

WHAT ELSE DO I NEED TO KNOW?

1. To keep fares low, vehicles are shared with other passengers. We make every effort to deliver customers to their destinations on time. We may make stops along the way, so we ask passengers to be flexible about trip times.
2. When requesting a ride, allow adequate time to reach your destination. Ride requests are assigned in the order received.
3. Be prompt and visible at your pick-up location. Be ready to board when the vehicle arrives.
4. Return trip reservations can be made at the time of your initial reservation.
5. Call toll free 1-866-557-7433 to cancel as soon as possible. An early cancellation allows us to reassign the time slot to someone else.
6. Please keep carry-on items manageable in size and number. Drivers are not allowed to carry packages to your door.
7. Wear your seat belt at all times.
8. No smoking, eating or drinking is permitted. Service animals are the only animals allowed.
9. Please do not tip the driver. You are welcome to call (562) 905-9619 about a driver you appreciate.
10. If you have a complaint about the service you receive, you may call (562) 905-9619.

La Habra Community Services Department
101 West La Habra Boulevard
La Habra, CA 90631



LA HABRA SHUTTLE

"Ride with Pride"

A Transportation Service for Senior Citizens



City of La Habra
Community Services Department
101 W. La Habra Blvd. • La Habra, CA 90631
Toll Free 1-866-557-7433



Access Service provides transportation throughout Orange Country for persons with disabilities.
For more information, please call: 1-800-827-0829 TDD: 1-800-827-1359

SENIOR TRANSIT INFORMATION

The City of La Habra provides a transportation service that is a curb-to-curb service operating within La Habra.

WHO CAN RIDE?

Seniors 60 years and older and persons with disabilities who are residents of the city of La Habra are eligible. If needed, you may provide your own escort to assist you in getting to and from the vehicle. Escorts ride free of charge and must be 18 years or older.

WHERE CAN I RIDE?

You can ride throughout the city of La Habra. The only exceptions outside the city are service to St. Jude Medical Center and Whittier Hospital Medical Center and adjacent doctors' offices, as well as the doctors' office adjacent to the former Brea Community Hospital site.

WHEN CAN I RIDE?

The La Habra Shuttle Service operates every Monday through Friday from 7:30 a.m. until 4:30 p.m. Service is not available on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day or Christmas Day.

WHERE DO I REGISTER?

Application forms may be obtained from and returned to the La Habra Community Services Department, 101 West La Habra Boulevard, La Habra, CA 90631. A doctor's verification is required for those qualifying under a disability. Verification forms are available from the Community Services Department.

ARE THE VEHICLES WHEELCHAIR ACCESSIBLE?

Yes. Please specify if you use a wheelchair when you make your reservation so that the driver can position the vehicle for easy access. For safety reasons, scooter users are encouraged to transfer to a regular seat on the vehicle.

IS THERE A CHARGE?

Yes. Rides are fifty cents donation per trip.

HOW DO I RESERVE A TRIP?

A 24-hour advance reservation is required. However, your request may take more than 24-hours to fulfill, due to the number of riders participating in this program. To schedule a ride, call toll free 1-866-557-7433 and give the following information:

- Your **name**
- **Telephone number** at pick-up location
- **Day** and **date** that you want to schedule a ride.
- The **street address** of pick-up location and destination
- Indicate if you use a **wheelchair** or **service animal**
- If you are going to a **medical appointment**, give your **appointment time** and your **doctor's address**
- **Number of passengers** riding and if an escort is traveling with you