Welcome Aboard

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Dial-A-Ride Service Phone Numbers

BISHOP 1-760-873-7173

LONE PINE 1-760-614-0030

MAMMOTH LAKES 1-760-924-3184

WALKER 1-530-495-9393
Rider Etiquette

RIDER ETIQUETTE
All ESTA passengers are expected to exhibit appropriate social behavior while on the bus, interacting with the drivers or with other passengers. Behavior that distracts the driver or annoys other passengers is not permitted. This behavior includes but is not limited to: smoking, eating, drinking, spitting, littering, loud music, abusive language, vandalism, leaving seats while vehicle is in motion, not wearing seatbelts while vehicle is in motion, solicitation of any kind, no animals unless adequately secured in a pet carrier or muzzled and leashed.

DENYING SERVICE TO A RIDER
Use of ESTA vehicles can be denied on a one-time basis, or for up to six months to any passenger who: demonstrates violent or unruly behavior, insists on transporting prohibited items, refuses to wear seatbelt, does not have the required fare.

Use Of A Controlled Substance On The Bus Or Transportation Of An Open Container Of Alcohol Is Subject To Immediate Removal From The Bus.

Bags, Permissible Equipment & Prohibited Items

Carry-on Items
Carry-on items must be secured while in the vehicle. Each individual item can not exceed 25 pounds.

Permissible Equipment
Portable oxygen equipment and portable respirators are permitted on Eastern Sierra Transit vehicles.
Batteries for electric mobility devices are permissible when securely attached to the unit.

Prohibited Items
The following items can not be transported on Eastern Sierra Transit vehicles: car batteries, motor fuel, fireworks, explosives, any items displaying the diamond-shaped hazard label.

Fares

All passengers, except children under five traveling with a paying adult and Personal Care Attendants, are required to pay a fare when boarding the vehicle.

A discounted fare is available to handicapped, senior 60+, and youth passengers 5 through 15 years old.

Multi-ride passes are available at a discounted rates. Passes can be purchased from the bus drivers or at any of the Eastern Sierra Transit offices during normal business hours.

Passengers must pay each time they board the vehicle. Passengers may pay their fare to the driver in cash (exact change is appreciated) or present a valid bus pass.

When calculating the amount of oxygen you should travel with, always over estimate the amount of time you will be away from home.
**Scheduling A Ride**

**On Demand**
To schedule a ride, call the dispatcher in your service area during operating hours. You will need to provide your name, pick-up and drop-off addresses, and if you use a mobility device.

You will be picked up by the next available driver. Wait times will vary depending on the demand on the dial-a-ride service at that point in time. Priority is given to seniors, and disabled.

**Making An Appointment**
If you need transportation at a particular time of day for an appointment, you may schedule a ride on the dial-a-ride service up to one week in advance. You will need to provide your name, desired pick up time, pick-up and drop-off addresses, and if you use a mobility device. Your scheduled vehicle may arrive 10 minutes either side of your appointment time.

**Standing Order**
If you have one or more re-occurring trips per week with the same pick-up time, location and destination, you may request a standing order trip. Once the request is approved, a vehicle will be sent for you automatically and you do not need to call for each trip. Your scheduled vehicle may arrive 10 minutes either side of your appointment time.

**Shared Ride Service**
Eastern Sierra Transit’s Dial-A-Ride services is a shared ride service. There may be additional customer pick-up or drop-offs along the way. Please plan accordingly when scheduling your trip.

**Canceling Trips**

**CANCELING YOUR RIDES**
If you do not need your scheduled ride, please call in as soon as possible to cancel the ride. This will allow other passengers to use that time-slot.

**NO SHOW**
A “No Show” is characterized by any of the following:
- Canceling or refusing to ride when the vehicle arrives within the pickup window.
- Not being at the designated pick-up location for the scheduled pick-up time.
- Not having the proper fare.

**NO SHOW POLICY**
Riders who accumulate three (3) “no shows” within a 30-day period will receive a warning letter from Eastern Sierra Transit. If the rider receives a fourth “no show” within 30 days of the first “no show”, they may be suspended from service. The term of the suspension will be as follows:
- First Suspension—Up to 2 weeks
- Second Suspension—Up to 4 weeks
- Third Suspension—Up to 6 weeks.

**Remember**
Eastern Sierra Transit provides a shared-ride service, expect that there may be other passenger pick-up and drop-offs along the way.
Dial-A-Ride Level of Service Policy

- Upon request, Drivers may provide escort from the passenger’s door at the trip origin.
- Upon request, Drivers may provide escort to the door at the passenger’s destination.
- Drivers may provide escort through a common public entrance.
- Drivers are not to cross the threshold of the doorway of any private property.

Here’s an Idea!
Place either a bench or small table outside your entrance door for the ESTA Drivers to place your purchases on. These benches/tables are valuable in aiding those who have difficulty bending to pick up items from the ground, thus making the trip from the porch into the house with bags an easy task.

Mobility Devices, Personal Care Attendant And Service Animals

Drivers receive extensive training in how to assist passengers, properly secure wheelchairs and scooters, and safely operate the motorized lifts provided on every bus. All of our buses are equipped with lifts that meet or exceed the ADA Standards.

Passengers must insure that mobility devices are in good condition including, but not limited to, keeping the brakes in good working order.

Eastern Sierra Transit vehicles can accommodate devices up to 30 Inches wide, 48 Inches long and 600 Pounds combined weight of the passenger and device.

Service Animals
Service animals required due to any authorized disability are always welcome to travel with you aboard all Eastern Sierra Transit Vehicles. The animal must be under control of the rider.

Pets
Riders may bring a pet on the vehicle with them if the pet is in a secured carrier or leashed and muzzled.

Personal Care Attendant
Riders who have been pre-authorized as needing additional assistance may have a Personal Care Attendant travel with them. The attendant rides free of charge.
The Ride

Vehicle Arrival
All Eastern Sierra Transit trips are scheduled with a 20-minute pick-up window. That means that a vehicle is considered “on-time” if it arrives at the pick-up location 10 minutes before or after the schedule time.

HOW LONG WILL THE DRIVER WAIT FOR ME?
The driver will wait at the pick-up location 3 minutes for you. You must be at the pick-up location at the scheduled time or you may miss your ride and be charged with a “no show”.

PUBLICLY ACCESSIBLE AREAS
Generally, Eastern Sierra Transit will only enter publicly accessible areas where our largest vehicles are not required to back up to exit and the roadways are wide enough to maneuver safely. Eastern Sierra Transit will not enter private driveways or dirt roads. Call for information on whether a specific location can be accommodated.

Consider Your Options
Other Available Bus Routes

"Fixed Route" bus services is available in Mammoth Lakes. A Fixed Route bus is one that travels on a predetermined path, stopping at specific bus stop locations to pickup and drop-off passengers, and follows a set time schedule. Fixed route service allows passengers to rely upon where and when the bus will travel without the need for an advance reservation. Fixed routes within the Town of Mammoth Lakes are offered free of charge to the riders.

The Town of Mammoth Lakes has Fixed Route transit service that includes the Trolleys, Mid-town and Old Mammoth Lift service. The hours of service vary depending on the season. Please call 760-924-3184 for the current schedule.

Additionally, Eastern Sierra Transit provide various town to town and inter-regional services including:

- Mammoth Express Between Bishop and Mammoth
- Lone Pine to Bishop
- Benton to Bishop
- Bridgeport to Carson City
- CREST between Mammoth and Lancaster
- CREST between Lone Pine and Reno
BISHOP DIAL-A-RIDE SERVICE

Bishop Area Dial-A-Ride is available 7 days a week:

- **Mon-Thurs**: 7:00 am to 6:00 pm
- **Friday**: 7:00 am to 2:00 am
- **Saturday**: 8:30 am to 2:00 am
- **Sunday**: 8:00 am to 1:00 pm

Priority is given to seniors and disabled.

Multi-ride Passes can be purchased at a discount rate.

Discounted fares are available to handicapped, seniors 60+, and youths 5 through 16. Children 4 and under ride for free with a paying adult.

Please call go to Eastern Sierra Transit’s website: www.EasternSierraTransit.com or call 1-760-873-7173 for current fares

BISHOP AREA ZONES

Purchasing Multi Ride Passes will save $$ in the long run!

Bishop Area Dial-A-Ride service consists of two Zones.

**Zone 1** is the greater Bishop area, including downtown, West Bishop, Highlands, Glenwood, Dixon Lane, Shepard Lane and Johnston Lane.

**Zone 2** is the outlying areas of Laws, Bishop Airport, Van Loon, Millpond, Rocking K and Cerro Coso Community College.
BISHOP CHECK POINT DIAL-A-RIDE SERVICE

Bishop Area
CHECK POINT Dial-A-Ride is available Monday—Friday

No Need To Call Ahead
• Look for the CHECK POINT signs at designated locations
• Be at the bus stop location at the departure time

Check Point Dial-A-Ride Delivers You To Your Door

Fully ADA Accessible

Lower Fares
• $1 off the Dial-A-Ride rates

CONVENIENT PICK-UP LOCATIONS INCLUDE:

  Vons/Kmart
  Paiute Palace Casino
  Josephs Market
  156 Clark St.
  Northern Inyo Hospital

Please call go to Eastern Sierra Transit’s website:
www.EasternSierraTransit.com
or call 1-760-872-1901 for current Pick-up Times and Fares.
MAMMOTH LAKES DIAL-A-RIDE

Mammoth Lakes Area
Dial-A-Ride is available
7 days a week:
Monday-Friday  8:00 am to 6:00 pm
Weekends         9:00 am to 6:00 pm

Priority is given to seniors, and disabled.

Multi-ride Passes can be purchased at a discount rate.

Discounted fares are available to handicapped, seniors 60+, and youths 5 through 16. Children 4 and under ride for free with a paying adult.

Please call go to
Eastern Sierra Transit’s website:
www.EasternSierraTransit.com
or call 1-760-924-3184
for current fares

COMPLEMENTARY PARATRANSIT SERVICE

► In Mammoth Lakes, after 6:00 pm Dial-A-Ride is limited to Americans with Disabilities Act (ADA) complementary paratransit service.

► This service requires ADA eligibility certification and 24-hour advance reservations.

► ADA eligibility is based upon an individual’s disability and how the disability prevents the person from independently using the fixed route service.

► To become certified as ADA eligible, individual completes an application. Applications are available from ESTA’s website - www.easternsierratransit.com or by phoning 872.1901 to request an application by mail.

► Application includes a professional reference (doctor, nurse, physical therapist, etc.) who can verify the individual’s disability

► Application determination will be made by ESTA staff within 21 days

► Individuals who are denied eligibility have a right to an appeal by an independent panel

► If a visitor has been certified as “ADA paratransit eligible” by a public entity, Eastern Sierra Transit will honor the certification and will provide up to 21 days of ADA complementary paratransit service.

MAMMOTH LAKES AREA ZONES

Mammoth Area Dial-A-Ride service area consists of two Zones.

Zone 1 is the greater Mammoth area, including North Village, Industrial Park, and Old Mammoth.

Zone 2 is the outlying areas of Mammoth Airport and Mammoth Mountain Ski Area Main Lodge.

Complete information regarding the ADA Policy is available online www.easternsierratransit.com or by calling Eastern Sierra Transit at 760-872.1901
Walker Area Dial-A-Ride is available 4-days a week:
Monday-Thursday 8:00 am to 4:00 pm

Priority is given to seniors and disabled.
Please call 1-530-495-9393

Multi-ride Passes can be purchased at a discount rate.
Discounted fares are available to handicapped, seniors 60+, and youths 5 through 16. Children 4 and under ride for free with a paying adult.

Please call go to Eastern Sierra Transit’s website: www.EasternSierraTransit.com or call 1-530-495-9393 for current fares
**LONE PINE DIAL-A-RIDE**

Lone Pine Area Dial-A-Ride is available 5-days a week:

Monday-Friday 7:00 am to 4:00 pm

Priority is given to seniors and disabled.

**Please call 1-760-614-0030**

Lone Pine Area Dial-A-Ride service consists of two Zones.

**Zone 1** is the greater Lone Pine area, including Down Town, Pangeborne Lane, Diaz Lake and Boulder Creek.

**Zone 2** is the outlying area of Alabama Hills.

Multi-ride Passes can be purchased at a discount rate.

Discounted fares are available to handicapped, seniors 60+, and youths 5 through 16. Children 4 and under ride for free with a paying adult.

**Please call go to Eastern Sierra Transit’s website:**
www.EasternSierraTransit.com or call 1-760-614-0030 for current fares
Our History

The Eastern Sierra Transit Authority (ESTA) was established in November of 2006 as a Joint Powers Authority between the Counties of Inyo and Mono, the City of Bishop and the Town of Mammoth Lakes. ESTA is a new public transit agency created to meet the growing need for public transportation in and for the four member jurisdictions and throughout the entire Eastern Sierra region.

The ESTA Board of Directors is made up of eight members, two from each of the member jurisdictions, appointed from their respective governing bodies.

ESTA began operating transit services on July 1 of 2007, assuming control of all the services, staff and capital formerly known as Inyo Mono Transit (a division of Inyo County government). ESTA offers a variety of bus services, including; deviated fixed routes, local in-town dial-a-ride services, multiple town-to-town services throughout the Hwy 395 and Hwy 6 corridors, and interregional service (CREST) extending from Reno, Nevada to Lancaster, California with connections to the Los Angeles area.

Holidays

Eastern Sierra Transit observes the following holidays. All ESTA operations except within Mammoth Lakes will be closed on the holidays listed in bold. Non-bolded holidays will operate with reduced service levels. Please call your local dispatch office for service levels in your community.

INDEPENDENCE DAY
LABOR DAY
VETERAN’S DAY
THANKSGIVING DAY
DAY AFTER THANKSGIVING
CHRISTMAS EVE
CHRISTMAS DAY
NEW YEARS EVE DAY
NEW YEARS DAY
LINCOLN’S BIRTHDAY
PRESIDENT’S DAY
MEMORIAL DAY

We’re on the web!
www.EasternSierraTransit.com

NOTES:
We get you
Where you need to go!