

# GoMonrovia – Updated *Monrovia Transit* Policies & Code of Conduct Effective February 10, 2025

## Service Area and New Hours of Operation

Monrovia Transit is the “dial-a-ride” service of GoMonrovia, and provides trips within:

- The Cities of Monrovia and Bradbury
- Los Angeles County neighborhoods in South Monrovia (South Monrovia Island, Mayflower Village, and North El Monte)
- Approved medical locations in Arcadia and Duarte

**Beginning February 10, 2025**, GoMonrovia (including Monrovia Transit) will operate during the following hours, 365 days a year, including holidays:

- **Sunday – Thursday: 7:00 a.m. to 10:00 p.m.**
- **Friday – Saturday: 7:00 a.m. to 1:00 a.m.**

## Eligibility

Monrovia Transit is for individuals with disabilities (any age) and/or seniors aged 62+.

## Booking a Ride

There are two ways to book a ride through Monrovia Transit:

- **By Phone**
  - Call (626) 358-3538 to schedule your trip in advance.
- **Through the Lyft App (Same-Day Service)**
  - Input your destination in the Lyft app.
  - If your trip start/end locations are within the Monrovia Transit service area, the “Mon Transit” option will appear.
  - Select “Mon Transit” and a Monrovia Transit driver will be dispatched.
  - If you are not connected to a driver within five minutes, cancel and request the ride again or call (626) 358-3538.
  - Drivers typically arrive within 10 minutes but can take up to an hour, depending on service availability.

## Guidelines for Prescheduling Trips

If your trip is for a medical appointment:

- You can call to reserve your ride up to 30 days before your appointment.
  - Example: If your doctor’s appointment is scheduled three weeks from now, you can call today to book your ride because it is within the allocated 30-day window.

All other trips:

- Call up to 2 days in advance of your desired trip.
  - Ex: If you call Monrovia Transit on Monday, you can book rides for Monday, Tuesday, and Wednesday.



### **Canceling a Ride**

If you can no longer make your scheduled appointment, call dispatch and cancel your ride as soon as possible. Otherwise, you risk a “no show” trip status. Multiple “no-show” trips can impact your ability to use Monrovia Transit.

### **No Standing Reservations**

Standing reservations, which are repeated, pre-scheduled trips for the same day, time, and location (e.g., a reservation for Mondays and Wednesdays at 10:00 a.m. to the gym), are not permitted. Requests for standing reservations will be denied.

While we recognize the convenience of standing reservations, they can limit availability and make it harder for others to secure their preferred trip times. To ensure a fair and flexible scheduling process for all riders, we are unable to accommodate standing reservations.

### **Fares**

Each one-way trip on Monrovia Transit costs the rider \$0.50.

- When scheduled by phone:
  - Pay the driver in cash, using exact change, when boarding.
- When scheduled through the Lyft app:
  - Pay through the app. Make sure your payment information is up-to-date and the listed fare matches the Monrovia Transit rate.

### **Monrovia Transit on Lyft**

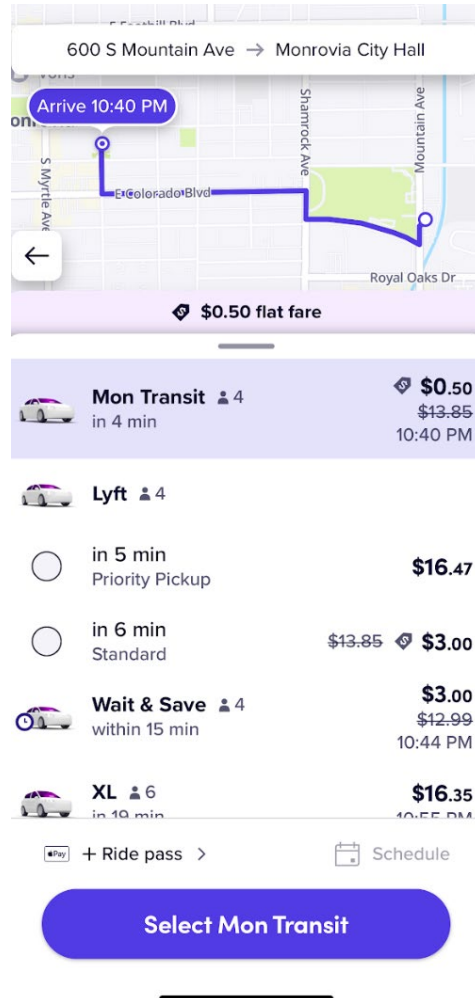
To request an on-demand ride through the Lyft app, you must have a Lyft account and access to the “Mon Transit” Lyft Pass. City staff will add all approved riders to the “Mon Transit” Lyft Pass. Please Note:

- The “Mon Transit” Lyft Pass is different from the “GOMONROVIA” Lyft Pass.
- The “Mon Transit” Lyft Pass provides \$0.50 trips on a designated Monrovia Transit vehicle with drivers contracted by the City of Monrovia.
- The “GOMONROVIA” Lyft Pass provides discounted, standard Lyft trips by various independently contracted drivers, unaffiliated with the City of Monrovia.



Monrovia Transit on Lyft Instructions:

1. Open the Lyft app.

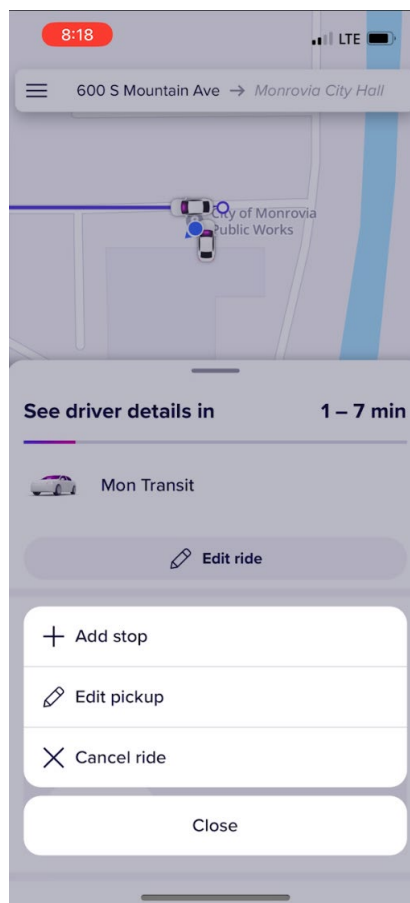
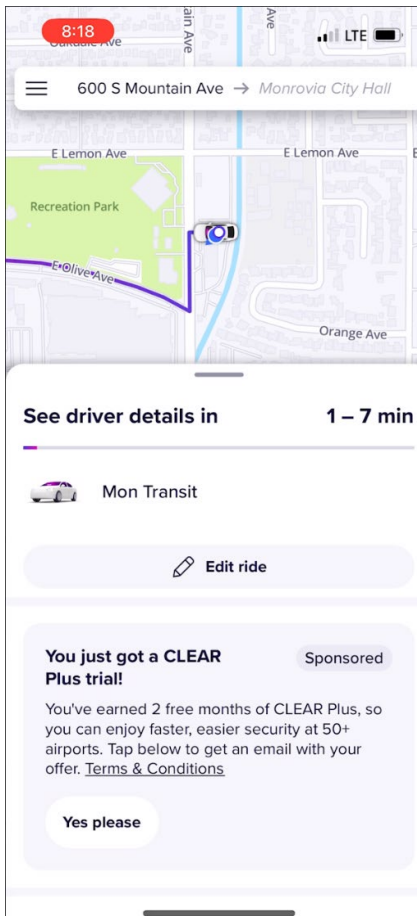


2. Tap, “Where are you going?” and input the address of where you’d like to go.
  - a. The start and end locations must be within the Monrovia Transit service area.
3. Select the “Mon Transit” trip option. It will display a \$0.50 fare with a more expensive trip price crossed out.
4. Wait to be connected to a driver within a few minutes. A Monrovia Transit driver will be dispatched your way.
5. If you are not connected to a driver within 5-10 minutes, cancel the request and try again.
6. If you continue to have trouble, call (626) 358-3538 for assistance.

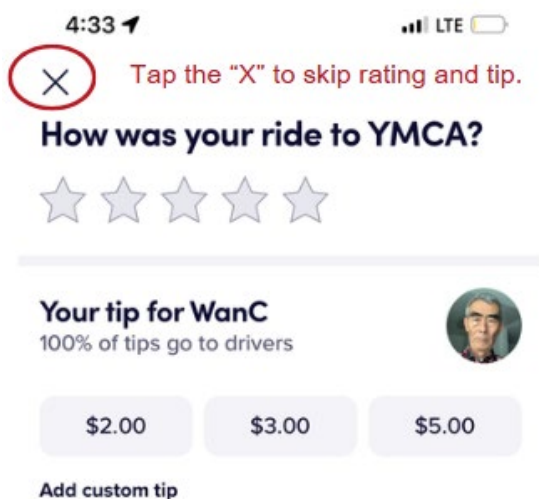
To cancel a ride (pictures below):

1. Tap “Edit Ride”
2. Tap “Cancel Ride”





**We kindly ask that you do not rate or tip your driver.** Skip the rating and tip by tapping the “X” icon in the upper left corner of the screen:



**Important:** Rating a driver 3 stars or below will block them from being paired with you again. **This will limit your access to Monrovia Transit on Lyft.** If the blocked driver is the only one available, you will not be matched with a driver.



## **Updated! Monrovia Transit Code of Conduct**

Monrovia Transit is here to provide safe, reliable, and comfortable rides. To ensure a positive experience, riders must abide by the following Code of Conduct

### **Monrovia Transit Code of Conduct**

#### *Fares*

- Always pay the required fare for each trip.
- Personal care attendants ride free when accompanying a registered rider.

#### *Service*

- Always notify dispatch as soon as possible if you need to cancel your trip. If the driver arrives at the scheduled pick-up time and you are not ready or present, your trip will be considered a "no-show". Consistent "no-shows" may result in temporary suspension of the service.

#### *Safety*

- Stay seated and wear your seatbelt while the vehicle is moving.
- Riders may bring up to three (3) bags (maximum of 25 pounds total) onto Monrovia Transit vehicles. Bags must remain in your possession throughout the trip. Drivers may assist with loading or unloading at the curb, but they cannot leave the vehicle. Monrovia Transit is not responsible for any loss or damage to the riders' bags or other property.
- Foldable walkers and shopping carts must stay folded during the ride. Oversized or non-foldable carts (larger than 1.5 ft x 3 ft x 1 ft) are not allowed if they interfere with space for wheelchairs or oxygen tanks.
- No eating, drinking, or smoking on board. Sealed containers of food or beverages are allowed.
- Alcohol, illegal drugs, weapons, explosives, and/or flammable materials are prohibited.
- Personal audio devices, including phones, tablets, or speakers, may only be used with headphones set to a low volume except for devices used for communication purposes (e.g., hearing aids or assistive listening devices). External speakers are not permitted.
- Follow all safety rules and instructions provided by the driver, system staff, and posted signage.

#### *Behavior*

- Treat fellow riders, drivers, and dispatchers with respect and courtesy.
- Threatening, physical abuse, verbal abuse, obscene language, or any other inappropriate conduct toward riders, drivers, or staff is strictly prohibited.
- Do not damage or deface vehicles and/or property within the vehicles.



### *Animals*

- Service animals are always welcome. Please notify dispatch when booking your trip if you will be traveling with a service animal.
- Non-service animals may ride if secured in a proper carrier that complies with the bag policy. Drivers cannot assist with loading or unloading carriers.

### *Lyft*

- If you request rides on Monrovia Transit through the Lyft app, you must follow Lyft's Community Guidelines, listed at [lyft.com/safety/community-guidelines](https://www.lyft.com/safety/community-guidelines).

### *Enforcement*

The City of Monrovia may take action if this Code of Conduct is violated. Depending on the severity of the violation, actions may include warnings, temporary suspensions, or permanent suspension of service. City staff will review repeated or serious violations of this policy. Should suspension be necessary, staff will provide a written notice outlining:

- The reason(s) for the suspension.
- The length of the suspension or any restrictions on service.
- Instructions on how to appeal the decision.

### *Appeals Procedure*

Riders may appeal restrictions or a suspension to the Director of Public Works by filing a written appeal within 10 business days of receiving the suspension notice. The appeal must include a copy of the suspension notice and a written explanation of why the suspension should be rescinded or adjusted. The appeal will be determined based on the written documentation only, so include all facts and evidence relevant to the appeal. Appeals should be sent to:

Monrovia Public Works Department  
Attn: GoMonrovia  
600 S. Mountain Ave.  
Monrovia, CA 91016

The Director or their designee will make a decision within 10 business days of receiving the timely written appeal, and the rider will be notified of the outcome in writing. The decision of the Director will be final.

