

CONNECTING YOU TO YOUR COMMUNITY.

Kern Transit is Kern County's rural transportation service with 17 fixed transit routes and Dial-A-Ride service in six communities. The transit system provides intercity transportation with connections to Metrolink (Lancaster), Antelope Valley Transit Authority (AVTA-Lancaster), Amtrak (Bakersfield), Greyhound (Bakersfield), Golden Empire Transit (GET-Bakersfield), Eastern Sierra Transit Authority (ESTA-Mojave), and other various transportation services within the communities.

SERVICE AREA

Dial-A-Ride is available in the following communities:

- Tehachapi
- Mojave
- Rosamond
- Frazier Park
- Kern River Valley
- Lamont
- Bakersfield Medical Dial-A-Ride

VISIT US



1-800-323-2396



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DIAL-A-RIDE GUIDELINES



1-800-323-2396

ABOUT

Dial-A-Ride is a reservation-based, curb to curb service. Service is available to the general public. Reservations are made on a first come, first served basis.



CONNECTING KERN COUNTY

GUIDELINES

PICK UP TIME WINDOW

Please be aware there is a 15 minute window for all reservations. The drivers may pick up a passenger 15 minutes before for a drop off reservation or, 15 minutes after, for a return reservation and the bus is still considered on time. Passengers must be ready and waiting for the bus. The drivers are not allowed to honk the horn to alert passengers they have arrived. Passengers do receive a 5 minute advisory call before the driver arrives, through our automated phone service.

SCHEDULING TIMES

Scheduling times are subject to the Dial-A-Ride hours in each community. Please see the individual brochure for the community for specific times. Reservations must be made at least one day in advance and can be made up to two weeks in advance. Day-of reservations are based on availability.

GUIDELINES CONT.

NO-SHOWS/WAIT TIMES

A “no-show” means the bus arrived during the pick-up time window and the passenger did not board the bus, or had not cancelled the reservation at least 30 minutes prior to the start of the pick-up time window. The drivers are permitted to wait only 3 minutes before calling dispatch to report a no-show.

Drivers will not be permitted to return to the pick-up location if a passenger is a no-show on the first pick up attempt. If a passenger is a no-show for one scheduled ride, then any additional scheduled rides for that day will be canceled automatically.

• PLEASE NOTE: For the first-no show, the passenger will be suspended from service for the rest of the day. On the second no-show, the passenger will be suspended from dial-a-ride service for a period of three (3) days. The third no-show will result in the passenger being suspended from dial-a-ride service for a period of seven (7) days. The fourth no-show will result in the passenger being suspended from dial-a-ride service for a period of thirty (30) days. Be aware that if the problem continues, service requests from customer may be denied.