

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 are eligible to use this service. If needed, riders can provide an escort to assist them getting to and from the vehicle. Escorts ride free of charge and must be 18 years or older. Due to governor's orders, we are limiting rider assistance to family member caregivers only. Driver and riders are required to wear a mask. Riders can be denied services if they choose to violate governor's, Orange County Health Care Agency 's and City of La Habra's restrictions.

WHEN CAN I RIDE?

The La Habra Car Service operates every Monday through Friday from 7:00 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 and Christmas Day.

ARE THE VEHICLES WHEELCHAIR ACCESSIBLE?

Yes, please specify if you use a wheelchair or scooter when you make your reservation.

WHERE CAN I RIDE?

Medical appointments in Orange County, as well as to Presbyterian Intercommunity Hospital (PIH) and SCU Health & Ouch! Urgent Care, both in Whittier; La Habra grocery stores, City programs and City special events.

IS THERE A CHARGE?

Yes, Rides are fifty cents per trip.

WHERE DO I REGISTER?

Application forms may be obtained from and returned to the La Habra Community Services Department, 101 W. La Habra Blvd., La Habra, CA 90631. A completed application must be submitted prior to riding the car service.

HOW DO I RESERVE A TRIP?

Riders must reserve their trip a minimum of 72 hours (three days) in advance. Reservations cannot be made more than 14 days in advance. Riders are limited to two medical and grocery trips a week. Reservations can be made Monday through Friday, 8:00 a.m.- 5:00 p.m. [To schedule a ride, call toll free 1-877-762-6061](tel:1-877-762-6061) and provide the following information:

(continued)

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

Under the age of 60?



OCTA Access service provides transportation throughout Orange County for persons with disabilities. For more information, please call 1-800-327-1359.

*Revised version 10/28/20.

California Yellow Cab is based in Santa Ana and has serviced Orange County since 1995. We have contracted them through the end of 2020 for our senior transportation needs.

WHAT ELSE DO I NEED TO KNOW?

When requesting a ride, allow adequate time to reach your destination. Ride requests are assigned in the order received.

- * Be prompt and visible at your pick-up location.
- * Be ready to board when the cab arrives.
- * Return trip reservations can be made at the time of your initial reservation.
- * If you must cancel a trip, call toll free 1-877-762-6061 to cancel as soon as possible. An early cancellation allows us to reassign the time slot to someone else. You must call to cancel your scheduled ride. Repeated failure to cancel your scheduled trip may result in a fifty cent charge and rider privileges cancelled.
- * Please keep carry-on items manageable in size and numbers. Drivers are not allowed to carry packages to your door.
- * Wear your seat belt at all times.
- * No smoking, eating or drinking are permitted.
- * Service animals are the only animals allowed.
- * Please do not tip the driver. You are welcome to call 562-383-4200 about a driver you appreciate. If you have a complaint about the service you receive, you also may call 562-383-4200.

La Habra Community Services Department
101 W. La Habra Blvd.
La Habra, CA 90631



LA HABRA

“RIDE WITH PRIDE”

CAR SERVICE

A Transportation Service for Senior Citizens

City of La Habra
Community Services Department
101 W. La Habra Blvd., La Habra, CA 90631
Reservations: Toll Free 1-877-762-6061.