



THE JOURNEY PROGRAM

The Journey service is the Laguna Woods Village paratransit service for all ADA-approved riders. The following procedures are required when making a Journey reservation.

1. Call Journey at **949-597-4659** and leave your request information.
2. Medical appointments: Call seven days in advance to make a medical appointment reservation (see reservation schedule).
3. Be sure to **specify the medical appointment time—not the time you wish to be picked up**. If you do not have an appointment time, specify the time you wish to arrive at your destination.
4. Specify your requested return pickup time.
5. Office staff schedules requests beginning two days prior to the requested service date. You will be notified of your pickup and return times the morning before.
6. At this time, we cannot accommodate requests for same-day service or same-day reservation changes.

Due to a high daily call volume, these procedures must be followed. Call **949-597-4659** with questions.

Journey Reservation Schedule

- Service hours: 8 a.m. to 4 p.m. daily
- No service Thanksgiving/Christmas/New Year’s Day
- Call 949-597-4659 to leave a voicemail

Medical Reservations ONLY	
APPOINTMENT DAY	DAY TO CALL TRANSPORTATION (Seven days in advance)
Sunday	Monday
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Saturday
Saturday	Sunday

Non-medical Reservations	
APPOINTMENT DAY	DAY TO CALL TRANSPORTATION (Two days in advance)
Tuesday	Sunday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Thursday
Sunday	Friday
Monday	Saturday