dial-A-Ride service is less busy.
- When possible, schedule non-medical trips on the weekends.

#### Be Careful:

- Always watch your step when entering and exiting the vehicle.
- Be sure to inform the reservationist of any special needs when scheduling a trip.
- When waiting for your ride, please wait in a safe and visible location.

#### Plan Ahead:

- Appointments may be made up to one week in advance and are accepted on a "first-come, first-serve" basis.
- GO WEST clients traveling to medical appointments are encouraged to schedule their trip up to a week in advance.
- Allow up to one hour for travel time.
- Be sure of your destination. Drivers are not able to schedule appointments or change destinations once a passenger has boarded the vehicle.
- Be ready to travel at least ten (10) minutes before your scheduled pick-up time.
- If you need to cancel your ride reservation, call 4 hours prior to your departure time.

#### Be Courteous:

- To create a pleasant service, refrain from smoking, eating, drinking, playing music, and using offensive language during your trip.
- Keep in mind that GO WEST Dial-A-Ride is a shared service. Please be patient as other passengers may be picked up and dropped off during your ride.

#### Carry on Packages/Escorts:

- Each fare-paying adult rider may transport a maximum of four (4) packages per trip due to space limitations and out of concern for rider safety.
- Personal care attendants must be 12 years or older and able to assist the passenger with boarding and exiting the vehicle.

### PUBLIC TRANSPORTATION PHONE NUMBERS

#### Access Services

www.asila.org  
Reservations: 800-827-0829  
Information: 800-883-1295

#### City of West Covina

www.westcovina.org/transit  
GO WEST Dial-A-Ride  
Application Info: 626-939-8430  
GO WEST  
Schedule/Route Info: 800-425-5777

#### Foothill Transit

Customer Relations: 626-931-7210  
Schedule/Route Info: 800-RIDE-INFO (743-3463)

#### L.A. County Metropolitan Transportation Authority (Metro)

www.metro.net  
Customer Relations: 213-922-6235  
Schedule Route Info: 800-COMMUTE (266-6883)

#### Metrolink

www.metrolinktrains.com  
Customer Relations: 213-452-0200  
Schedule/Route Info: 800-371-LINK (371-5465)



Sponsored By:  
The City of  
West Covina