



GO WEST DIAL-A-RIDE APPLICATION

Send Applications with a copy of your identity card to:

Mailing Address: City of West Covina, Public Services Department, Attn: Community Services Division
2501 East Cortez Street, West Covina, CA 91791

Applications can also be submitted in person to the above address during business hours. Monday - Friday 9 a.m. - 4 p.m.

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 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: _____ 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 By: _____ Denied By: _____ Date: ____/____/____

SERVICE HOURS

Monday - Friday 8 am to 5:30 pm

Saturday **No Service**

Sunday 8am to 2:30 pm

(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 & Christmas Eve
- President's Day

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:

- Applications 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: 626-331-5366

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

SERVICE AREA

Clients may travel to/from any location within city limits for any purpose

The service area extends 3 miles outside city limits for medical trips only.

Please refer to the below map for additional information.

Service Area

Service extends three (3) miles outside city limits for medical appointments only.

- 1+ Covina Valley Community Hospital
- 2+ Doctors Hospital of West Covina
- 3+ Citrus Valley Medical Center Queen of the Valley Campus
- 4 Westfield Shopping Center
- 5 Eastland Shopping Center
- 6 Chamber of Commerce
- ★ City Hall
- SC West Covina Senior Center

