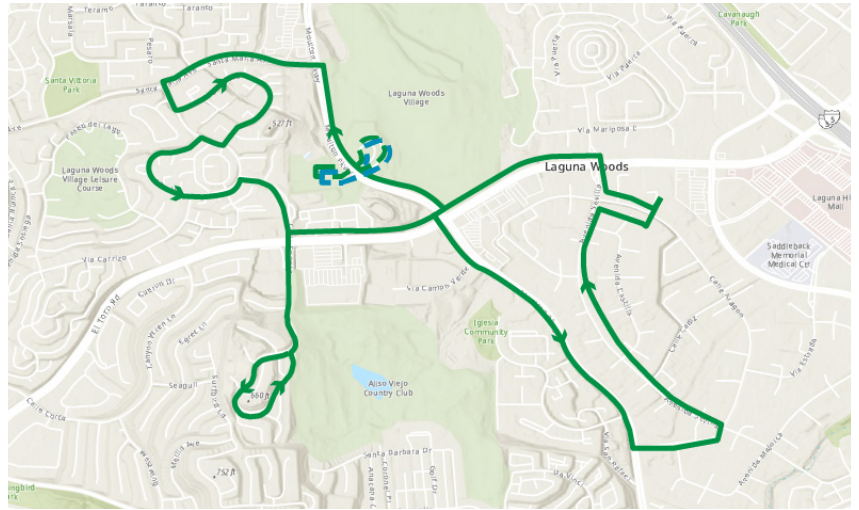


EASY RIDER

Learn how to get around with the Laguna Woods Village bus system.



JOURNEY

Learn how to be a part of the Laguna Woods Village paratransit system.

BOOST (LYFT)

Learn how to use after-hours services and the Lyft smartphone app.





EASY RIDER BUS NAVIGATION

The Easy Rider bus system is the Laguna Woods Village fixed-route transportation service for residents only.

Laguna Woods Village strives to ensure that its residents receive unparalleled opportunities to enjoy the utmost in active living, which includes helping them arrive at local shopping destinations, important appointments, exciting Village events and more. This includes six neighborhood-based fixed routes, two commercial routes to popular shopping destinations and one wellness route to local medical facilities.

Easy Rider System

- Six neighborhoods
- Five fixed routes
- Two commercial routes
- One wellness route

How to Navigate the Easy Rider

- **Know your neighborhood.** Establish in which of the six neighborhoods you live.
- **Boarding schedules.** Easy Rider boarding schedules are available at Clubhouse 1, the Community Center (24351 El Toro Road) and on buses, or can be printed from the Laguna Woods Village website.
- **Boarding times are estimated.** Please arrive at the bus stop at least five minutes early. Boarding times can change.
- **Curb to curb.** Easy Rider picks up and delivers passengers at the curb or roadside. Drivers do not pick up at your home residence parking lot, driveway or door.
- **Special request.** Special requests are identified on the boarding schedules with an **(R)**. This designation means the bus will divert to pick up a passenger in an area with low ridership and has been assigned as a request stop.
- **Transfer point.** All routes depart Clubhouse 1 and return to Clubhouse 1 every 30 minutes (except Route 1, which is a 50-minute run).
- **Start and end time.** Fixed-route service starts promptly at 9 a.m. The last run is 4:30 p.m. with service ending at 5 p.m.

Before You Board

- Wait for the bus to come to a complete stop before boarding or exiting the bus.
- Starting at 9 a.m., designated routes traverse major Laguna Woods Village streets, picking up riders to return to the main hub, Clubhouse 1 transfer point.
- When boarding, take all personal items in one entry/exit.
- Oversize devices cannot be accommodated.



- Bus drivers will stop for residents with ID in hand at any location on Laguna Woods Village streets.
- If the stop location is obstructed/unsafe for the bus and passenger, the driver will pull over to a safer spot to collect the passenger.
- Be ready to scan your ID when boarding the bus.

(R) Special Request

- Special requests are identified on the boarding schedule with an **(R)** designation.
- If you live in an area where buses do not run and is identified on the boarding schedule with an **(R)**, you must call Transportation at **949-597-4659** to place a request stop call.
- Dispatch will communicate the request to the driver via 2-way radio.
- The request must be place at least one (1) hour before your ride.
- The bus driver will deviate to your stop to collect you and return back to the designated route.
- Requests stops can be informed to the driver at the time passenger is boarding the bus.

RIDE SAFELY

- The bus will not move until passenger is seated and all items are secured.
- All ways remain seated until the vehicle is on a complete stop and door is open.
- If ramp is extended enter and exit until ramp is cleared straight forward never sideways it can be a tripping hazard for yourself.

Visit <https://www.lagunawoodsvillage.com/amenities/transportation> for comprehensive information on the Laguna Woods Village bus system.

Go to the following page for a schedule tutorial.

READING A SCHEDULE

01/25/2023



CDS Cul-De-Sac
(R) Special Request only

EASY RIDER FIXED BUS ROUTE 1		GATE CLUBHOUSES 5 & 6	
DESIGNATED ROUTE	ETA		
Clubhouse 1 (Starting Point)	:00		
Calle Aragon (CDS 29)	:01		
Avenida Sevilla	:02		
Santa Maria	:02		
Moulton Plaza / El Toro Pharmacy	:03		
Avenida Sosiega	:05		
Gate 10	:06		
Towers	:07	(R)	
Bahia Blanca (Manor 3344-3326)	:08		
Monte Hermoso (CDS 334)	:08		

- A. Identify your neighborhood route. Bus routes are identified by number:
 - a. 1, 2, 4, 5 and 6 are residential
 - b. C1 and C2 are commercial routes
 - c. W is the wellness route
- B. City destinations and major streets along the route and OCTA Bus Stops.
- C. **ETA** is estimated time of arrival. Be ready at least five minutes of the estimated time.
- D. Request stops **(R)**. Place a request with Transportation one hour prior to the trip. Communicate your cul-de-sac (CDS) or manor to dispatch when requesting a bus ride. Buses will not pull inside CDS if the bus must make a tri-point turn to avoid backing out of the CDS. Only selected CDS with through-exit can be accommodated. Other requests must meet the bus at the curb of the street.

Visit <https://www.lagunawoodsvillage.com/amenities/transportation> for complete routes and schedules.



Laguna Woods Village®

BUS RIDER RULES AND REGULATIONS

The following rules and regulations apply to all persons while using the Laguna Woods Village bus transportation system.

All times on the daily boarding schedule are estimated departure times from your location; passengers are requested to be at their pick-up location five minutes prior to the scheduled pick-up time.

IDENTIFICATION

All persons are required to have an RFID chip on their resident or caregiver ID card. Upon entering the bus, they are to scan their RFID-chipped resident or caregiver ID on the proximity reader. To obtain an RFID chip, request one from the driver.

ENTERING OR EXITING THE BUS

- Passengers are to wait for the door to open and the ramp to be deployed before entering or exiting the bus, allow those exiting the bus to go first.
- Do not block entryways, ramp areas and aisles.
- Notify the driver of bus transfers or other requests upon entering the bus.
- The bus will not move until all passengers are seated. Do not move from your seat while the bus is in motion or stopped at a stop light or stop sign.
- The bus driver is not allowed to talk with passengers while the bus is in motion.
- Passengers are required to ring the buzzer/bell before reaching their desired destination or transfer point.

PACKAGES

- Please keep aisles clear of packages, shopping carts, walkers, canes and other mobility devices. These items are to be secured by the driver at all times—no exceptions.
- The number of carry-on packages is limited to no more than what a passenger can carry onto the bus in one trip and no more than the passenger can manage with two hands. Bags/packages must fit on a passenger's lap/on the floor between his/her feet while seated.

MISCELLANEOUS REQUIREMENTS

- Mobile phones are not to be used on the bus.
- Listening to radios with or without earphones is not permitted on the bus.
- Eating or drinking is not permitted on the bus.
- Your cooperation is greatly appreciated.

Transportation Main Line

949-597-4659

Security

949-580-1400



JOURNEY PROGRAM

The Journey service is the Laguna Woods Village paratransit service for all ADA-approved riders. All Laguna Woods Village residents requesting Journey bus service are required to complete an application process.

As part of the application process, professional assessments will be completed for all Journey bus riders by experienced health care professionals.

All riders must make a reservation for their assessment. Call Transportation at 949-597-4659 to schedule an appointment.

A bus or van will pick you up from your manor. The assessment takes approximately 30 minutes. When the assessment is complete, we will transport you home. We anticipate you should be home within an hour.

Applicants must complete an application and bring the completed forms for review during your assessment appointment. The application process is done at no cost to you, and all information will be kept confidential and will not be released without your consent.

Call **949-597-4659** to find out more about how you can get an application and start the process, or visit **<https://www.lagunawoodsvillage.com/amenities/transportation>**.

The results of the assessment will be made available to you as soon as possible, but it may take up to 14 days.



Laguna Woods Village®

BOOST ON-DEMAND RIDE SERVICE

Boost (provided by Lyft rideshare service) services Laguna Woods Village residents within its transportation parameters when the fixed-route system is not in service. Boost covers basic economy rides only. Some wait times may take up to 30 minutes; please schedule accordingly.

Schedule rides by:

- Downloading the Lyft app onto your smartphone or
- Calling Transportation at 949-597-4659

HOURS OF SERVICE

- Monday through Friday 7 - 9 a.m. and 5 - 10 p.m.
- Saturday 8 a.m. to 10 p.m.
- Sunday 8 a.m. to 5 p.m.

HOW TO DOWNLOAD BOOST ON YOUR SMARTPHONE

WHAT IS BOOST?

Laguna Woods Village has partnered with Lyft rideshare service to offer rides to residents within the transportation system parameter range. Here's how to get started!

- 1 Download the Lyft app onto your smartphone from the App Store or Google Play.



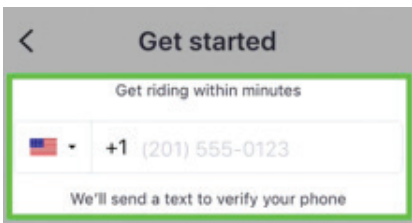
- 2 Open the Lyft app on your smartphone.



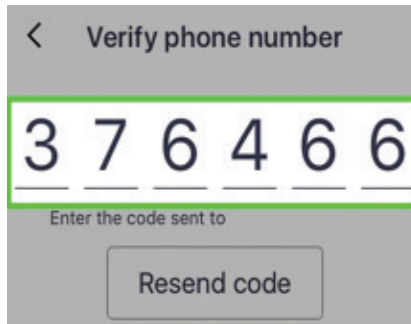
- 3 Click **GET STARTED**.

- 4 Click **ALLOW LYFT TO ACCESS YOUR LOCATION WHILE USING THE APP**.

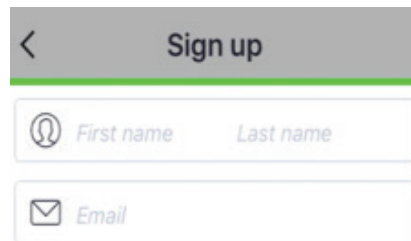
- 5 Type in your smartphone number. Lyft will text a verification code.



- 6 Type in the verification code.
EXAMPLE:

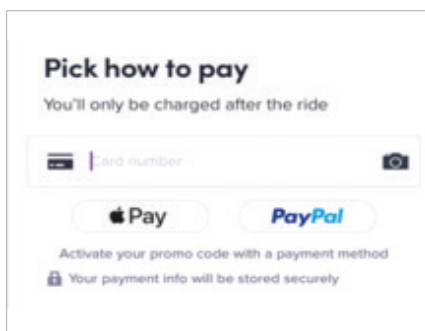


- 7 Type in your name and email.

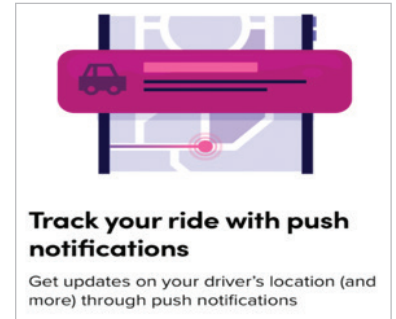


- 8 Read and review Lyft's Terms of Service and click **AGREE**.

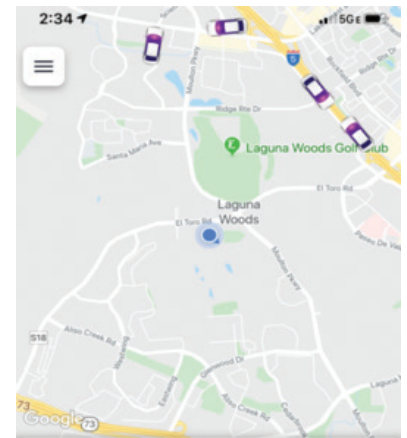
- 9 Enter a default method of payment. However, residents will not be charged for trips within the Village parameters (must enter code when scheduling a trip).



- 10 Click **OK** to allow Lyft to send you notifications of your ride.

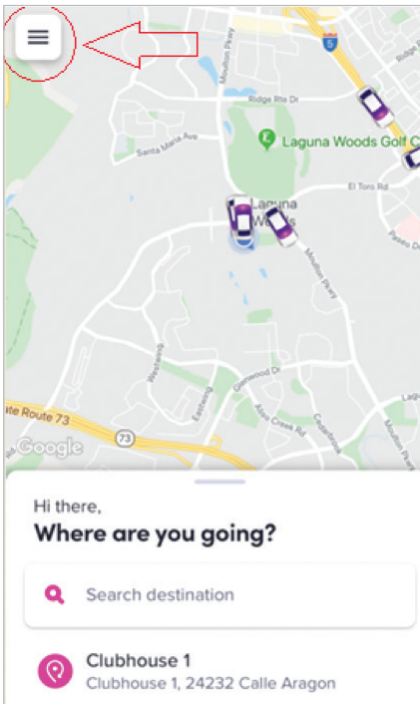


- 11 The local map will appear on-screen. Type in your destination to book an immediate ride.

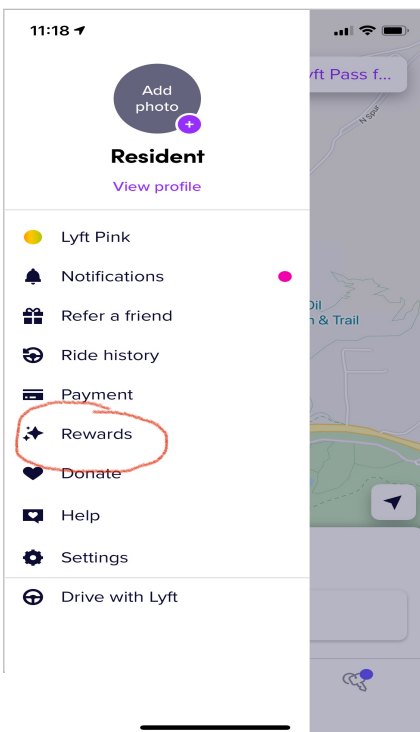


HOW TO SCHEDULE A BOOST RIDE VIA SMARTPHONE

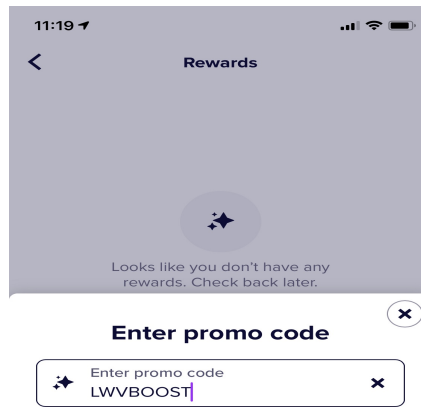
1 Open the Lyft app. Click the top left menu.



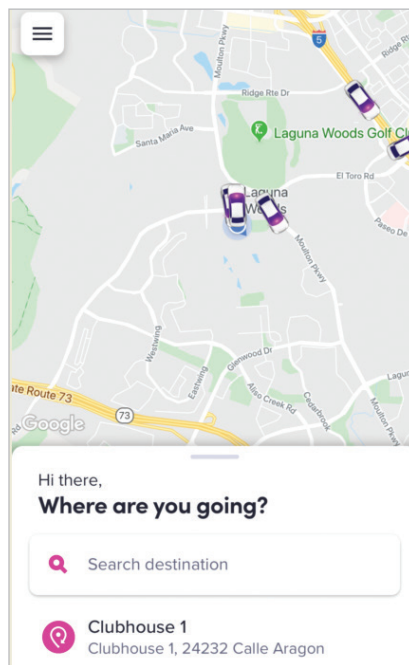
2 Tap **REWARDS**



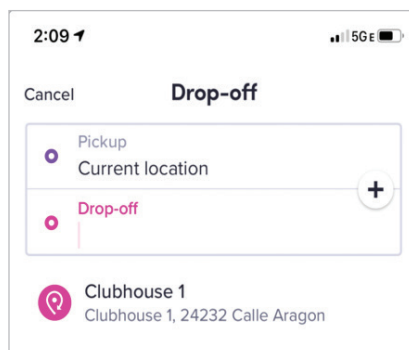
3 Enter promo code (only once): **LWVBOOST**



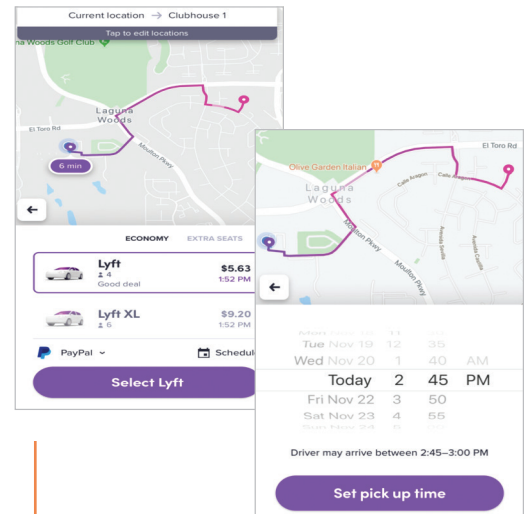
4 Tap **SEARCH DESTINATION**. Enter the address.



5 Your current location determines pickup location.



6 Once your pickup and dropoff locations are routed, select the ride. Schedule a future ride by tapping the **SCHEDULE** icon at the bottom right of the screen.



7 After selecting your Lyft ride, wait for a driver to accept. Your driver's arrival time, name, type of car and license plate number will display.

Contact your driver or cancel a ride by tapping on the icons at the bottom of the screen.

