



SERVICE GUIDE

This is your guide to the City of Corona Transit Service (CCTS) Dial-A-Ride Service. CCTS provides curb-to-curb Dial-A-Ride service for trips taken within the service area. Corona Dial-A-Ride users must be eligible to use the service.

WHAT IS DIAL-A-RIDE?

Dial-A-Ride is an origin-to-destination, advanced reservation transportation service for seniors and persons with disabilities. Dial-A-Ride is a shared transportation service. The City of Corona has two types of Dial-A-Ride Services:

Senior/Disabled Dial-A-Ride Service

Dial-A-Ride service is available to seniors 60 years of age and above, and persons with disabilities. Corona Dial-A-Ride is available within the service area as defined below. If interested in applying for the CCTS Dial-A-Ride service, complete the eligibility application. The application can be downloaded from www.CoronaCA.gov/transit, requested via email at CoronaTransit@CoronaCA.gov, calling (951) 817-5770, or in person at the following address: City of Corona – Community Services Department – 400 S. Vicentia Avenue, Suite 225, Corona, CA 92882.

ADA Priority Dial-A-Ride Service

CCTS provides Dial-A-Ride Service to individuals who are certified under the Americans with Disabilities Act (ADA). Persons who are ADA-certified are eligible for trips throughout the CCTS service area as defined below as well as within the three-quarters of a mile of local fixed-route bus service.

ADA certification is performed by the Riverside Transit Agency (RTA). Contact RTA at (800) 795-7887.

Once you have been ADA-certified, you can receive these benefits:

- ADA priority service for trip requests made at least one day in advance.
- ADA expanded service hours to match local fixed-route bus service hours.
- Voicemail message reservations are accepted for ADA-certified customers on Sundays and holidays for next-day service.

- Eligible to bring a personal care attendant (PCA) at no cost if your ADA card permits. A companion or child may come along and will be required to pay a fare.

ADA Door-to-door Assistance

Door-to-door assistance for ADA-certified customers is available upon request. You must request door-to-door assistance when you reserve your trip. Drivers can assist you between the bus and front door of your pickup and drop-off location when:

- Drivers can see the bus at all times;
- The outermost door is within 150 feet of the bus;
- Driver safety and security are maintained; and
- Where a safe parking area is available.

ADA Subscription Service

Subscription service may be available for customers who travel consistently on (a) specific day(s) of the week, at the same time, to and/or from the same destination. The purpose of the subscription service is to enable CCTS to create efficient routes for customers who have similar travel patterns. As a result, ADA-certified customers who are granted subscription service can enjoy the convenience of having their trips automatically scheduled without having to call to schedule each trip.

A request for a subscription service is not automatically filled. Subscriptions will be offered on a space-available basis, based on vehicle routing and consistent travel history, without excessive cancellations and/or no-shows. When a subscription is requested, schedulers will negotiate within the ADA guidelines to arrange effective and efficient service for all customers. Subscription customers temporarily suspending their services for periods of one month or more will lose their subscription service. Once a subscription is lost, any future requests are treated as new requests. If a customer requests changes to his/her subscription service, it will be evaluated as a new request.

Due to high demand and limited availability of subscription service, customers with a pattern or practice of no-shows and/or late cancellations will lose their subscription service. See No-show Policy for more information.

DIAL-A-RIDE SERVICE AREA

CCTS Dial-A-Ride service area includes the following:

- Within the boundaries of the City of Corona

- Within three-quarters of a mile of local fixed-route bus service for those ADA-certified
- Unincorporated areas of Coronita, El Cerrito, and Home Gardens
- Satellite locations in City of Norco: Department of Public & Social Services; Department of Motor Vehicles; Norco College; Target; and Bowlero Lanes

If your trip starts or ends outside the service area, you will need to find a safe place within the service area to be picked up and dropped off to use the service. Please call Corona Dial-A-Ride at (951) 734-7220 to find out if your pick-up and drop-off locations are within the Dial-A-Ride service area.

DIAL-A-RIDE HOURS OF OPERATION

Monday-Friday

Seniors/Persons with Disabilities: 6:42 AM – 6:00 PM

ADA-Certified (extended hours to match local fixed route service): 6:30 AM – 7:09 PM

Saturday

8:52 AM – 5:09 PM

Holidays

Corona Dial-A-Ride does NOT operate on Sundays and the following holidays: New Year's Day (January 1st), Memorial Day, Independence Day (July 4th), Labor Day, Thanksgiving Day, and Christmas Day (December 25th).

FARES

The base fare for Dial-A-Ride service is \$3.50 per passenger per boarding. The exact fare for the trip is required and must be paid upon boarding. Drivers cannot give change.

Paying for Your Ride

There are two ways to pay for your Dial-A-Ride fare:

1. Pay with cash when you board.
2. Pay with tickets purchased in advance at any of the following locations:
 - a. www.CoronaCA.gov/transit
 - b. Corona Public Library – 650 Main Street
 - c. Corona City Hall – 400 S. Vicentia Avenue, Suite 225
 - d. Circle City Center – 365 N. Main Street

Only ADA-certified passengers may bring a PCA. If eligible, an attendant may accompany you at no charge. A companion may ride for \$3.50. If you plan to bring a child as a companion and the child is under 46 inches tall, they may ride for 50 cents per boarding.

Buddy Fare

The Buddy Fare is a great way to save money on Dial-A-Ride. With this special program, two or more eligible customers can ride for half fare when traveling between the same locations.

PLANNING YOUR TRIP

Dial-A-Ride customers can schedule rides one to fourteen days in advance. CCTS encourages customers to provide as much notice as possible to efficiently schedule route vehicles. To request a ride, call (951) 734-7220. Dial-A-Ride trip requests are taken on weekdays from 6:30 am to 6 pm and on Saturdays from 8:50 am to 5:15 pm.

When making a trip request, provide the following information to the reservation agent:

- Your name and phone number
- The date and time of travel
- Your pick-up address
- Your destination address
- When you would like to arrive at your destination (also known as "No Later Than" time)
- Your return time and address
- Verify whether you will be using a mobility aid such as a wheelchair, walker, or service animal. If you use a wheelchair, it may not be larger than 30 inches wide and 51 inches long, and your combined weight with your wheelchair may not exceed 1000 pounds, or we may not be able to accommodate your trip.
- Confirm if you will be traveling with a companion or an authorized PCA. Companions are required to pay the full fare.

TIPS FOR TRAVELING

Customers should plan ahead with flexibility.

Negotiating Trip Times

CCTS may be unable to give customers the exact time requested, and alternate times may be offered. For those ADA-certified, ADA allows for a negotiated pick-up time within one hour before or after the requested trip time.

Be Ready for Your Trip

When making a reservation, you will be given a 30-minute pick-up window 15 minutes before and after your scheduled pick-up time (for example, 9 am to 9:30 am for a 9:15 am reservation). Because your ride may arrive any time within that 30-minute window, you must be ready and waiting to go at the start of the window. Once your trip is scheduled and you board the vehicle, you will be unable to change your destination.

If an appointment time is requested, you may be dropped off up to 30 minutes early from the appointment time (for example, if 9 am is your requested NLT (no later than) time, you could be dropped off between 8:30 am and 9 am).

Vehicles are not allowed to go into driveways, nor are drivers encouraged to go in reverse.

If you are not present when the vehicle arrives, the driver will wait three (3) minutes. After three minutes, the driver will mark you as a no-show.

Canceling a Ride/No-Show Policy

If a trip needs to be canceled, call (951) 734-7220 at least two (2) hours in advance of your pick-up time. You may leave a detailed voicemail to cancel your trip. A trip will be considered a no-show if not canceled at least two hours in advance. If a customer is a no-show for the first part of the round trip, CCTS will not automatically cancel the return trip. It is the customer's responsibility to call and cancel if the return trip will not be needed. Failure to cancel the return trip may result in a no-show. Customers in violation of the policy could have their service temporarily suspended.

Travel Time

Be aware that Dial-A-Ride is a shared ride service, and you may be riding with other customers who may be picked up or dropped off before you. The time of your trips may vary, and direct service to your destination may not be available.

Carry-on Items

To ensure passenger safety, carry-on bags are limited to three bags that can be easily carried by yourself in one trip. Once onboard, you must be able to keep the packages

secure and out of the aisle. Carts or strollers must be folded before boarding. Open food containers and beverages other than water are prohibited. Eating and smoking are not allowed.

Service Animals

Service or guide animals necessary for travel by customers with disabilities are allowed on all CCTS buses. The animal must not interfere with, disrupt, or disturb service or guide animals or other customers in the vehicle.

Seatbelts

All Dial-A-Ride vehicles are equipped with seatbelts. In compliance with state law, CCTS requires you to wear your seatbelt at all times during transport.

Wheelchair Securement

The Code of Federal Regulations (CFR) Title 49 states that CCTS "may require that wheelchair users make sure of securement systems for their mobility devices." This section gives CCTS the right to choose whether or not wheelchairs must be tied down. CCTS exercises this right and insists on securing the wheelchair. We require a four-point securement. If the chair cannot be secured using this method, the tie-down will be completed as effectively and safely as possible. Customers who do not want their wheelchairs secured may not be transported.

Reasonable Accommodations

The Code of Federal Regulations (CFR) Title 49 Part 37.169 provides that customers with disabilities may request a reasonable modification of our policies and practices to use our services. For more information or to request a reasonable modification, contact Corona Dial-A-Ride or the City of Corona Community Services Department.

TITLE VI

No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination using the City of Corona Transit Service (CCTS). The Public Works Director is the CCTS Title VI Compliance Officer. For more information or to file a Title VI Civil Rights complaint, contact the Corona Public Works Department at (951) 817-5770, by email at Corona.Transit@CoronaCA.gov, or by visiting the Public Works Department at 400 S. Vicentia Avenue, Suite 225, Corona, CA 92882.

NO-SHOW POLICY

To improve the availability of appointment time slots and make the Dial-A-Ride service more efficient for all customers, the CCTS No-Show Policy is designed to limit the number of late cancellations and no-shows. The policy considers a customer's overall frequency of use and establishes a pattern of practice or abuse relative to how often a person travels.

It is the customer's responsibility to cancel any unneeded scheduled trip(s) in a timely manner. Any Dial-A-Ride customer who is a no-show or cancels their trip within two hours of their scheduled pick-up will be marked as a No-Show. Customers in violation of the policy may have their service temporarily suspended.

Right to Appeal

Persons receiving suspension will have the right to appeal. Individuals will be permitted to ride the bus during the appeal process. Rulings shall be deemed final.

For more information on the CCTS No-Show Policy and appeal process, please visit www.CoronaCA.gov/transit, call (951) 817-5770, or email us at CoronaTransit@CoronaCA.gov.

CONTACT US

Corona Dial-A-Ride Reservations.....(951) 734-7220
TTY.....(951) 549-9714
City of Corona Community Services.....(951) 817-5770
Email.....CoronaTransit@CoronaCA.gov
Corona Transit Website.....www.CoronaCA.gov/transit
Riverside Transit Agency..... (800) 795-7887