

Registration Requirements

Riders must be registered to use Claremont Dial-a-Ride and must provide their name, address, year of birth and phone number to register. Riders may register by phone or mail. To register by phone or to request a registration form, call Community Senior Services at 909-621-9900 from 9 am to 4 pm Mon - Fri. Those registering by mail should mail the completed form to Community Senior Services, 141 South Spring Street, Claremont, CA 91711. Riders who complete registration will be mailed an ID card with a unique identification number.

Riders under the age of 18 need a parent or guardian to sign the registration form giving the City of Claremont and Pomona Valley Transportation Authority permission to obtain the rider's personal information.

Get About riders previously registered are automatically registered for Claremont Dial-a-Ride.

Group Van Services

Claremont Dial-a-Ride accepts advanced reservations, and regularly scheduled trip requests from groups of **six or more**. If you would like to schedule transportation for a group of **six or more**, please call at least 72 hours in advance of your desired trip.

For van reservations, call **909-596-5964**.

Reservations are subject to vehicle availability.



Pomona Valley Transportation Authority Title VI Notice to the Public

Pomona Valley Transportation Authority operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act.

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Pomona Valley Transportation Authority.

For more information about the Pomona Valley Transportation Authority civil rights program, and the procedures to file a complaint call 909-596-7664, or visit our administrative office at 2120 Foothill Blvd #116, La Verne, CA.

For more information, visit www.pvtrans.org

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington, DC 20590.

If information is needed in another language, call 909-596-7664.

Other Transportation Services

Get About provides transportation for elderly and disabled passengers. Door-to-door service is available throughout the cities of Claremont, La Verne, Pomona and San Dimas, as well as other specified destinations. For membership or ticket information, call 909-621-9900. To reserve a ride, call 909-596-5964.

San Dimas Dial-a-Cab is for the use of San Dimas residents. Transfers between San Dimas Dial-a-Cab and Claremont Dial-a-Ride service are available. To reserve a ride or for information, call 909-622-4435.

Claremont Dial-a-Ride is a service of the City of Claremont and operated by Pomona Valley Transportation Authority: **909-596-7664**



Pomona Valley
Transportation
Authority

Your ride is here!

Claremont Dial-a-Ride

909-623-0183



Claremont Dial-a-Ride

Claremont Dial-a-Ride, a shared ride cab service, offers reliable transportation at a reasonable price. You can call up to seven days in advance to make a reservation. Same day rides are also available normally within 45 minutes of your call. To reserve a ride call **909-623-0183** a cab or minivan will pick you up.

Everyone can ride: Claremont Dial-a-Ride is open to everyone — children, youth, adults and seniors traveling within the Dial-a-Ride service area. (*Children under six must be accompanied by a rider twelve years or older*).

Where can I go? Claremont Dial-a-Ride operates within the boundaries of Claremont. Travel is also available to medical facilities in the Pomona Valley Medical Center area, Casa Colina and surrounding facilities, the Pomona Courthouse, the Social Security Office as well as the Montclair Plaza and Montclair Transcenter.

Customer Service: Sometimes riders need Dial-a-Ride to make a service adjustment like coming to their door or changing a pick up location. Dial-a-Ride's policy on requests for reasonable modifications is available at pvtrans.org, the Pomona Valley Transportation Authority website. For service concerns or if a reasonable modification to service is needed call **909-596-7664**.

Mobility Device Sizes: Most accessible vehicles in our fleet can accommodate a mobility device no longer than 30" wide by 48" long and/or with its passenger weigh up to 600 lbs. We make all reasonable efforts to accommodate our riders, but if your mobility device is larger, we may not be able to transport you because it would damage the vehicle or impose an unreasonable safety hazard.

How to Call-in

1 Call Claremont Dial-a-Ride up to 7 days before your trip at 909-623-0183. You may also call the same day for ride. Call at least 45 minutes before our desired pick up time.

2 Please be ready to provide your phone number and the specific address of both your pick up and destination.

3 Claremont Dial-a-Ride is a shared ride service. Please be sure to allow at least 30 minutes of travel time after your pick up to get to your destination.

If you are using a wheelchair or other mobility device or require any special assistance, please call to arrange for your pick up.

Hearing impaired individuals can initiate a call by dialing 711 and informing the agent the number they are calling. The request can be either via voice to TTY or from TTY to voice depending on the direction of the call. California relay can be used by those who have speech difficulty and cannot communicate verbally over the phone.

Service Hours

Monday – Friday: 6 am to 7 pm

Saturday: 7 am to 6 pm

General Public over age 16 may ride during the hours above. Seniors, disabled persons and children under age 16 can travel 24 hours per day, 7 days a week.

Dial-a-Ride Rules of Conduct

Riders must conduct themselves in a manner safe for themselves and others. Abusive, threatening or obscene language or actions toward passengers, drivers, or other transportation employees is not tolerated. No eating, drinking or smoking on vehicles. Riders must have acceptable personal hygiene. No audible sounds permitted from any devices on the vehicles (headphones are acceptable). Rule violations may cause suspension of riding privileges from Claremont Dial-a-Ride and/or other PVRTA transportation services.

Fares – One Way

DIAL-A-RIDE

General Public within Claremont **\$2.50**

Seniors & Disabled within Claremont..... **\$1.50**

Travel Outside Claremont

General Public..... **\$4.00**

Seniors & Disabled **\$2.50**

Includes Montclair Plaza, Montclair Transcenter & Medical Facilities in the Pomona Valley Medical Center area

After Regular Service Hours

Seniors, riders with disabilities **\$2.50**

Riders under age 16. **\$4.00**

Additional rider when two riders travel from the same pick up address to the same destination .. **\$1.00**

Group Van Service per rider **\$1.00**

TICKET BOOKS

Senior and Disabled (10 rides)..... **\$15.00**

General Public (10 rides) **\$25.00**

City Hall sells two ticket books, general public ticket books @ \$25.00 for 10 tickets and senior and disabled ticket books @ \$15.00 for 10 tickets. To travel outside the city of after hours, senior and disabled riders may use one \$2.50 general public ticket or two \$1.50 senior and disabled tickets.

Get About Regular Tickets

City Hall sells Get About ticket books with 12 tickets for \$7.50. Get About tickets are accepted on Claremont Dial-a-Ride; however two Get About tickets will be required for a one-way trip within Claremont. Travel outside Claremont requires four Get About tickets

Claremont Dial-a-Ride no longer accepts "pink" Get About nutrition tickets. For more information click the Claremont Dial-a-Ride button at pvtrans.org.