

GO WEST

DIAL-A-RIDE



Effective January 2023

SERVICE BROCHURE

SERVICE HOURS

Monday-Saturday	8:00 am to 8:00 pm
Sunday	8:00 am to 6:00 pm

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
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving & the next day
- Christmas Eve
- Christmas Day

For more information call **(626) 939-8430**
or visit www.westcovina.org/transit

PUBLIC TRANSPORTATION PHONE NUMBERS

Access Services, Inc.

www.asila.org

Reservations: 800-827-0829

Information: 800-883-1295

Foothill Transit

www.foothilltransit.org

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)

WHAT IS GO WEST DIAL-A-RIDE?

GO West Dial-A-Ride is a shared curb-to-curb service provided on an appointment basis for eligible residents of the City of West Covina. Clients may travel to/from any location within city limits and up to 3 miles outside city limits. Trips 3 to 5 miles outside city limits are available for medical appointments only.

WHO IS ELIGIBLE TO USE DIAL-A-RIDE SERVICES?

Residents of West Covina who are aged 55 and older and residents who have a physician-certified disability are eligible to use the service.

HOW DO I APPLY FOR SERVICE?

Residents who meet the eligibility criteria must submit an application to the City of West Covina and be approved before they can begin using the service. Allow 7 business days for the application to be processed. When approved, you will be notified by phone.

WHAT IS THE COST?

The Dial-A-Ride fare is \$0.50 for each one-way trip. Registered Personal Care Attendants and children under 5 years old ride free. Exact fares must be paid at the time of boarding. Drivers do not make change.

TO SCHEDULE A TRIP

Call **1-800-425-5777** to make your ride reservation. Be prepared to provide the following information when you call:

- Your name and address
- Pick-up and destination addresses
- The time you wish to travel
- The name of the Personal Care Attendant who will accompany you (if applicable)
- The number of companions or children who will be riding with you (if applicable)
- Any special assistance you may require

To use GO West Dial-A-Ride, call **1-800-425-5777**.

GO West Dial-A-Ride will make every effort to accommodate your trip request at the time you wish to travel. If space is not available at the requested time, we may suggest a reasonable alternative.

TO CANCEL YOUR TRIP

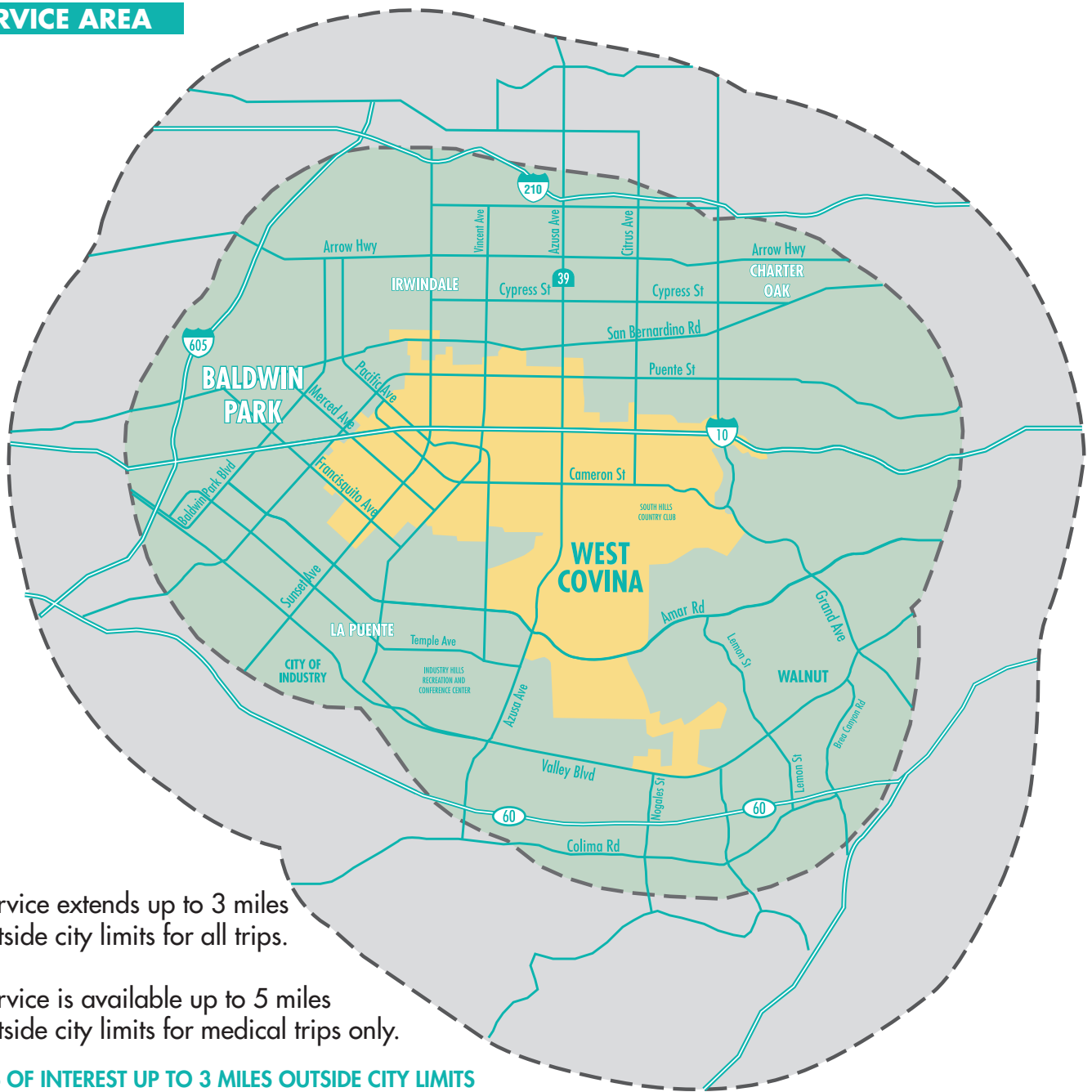
If you need to cancel your ride reservation, call at least 4 hours prior to your scheduled pick-up time.

If you cancel your ride reservation less than 4 hours prior to your scheduled pick-up time, your trip will be considered a "late cancellation." If you are not present at the scheduled pick-up location when the GO West Dial-A-Ride vehicle arrives, your trip will be considered a "no-show." Two no-shows and/or late cancellations within a 30-day period may result in a suspension of your service privileges.

GO WEST DIAL-A-RIDE



SERVICE AREA



Service extends up to 3 miles outside city limits for all trips.

Service is available up to 5 miles outside city limits for medical trips only.

PLACES OF INTEREST UP TO 3 MILES OUTSIDE CITY LIMITS

- KINDRED HOSPITAL SAN GABRIEL VALLEY
- WEST COVINA MEDICAL CENTER
- EMANATE HEALTH QUEEN OF THE VALLEY HOSPITAL
- KAISER PERMANENTE BALDWIN PARK MEDICAL CENTER
- SAN DIMAS COMMUNITY HOSPITAL
- PLAZA WEST COVINA
- EASTLAND SHOPPING CENTER
- CITY HALL
- WEST COVINA SENIOR CENTER

PLACES OF INTEREST UP TO 5 MILES OUTSIDE CITY LIMITS

- CITY OF HOPE MEDICAL CENTER
- EMANATE HEALTH FOOTHILL PRESBYTERIAN HOSPITAL