



Pomona Valley
Transportation
Authority

PVTA RIDERS HANDBOOK



PVTRANS.ORG | 909-596-7664

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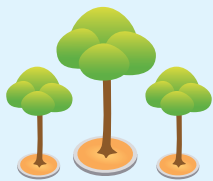
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WHO WE ARE

WELCOME TO



This "how to" guide provides the detailed information that will assist you during your travels on any of the services managed by Pomona Valley Transportation Authority. As always, our staff and Board of Directors will make every effort to ensure that you receive the best and most reliable service possible. If you have further questions or require any additional assistance, please call **909-596-7664**. Have a safe and comfortable trip!

PVTA MISSION

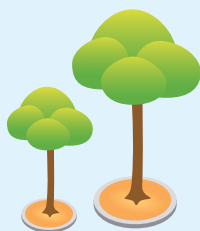
PVTA provides specialized transportation services to fulfill the unmet needs of Pomona Valley residents.

HISTORY OF PVTA

In 1977, the cities of Claremont, La Verne, Pomona and San Dimas joined together to form PVTA to support Get about, a four-city specialized transportation service, that ignored political boundaries to provide critical accessible transportation to the seniors and individuals with disabilities in the Pomona Valley. PVTA is proud of its long history of developing innovative programs to address the community transportation needs of our residents. PVTA provides an array of services for the general public as well as seniors and individuals with disabilities. They are Get About, One Step Over the Line and Ready Now, as well as the Claremont Dial-a-Ride and San Dimas Dial-a-Cab.

PVTA IS PUBLIC TRANSPORTATION

PVTA offers several shared-ride Dial-a-Ride services for seniors and individuals with disabilities throughout the Pomona Valley. General public transportation is made available by the cities of San Dimas and Claremont for any resident or city visitor at a discounted rate.



PROGRAMS

To register for any of Pomona Valley Transportation Authority Programs please call us at **909-596-7664**

GET ABOUT SERVICES

Get About is a shared ride service for people over 60 years of age, or individuals with a disability of any age.

- Riders must schedule their rides at least one day, or up to seven days, in advance.
- Riders may be picked up or travel to any address in Claremont, La Verne, Pomona or San Dimas.
- Riders starting trips in the four cities may travel to an extended service area in Covina and Glendora. These destinations must be east of Grand Ave., north of the I-10 Fwy. and south of Foothill Blvd. Service is also available to designated facilities beyond the extended service area.
- Service is also available to Montclair Place, Montclair Medical Center, Montclair Transit Center and Mt San Antonio College.

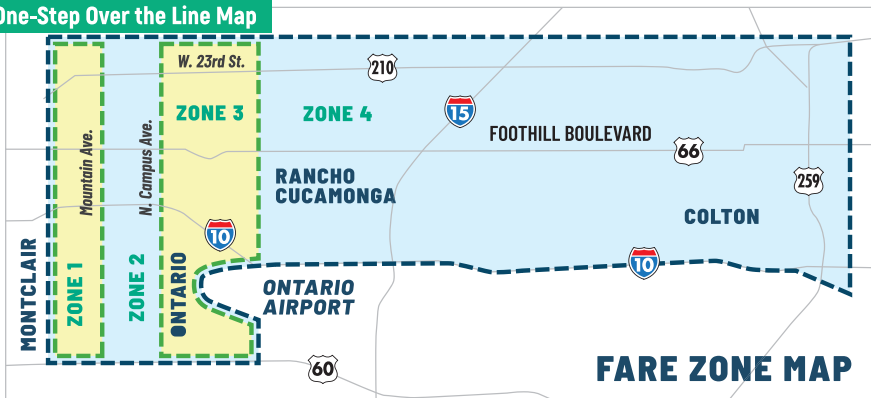
Get About Ready Now is a premium service for people over 60 years of age, or individuals with a disability of any age who need a same day ride.

- You can schedule your ride as little as 45 minutes before your pick-up.
- Ready Now travels anywhere the regular Get About service travels, including the extended service area in Covina and Glendora.

Get About One-Step Over the Line is a premium service for people over 60 years of age, or individual with a disability of any age.

- It provides rides to specific areas in San Bernardino County (mostly hospitals and other medical facilities). See page 18-19 for a list of most visited medical destinations.
- Like regular Get About rides you must make your reservation at least 24 hours in advance.

One-Step Over the Line Map



PROGRAMS

GROUP TRANSPORTATION SERVICES

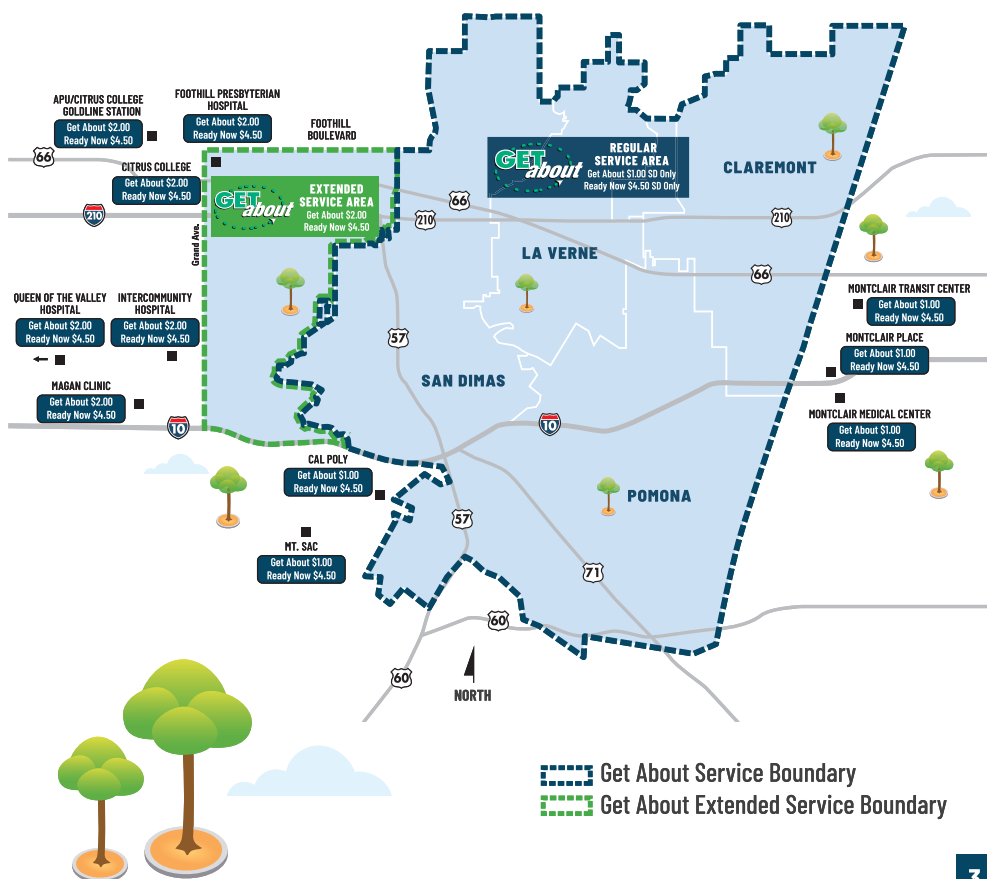
OPEN TO THE GENERAL PUBLIC

Claremont Group Services accepts advanced reservations and regularly scheduled trip requests from groups of six or more. You can travel anywhere within the City of Claremont boundary.

Pomona Group Services accepts advanced reservations and regularly scheduled trip requests from groups of six or more. You can travel anywhere within the City of Claremont boundary.

If you would like to schedule transportation for a group, please call at least 72 hours in advance of your desired trip. Call **909-596-7664** to make reservations or you can use the request form that is available at pvtrans.org. (Reservations are subject to vehicle availability.)

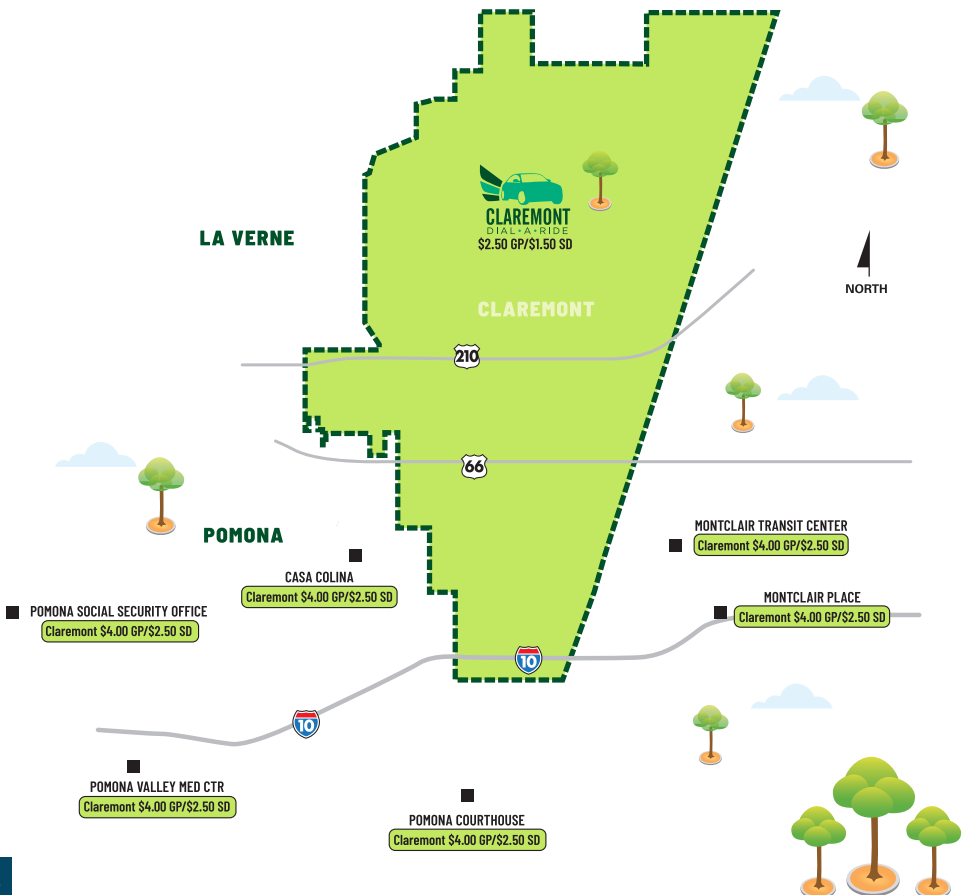
GET ABOUT SERVICE AREA & FARES MAP



CLAREMONT DIAL-A-RIDE

Claremont Dial-a-Ride is a shared ride cab service which offers service to everyone – children, youth, adults and seniors traveling within the Dial-a-Ride service area. Children under six must be accompanied by an adult.


- You should call for your ride at least 45 minutes before your desired pick-up time, and have the specific address of both the pick-up and destination.
- Dial-a-Ride is available for all types of trips - visiting, shopping, going to medical appointments, or going to and from work.
- Riders can be picked up, and travel to any Claremont address.
- Riders can also travel to and from Montclair Place and Montclair TransCenter, Pomona Valley Medical Center and the medical offices nearby Casa Colina, the Pomona Courthouse and Social Security Office.

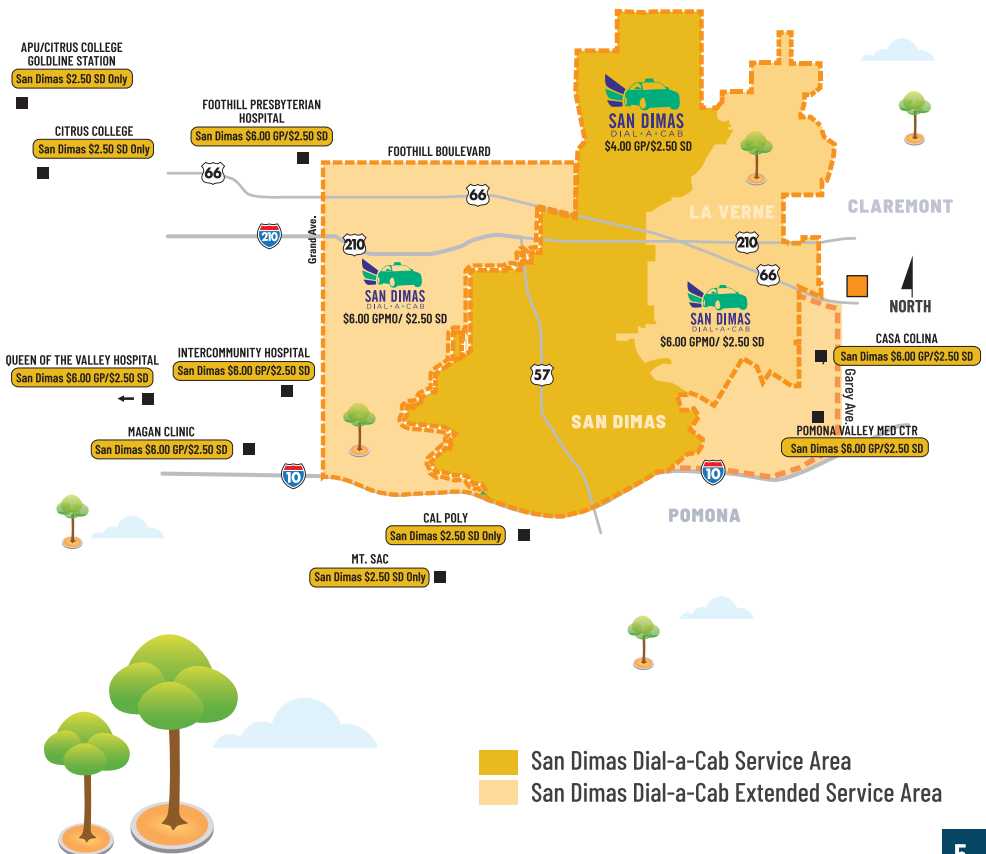


PROGRAMS

SAN DIMAS DIAL-A-CAB

San Dimas Dial-a-Cab is a shared ride cab service which offers service to everyone – children, youth, adults and seniors traveling within the Dial-a-Cab service area. *(Children under six must be accompanied by an adult.)*

- Call the same day you need a ride – a cab or minivan will pick you up at the curb, typically within 45 minutes of your request.
- Dial-a-Cab is available for all types of trips - visiting, shopping, going to medical appointments, or going to and from work.
- Dial-a-Cab trips for the General Public are limited to the boundaries of San Dimas, except to certain medical facilities.
- Seniors and persons with disabilities starting their trip in San Dimas may go as far as Grand Avenue to the west and Garey Avenue to the east, but trips must end south of Foothill Boulevard and north of the San Bernardino Freeway .



GETTING STARTED

REGISTRATION

WITH THE EXCEPTION OF SAN DIMAS DIAL-A-CAB.

You must register with PVRTA in order to use its transportation services. To register please call us at **909-596-7664**. Registration only takes a few minutes and you will be able to schedule a trip the next business day.

MEMBERSHIP CARD

You will receive a membership card which shows you what services you are eligible to use. The card will include one or more of these designations.

- > GA = Get About
- > NF = New Freedom Programs (*One Step Over the Line and Ready Now service*)
- > CL = Claremont Dial-a-Ride
- > SD = San Dimas Dial-a-Cab

Please remember that even if your card says you are eligible to use a service, your ride must start in its service area. For example:

- To use Claremont Dial-a-Ride, your ride must start in Claremont.
- To use San Dimas Dial-a-Cab your ride must start in San Dimas.
- For Get About, One Step Over the Line, and Ready Now, your ride must start in Claremont, La Verne, Pomona, or San Dimas.

PICK-UP TIME WINDOW

PVRTA schedules pick-ups in 15 minute blocks called “windows”. For example, if you are told by the operator that you are scheduled for a 10:00 AM pick-up you can expect the vehicle to arrive at your address within the 15 minute window between 10:00 AM and 10:15 AM. If the vehicle arrives between those times it will be considered “on time”.

DWELL OR WAIT TIME

PVRTA's dwell or wait time for its services is five minutes. For door-to-door services whenever possible the driver will go to the rider's door. In areas where it is not possible to go to the door, (e.g. *apartment complexes*), or a curb-to-curb service, the vehicle will wait at the pickup location for five minutes. To the extent possible, if the vehicle arrives at the pickup location and the rider is not visible, the driver will call in and request that dispatch call the rider.



GETTING STARTED

DOOR TO DOOR SERVICE

Get About is a door-to-door service and door-to-door service can be provided for Claremont DAR and San Dimas DAC if the rider makes a request for reasonable modification.

In most cases the Get about drivers will come to your door. However, our drivers may not be able to do so in all cases. The drivers will not be able to provide door-to-door service if the driver determines it is unsafe. Drivers must maintain visual contact with the vehicles and be able to legally park and secure the vehicles. Sometimes riders need Get About to make an adjustment to effectively serve them, such as, adjusting a pick-up location. Get About's policy regarding requests for reasonable modifications is available on our website www.pvtrans.org

If you have service concerns or need a reasonable modification to the service call Pomona Valley Transportation Authority **909-596-7664**.

CURBSIDE TO CURBSIDE SERVICE

Claremont Dial-a-Ride, San Dimas Dial-a-Cab, Claremont Group and Pomona Group Services are curb to curb services. This means that the driver cannot leave the vehicle to come to your door or enter your building. In most cases, our vehicles will not be able to enter private driveways, gated communities or gated apartment buildings. If you need help getting to the curb, please be prepared to rely on your personal care assistant, friend or relative.

Our vehicles will enter public roadways only if they are wide enough for safe driving. There must be room for our largest vehicles to exit without backing up. If you are not sure whether we will be able to reach a particular location, call **PVTA at 909-596-7664**.

SHARED RIDES AND VEHICLES

All PVTA services are shared ride. Riders cannot specify a direct ride. The vehicle and route used is assigned by dispatch based on efficiency, on-time and accessibility considerations. Riders cannot specify a vehicle or route preference.

CALL-OUTS

Currently, we are not always able to call you when the vehicle arrives. Riders may not request "call-outs" we will make a call-out when it is feasible. Riders should not depend on a call-out to notify them that the bus has arrived.

When you schedule a ride make sure to provide a cell phone number. This will assist the cab driver in locating you.

GETTING STARTED

TRIP CANCELLATIONS

If you are unable to take a trip you have scheduled, call the reservation number as soon as possible to cancel your trip. Please be prepared to give the reservationist your:

- Name
- Address
- Scheduled pick-up time

NO-SHOW POLICY

When riders do not show up for their scheduled rides, time and valuable resources are wasted that could have helped other riders get to their destinations. A "No Show" will be added to a rider's record if any of the following situations occur:

- When a rider cancels a trip less than one (1) hour before the scheduled pick-up time.
- When the driver arrives within the on-time window waits five minutes and is unable to locate the customer at the scheduled pick-up.
- Failing to be ready at the scheduled pick-up time or within five minutes after the vehicle arrives.
- Choosing not to ride after the vehicle arrives at the scheduled pick-up time.

Once a pick-up has been determined to be a "No Show", any scheduled return trip will automatically be canceled, unless the reservation office is notified by the rider of the need for a return trip.

Three (3) No-Shows within 45 days can result in a suspension of a rider's privileges for a period of seven (7) days. A suspended rider may appeal his/her suspension. A copy of the Appeal Process can be provided to you by calling Pomona Valley Transportation Authority at **909-596-7664**.

YOUNG RIDERS

Riders five (5) years old or younger must be accompanied by an adult. Children under the age of 8 must be secured in a car seat or booster seat. Riders must provide this equipment. PVTA does not provide car or booster seats.



PLANNING FOR YOUR RIDE

HOW TO SCHEDULE YOUR RIDE

You can call one number to schedule any Pomona Valley Transportation Authority service **909-596-7664**. You will be given an option on what service to schedule with and will be transferred directly to that service. You can also call the service directly by using the numbers below:

➤ **Get About — 909-596-5964**

You must call at least one day in advance, but you can call up to seven days in advance.

➤ **One Step Over the Line — 909-596-5964**

You must call at least one day in advance, but you can call up to seven days in advance.

➤ **Ready Now — 909-770-8038**

For same day ride, you can schedule as little as 45 minutes before your pick-up.

➤ **Claremont Dial-a-Ride — 909-623-0183**

Call at least 45 minutes before desired pick-up, or as early as a week ahead.

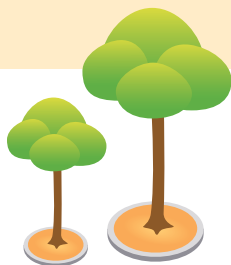
➤ **San Dimas Dial-a-Cab — 909-622-4435**

Call at least 45 minutes before desired pick-up, or as early as a week ahead.

ONCE YOU DECIDE WHICH SERVICE YOU NEED, PLEASE PROVIDE THE FOLLOWING INFORMATION TO THE DISPATCHER:

1. Your Rider ID Number.
2. The day and time you would like to be picked up.
3. The exact street address of the place where you want to be picked up.
4. The exact street address of the place where you are going.
5. Whether you will be traveling with a mobility device or service animal.
6. How many people will be traveling (*including an escort.*)
7. The time you would like to be picked up. You should schedule your return trip for the latest time you think you will be able to travel. You must always ask for a return trip. Scheduling of return trips is not automatic.

BEFORE COMPLETING THE CALL CONFIRM YOUR TRIP DETAILS.



PLANNING FOR YOUR RIDE

HOURS WHEN SERVICE IS AVAILABLE

ALL GET ABOUT SERVICES

Get About, Get About Extended Area, Ready Now and One-Step Over the Line

HOURS

Monday-Friday	6:00am to 7:30pm
Saturday.....	8:30am to 5:00pm
Sunday	7:30am to 5:00pm

CLAREMONT DIAL-A-RIDE

GENERAL PUBLIC HOURS

Monday-Saturday	6:00am to 10:00pm
Sunday	6:00am to 6:00pm

SENIORS, DISABLED & UNDER 16

24 hours / 7 days a week

SAN DIMAS DIAL-A-CAB

HOURS

24 hours / 7 days a week

CLAREMONT GROUP TRIPS

Anywhere in the four cities

HOURS

Monday-Friday	6:00am to 7:30pm
Saturday & Sunday	7:00am to 6:00pm

POMONA GROUP TRIPS

Anywhere in the four cities

HOURS

Monday-Friday	6:00am to 7:30pm
Saturday & Sunday	7:00am to 6:00pm



PLANNING FOR YOUR RIDE

HOW TO PAY FOR YOUR RIDE

CASH

You can pay in cash—exact change only, please. *(Drivers cannot make change.)*

TICKETS

One-dollar Get About tickets can be purchased at specific locations within the Pomona Valley. They are good for face value on all PVRTA Services. Note that some cities offer special discounts on the tickets. Claremont Dial a Ride tickets are sold at Claremont City Hall.

TICKET SALES LOCATIONS

Pomona Residents Only:

The Foothill Transit Store, 100 W. Commercial St., Pomona **800-743-3463**

San Dimas Residents Only:

San Dimas Senior Center, 201 East Bonita Ave, San Dimas **909-394-6290**

La Verne Residents Only:

La Verne City Hall, Community Services Dept, 3660 D. St., La Verne **909-596-8700**

Claremont Residents Only:

Claremont City Hall, 207 N. Harvard, Claremont **909-399-5440**

Joslyn Senior Center, 660 N. Mountain Ave., Claremont **909-399-5488**

FARES BY SERVICE

GET ABOUT

Regular Fare	\$1.00
Extended Fare <i>(See map on Page 3)</i>	\$2.00
Escort	\$1.00

GET ABOUT READY NOW

Fare	\$4.50
Escort	\$1.00

GET ABOUT ONE STEP OVER THE LINE *(See map on Page 18-19 for zone details)*

Zone 1.....	\$2.50
Zone 2.....	\$4.00
Zone 3.....	\$6.00
Zone 4.....	\$12.00
Escort.....	\$1.00

PLANNING FOR YOUR RIDE

CLAREMONT DIAL-A-RIDE

WITHIN CLAREMONT

General Public	\$2.50
Seniors & Disabled.....	\$1.50
Group Trips Same Destination (<i>per additional rider</i>).....	\$1.00

OUTSIDE OF CLAREMONT

General Public	\$4.00
Seniors & Disabled.....	\$2.50

AFTER REGULAR SERVICE HOURS

Seniors & Disabled.....	\$2.50
Youth (15 & younger).....	\$4.00

GROUP TRIPS

Same Destination (<i>per additional rider</i>).....	\$1.00
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SAN DIMAS DIAL-A-CAB

WITHIN SAN DIMAS

General Public	\$4.00
Seniors & Disabled.....	\$2.50
Additional Riders (<i>Same Pick up and Destination</i>)	NO CHARGE
General Public and Senior Share a Ride (<i>Same Pick up and Destination</i>)	Only 1
Senior fare will be charged	

OUTLYING MEDICAL FACILITIES

General Public	\$6.00
Seniors & Disabled.....	\$2.50
Additional Riders (<i>Same Pick up and Destination</i>)	NO CHARGE
General Public and Senior Share a Ride (<i>Same Pick up and Destination</i>)	Only 1
Senior fare will be charged	

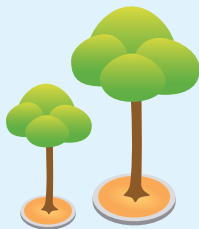
GROUP SERVICE

POMONA GROUP

One Way	\$0.50
Round Trip.....	\$0.75

CLAREMONT GROUP

Fare	\$1.00
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DAY OF YOUR RIDE

WHO AND WHAT YOU CAN TAKE ON THE VEHICLE

ESCORTS

One escort may accompany a Get About rider. Escorts must pay a fare and be at least 12 years in age. No one under the age of six can ride Get About unaccompanied. Disabled riders under six years of age may ride if accompanied by qualified escort.

SERVICE ANIMALS

PVTA permits service animals to accompany individuals with disabilities in all its vehicles and facilities.

PETS

Pets are allowed on a vehicle if they are in a carrier. The carrier must fit on the passengers lap, not blocking the aisle in any way.

GROCERY BAGS

Riders are limited to the number of bags they can carry themselves without a cart. We use 4 or 5 bags as a rule of thumb.

FOLDING SHOPPING CARTS

Riders may use a grocery cart. If there is room they will be secured in the rear of the vehicle. If this is not possible riders will be required to empty the contents of the cart, collapse the cart and hold the contents at their seat.

RESPIRATORS OR PORTABLE OXYGEN

All PVTA services accommodate persons using respirators or portable oxygen.

MOBILITY DEVICE

All PVTA services will transport any wheelchair or mobility device that does not exceed the capacities of its equipment (*lifts and/or ramps*). PVTA will make all reasonable efforts to accommodate all mobility devices.

WHAT YOU CANNOT TAKE ON THE VEHICLE

- Hazardous materials, including weapons of any kind, explosives, corrosive liquids and flammable materials



DAY OF YOUR RIDE

WAITING FOR THE VEHICLE

It is recommended that you be ready at the door or at the curb for pick-up. Drivers are not allowed to enter private homes. Please be prepared to have a personal care assistant, relative or friend available to assist you to the door or curb.

BOARDING THE VEHICLE

FARES:

You must pay the exact fare with cash or tickets before boarding. Remember, the driver does not carry change.

HELP FROM THE DRIVER:

You are responsible for getting to, into and out of the vehicle. Drivers will offer assistance as you get on and off the vehicle and in using the vehicle securement devices. However, they will not lift you or carry you, nor will they accompany you to or from locations away from the vehicle. If you need assistance we do not provide, please bring a personal care assistant or be sure to have someone available at the pick-up or drop-off location to help you.

RAMPS AND LIFTS:

PVTA and Claremont's lifts and other accessibility equipment are in regular use and available to any rider needing to make use of them.

DURING YOUR RIDE: YOUR CODE OF CONDUCT

- All riders are expected to conduct themselves in a manner that is safe for both themselves and others. No abusive threatening or obscene language or actions toward drivers, passenger, or other transportation program employees will be tolerated.
- No eating, drinking or smoking on vehicles.
- Riders must maintain acceptable standards of personal hygiene.
- No radio or other music players or other sound generating equipment are to be played aboard the vehicles.

VIOLATION OF THE RULES OF CONDUCT MAY BE CAUSE FOR SUSPENSION OF RIDING PRIVILEGES FROM GET ABOUT AND/OR OTHER PVTA TRANSPORTATION SERVICES.

OTHER IMPORTANT INFORMATION

SEATBELTS:

PVTA requires all riders to use a seatbelt. If you need a seatbelt extension, please ask for one. You can ask the driver for help if needed.

CHANGING YOUR TRIP:

If you want to change a trip you have scheduled please call the reservation number. PVTA is not required to make changes on the day of your trip, so it is wise to call as soon as you realize you need to make a change.

TRIPS TO DROP SOMETHING OFF OR PICK SOMETHING UP:

Even if all you need to do is drop something off or pick something up, the driver is not able to wait for you. You need to schedule two separate trips.

VEHICLES AND MOBILITY DEVICE ACCESSIBILITY:

Large Vans: Most of our Get About and group ride passengers will usually be picked up in a large, wheelchair accessible van which can hold up to 18 ambulatory passengers at a time.

Taxis: PVTA also utilizes a taxi service to provide some Get About trips. Claremont and San Dimas use taxi services for the general public. If you make a reservation for Claremont Dial-a-ride, San Dimas Dial-a-Cab, Ready Now or One Step Over The Line, a taxi will pick you up at your curb. These taxis will have a distinguishable PVTA identifier placed on both sides of the vehicle. There are also wheelchair equipped minivans available for same day Dial-a-ride services.

LOST AND FOUND:

If you have lost something in one of our vehicles please call **909-596-7664** and let us know what service you lost it on and we will try our best to retrieve the item.

Please note that PVTA is not responsible for any items left behind in the vehicles. PVTA will dispose of items left behind after a period of time.

IF YOU NEED INFORMATION SENT IN A DIFFERENT FORMAT:

In compliance with the Americans with Disabilities Act of 1990, information about PVTA services, meeting agendas and other public documents will be made available in appropriate alternative formats to persons with disabilities any person with a disability who requires an alternative format should contact PVTA at **909-596-7664**.



OTHER IMPORTANT INFORMATION

REASONABLE MODIFICATION REQUEST:

In some cases specific aspects of our service may limit a rider's ability to utilize the service. Disabled riders may make a request for a reasonable modification to our service. Examples of reasonable modification requests could include:

- Requests for the provision of door-to-door service for riders needing this assistance. These requests would apply to our services that normally provide curb-to-curb service, such as, Claremont Dial-a-Ride or San Dimas Dial-a-Cab. Get About already offers door-to-door service when it can be provided safely. The drivers cannot provide door to door service if they would lose sight of vehicle or leave it unattended with other passengers in the vehicle.
- Riders may request an alternative pick up or drop off location if the rider is unable to use the services at the normal pick up or drop off location.
- Riders using mobility devices may request to board separately from their device.

If needed, a rider may request that the driver open exterior entry doors to buildings.

PROCESS FOR MAKING A REQUEST FOR A REASONABLE MODIFICATION TO THE SERVICE:

Most issues are foreseeable in advance, such as, the need for door-to-door service. In these cases make your request well in advance so it can be properly considered. Sometimes this is not possible, such as, when there is an unforeseen obstruction in your path of travel requiring an alternative drop off location. In this case your request can be made to your driver who may need to contact a supervisor to receive approval of the modification. In all other cases follow the procedures outlined below:

YOU CAN MAKE YOUR REQUESTS IN FOUR WAYS:

BY CALLING PVTA OFFICES AT: 909-596-7664

BY EMAILING AT: infopvta@gmail.com

BY USING PVTA WEBSITE'S CONTACT US LINK AT: pvtrans.org

BY MAIL AT:

PVTA ADMINISTRATOR
Pomona Valley Transportation Authority
2120 Foothill Blvd. Ste. #116, La Verne, CA 91750
909-596-7664

Riders may request accessible formats, such as, large print, TDD or audiotape if needed. Riders or their representatives receive a response to their requests for modifications within two (2) business days.

OTHER IMPORTANT INFORMATION

CONDITIONS THAT APPLY TO REQUESTS FOR REASONABLE MODIFICATIONS TO OUR SERVICE:

PVTA requires all riders to use a seatbelt. If you need a seatbelt extension, please ask for one. Not all service modification requests can be approved. Below is a summary of the conditions and limitations that apply to requests for service modifications

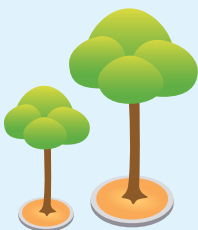
TYPES OF REQUESTS THAT CANNOT BE APPROVED:

- Requests that would fundamentally alter the nature of the service, such as, changes to service hours, service areas or fares.
- Requests that would create a situation endangering the health or safety of others, such as, the driver or other passengers.
- If without the requested modification the individual with the disability is able to fully use PVTA's services.

SPECIFIC EXAMPLES OF REQUESTS THAT CANNOT BE APPROVED:

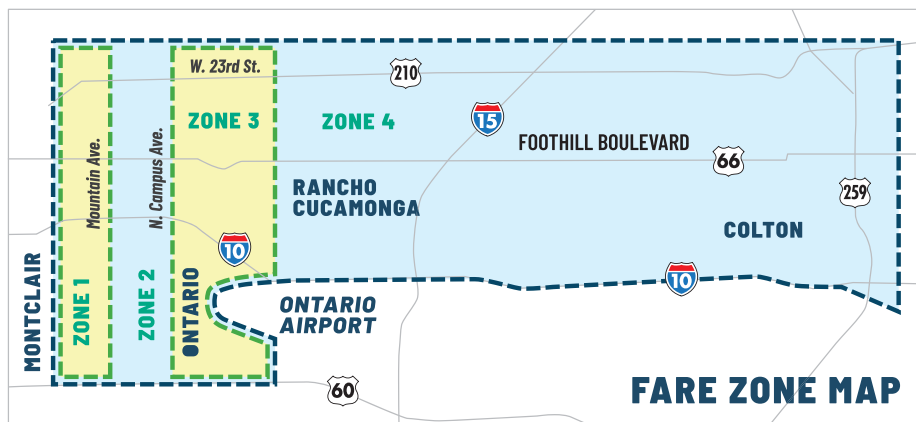
- Requests to allow more than one escort.
- Requests for specific types of vehicles or specific drivers
- Exclusive or direct trips. All PVTA services are shared ride and requests for exclusive or direct trips cannot be approved
- PVTA cannot provide escorts or personal care attendants (PCAs) for riders and driver cannot perform personal care attendant functions, such as, remaining with passenger who due to his or her disability cannot be left alone once reaching their destination.

**IF YOU HAVE QUESTIONS REGARDING THE
REASONABLE MODIFICATION POLICY
CALL 909-596-7664**



OTHER IMPORTANT INFORMATION

ONE-STEP OVER THE LINE APPROVED DESTINATIONS



ZONE 1 - \$2.50

You can travel to any location within Zone 1. Destinations are not limited to medical facilities. The boundaries of Zone 1 are:

- West to Los Angeles County's eastern boundary
- East to Mountain Ave.
- North to West 23rd St., Upland
- South to 60 Freeway in Ontario

Following are lists of approved medical destinations in Zones 2, 3 and 4. Other facilities are served as needed. If you do not see your medical facility listed, please call at **909-596-7664** or visit our website at www.pvtrans.org for an updated list.

NOT LIMITED TO ZONE 1 - \$2.50

- Upland Rehabilitation, 1221 East Arrow Hwy., Upland
- Medical Offices, 355 N. 13th Ave., Upland
- Foothill Psych Services, 954 W. Foothill Blvd., Upland
- Upland High School, 565 W. 11th Street, Upland
- Inland Rheumatology, 238 E. Arrow Hwy., Upland
- Dentist, 250 E. 7th Street, Upland
- Kaiser Medical Offices, 1183 E. Foothill Blvd., Upland
- 984 West Foothill Blvd., Upland
- San Antonio Hospital, 999 San Bernardino Rd., Upland
- Kindred Hospital, 550 N. Monterey Ave., Ontario



OTHER IMPORTANT INFORMATION

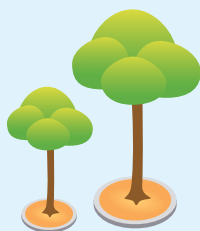
- Family Foot Center, 728 N. Euclid, Ontario
- Plott Nursing Center, 800 E. 5th Street, Ontario
- Medical Office, 403 W. F Street, Ontario

NOT LIMITED TO ZONE 3 - \$6.00

- Centerlake Imaging, 3115 E. Guasti, Ontario
- Kaiser Medical Center, 2295 S. Vineyard Ave., Ontario
- Medical Office, 9333 Baseline Rd., Rancho Cucamonga
- VA Clinic, 8599 Haven Ave., Rancho Cucamonga
- Arrowhead Orthopedics, 8805 Haven Ave., Rancho Cucamonga
- Imaging, 8710 Monroe Ct, Rancho Cucamonga
- ENT & Sinus Center, 8906 San Bernardino Road, Rancho Cucamonga
- Inland Empire Oral Surgeons, 8112 Milliken Ave., Rancho Cucamonga
- Kaiser Medical Offices, 10850 Arrow Rte., Rancho Cucamonga - Kaiser
- Aspen Family Medicine, 10787 Laurel Street, Rancho Cucamonga
- Archibald Surgery Center, 9674 Archibald Ave., R. Cucamonga

NOT LIMITED TO ZONE 4 - \$12.00

- Kaiser Permanente Medical Ctr., 9961 Sierra Ave., Fontana
- Loma Linda School of Dentistry, 1109 Anderson, Loma Linda
- Loma Linda Medical Ctr., 11234 Anderson, Loma Linda
- VA Hospital, 11201 Benton St., Loma Linda
- Medical Office, 25835 Barton Rd., Loma Linda
- St. Bernardine Medical Center, 2101 N. Waterman Ave. San Bernardino
- Urgent Care, 16465 Sierra Lakes Pkwy.
- Empire Orthopedic Center, 900 E. Washington, Colton
- Veterans Clinic, 1325 E. Cooley Dr., Colton
- Inland Pain Mngt, 1850 E Washington St., Colton



TITLE VI NOTICE TO THE PUBLIC

NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI

POMONA VALLEY TRANSPORTATION AUTHORITY

- 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 on Pomona Valley Transportation Authority civil rights program, and the procedures to file a complaint contact **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, contact **909-596-7664**

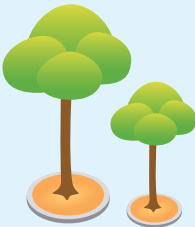
**SI LA INFORMACIÓN ES NECESARIA EN OTRO IDIOMA COMUNIQUESE AL
909-596-7664**

909-596-7664

909-596-7664

909-596-7664

909-596-7664



IMPROVING POMONA VALLEY TRANSPORTATION AUTHORITY SERVICES

FILING A COMPLAINT

Members of the public may make complaints, suggestions or other feedback in any of four ways:

BY CALLING PVTA OFFICES AT: 909-596-7664

BY EMAILING AT: infopvta@gmail.com

USING THE CONTACT US LINK ON OUR WEBSITE AT: www.pvtrans.org

BY MAIL AT: PVTA 2120 Foothill Blvd. Ste. #116, La Verne, CA 91750

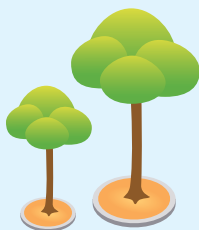
If your complaint involves a specific incident it will help us in our response if the following information can be provided:

- The passenger's name
- Date and time of day
- The passenger's pickup address and destination
- A brief description of the incident including the vehicle # and driver name if available

It is our goal to respond to comments and complaints as soon as possible, but always within 3 business days.

REPORTING ACCIDENTS, INCIDENTS, DANGEROUS OR DISRUPTIVE BEHAVIOR

All accidents, service incidents or instances of dangerous or disruptive behavior should be reported to PVTA **(909) 596-7664** as soon as possible. Report any service disruptions, (*loss of phones, computers down, loss of radios*) to PVTA as soon as possible. Please inform the supervisor on duty of any such events and it will be the supervisor's responsibility to inform PVTA. Any customer service issues, incidents (*excessive no-shows, abusive language toward staff or other passengers, incidents of lack of courtesy on the part of staff, oversized wheelchairs, passengers with dangerous health conditions, etc.*) should be reported to PVTA as soon as possible.





PVTRANS.ORG | 909-596-7664