

What Else Do I Need to Know?

1. To keep fares low, vehicle is shared with other passengers. We make every effort to get customers to their destination 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 should be made at the time of your initial reservation.
5. If you need to cancel, call Uriel Mondragon at (714) 573-3348 or Giscelle Serrano at (714) 573-3330 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 directly. You may place a \$1.00 suggested donation in the jar located inside the vehicle. Larger donations are accepted through the Tustin Area Senior Center Fund, Inc.
10. If you have a comment or complaint about the service you received, call (714) 573-3345.

CITY OF TUSTIN
PARKS & RECREATION



"Making a Difference in Tustin"

Parks
Make
Life
Better!

TUSTIN



BUILDING OUR FUTURE
HONORING OUR PAST

The Tustin Area Senior Center Transportation Program



Tustin Area Senior Center
200 "S" C. Street
Tustin, CA 92780

Hours of Operation:
Monday through Friday
8:00 am-4:00 pm

To make a reservation call our
Transportation Coordinators:
Uriel Mondragon (714) 573-3348
or Giscelle Serrano (714) 573-3330

Senior Transit Information

The City of Tustin provides a transportation service that is a curb-to-curb service operating in Tustin.

Who Can Ride?

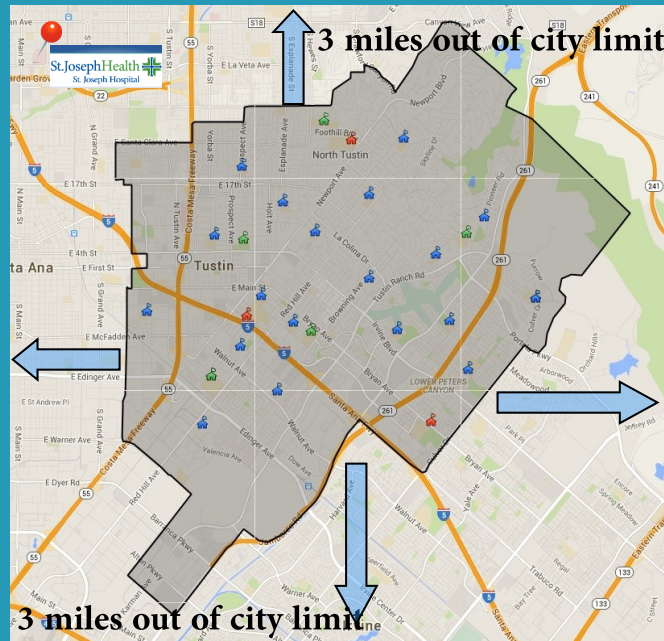
- 55 and older and persons with disabilities who are residents of the City of Tustin are eligible.
- Caregivers ride free of charge and must be 18 years or older.
- Grandparents bringing children under eight years old or under 57 inches must provide and use a car seat for said children.

Drivers can assist you in boarding and exiting the vehicle upon request. If needed, you may provide your own escort to assist you in getting in and out of the vehicle.

Where Can I Ride?

- You can ride throughout the City of Tustin and three road miles outside city limits, with the exception of:
 - St. Joseph Hospital in Orange
 - UC Irvine Medical Center in Orange
 - Kaiser Permanente/Sand Canyon in Irvine
 - **NEW!** Santa Ana VA Clinic (2nd Monday of the month, 1:00 pm-4:00 pm)
 - **NEW!** VA Long Beach Healthcare System (2nd Tuesday of the month, 9:00 am-1:30 pm)
- **Priority One** rides are for medical appointments and elderly nutrition programs.
- **Priority Two** rides are for the Senior Center and grocery shopping.

Map of Tustin Coverage



When Can I Ride?

The Tustin shuttle service operates every Monday through Friday, 8:00 am-4:00 pm. Services are not available on holidays or during winter break. For a list of closures, contact the senior center.

Where Do I Register?

Application card and waiver may be obtained at the Tustin Senior Center, 200 "S" C. Street, Tustin, CA 92780. A doctor's verification is required for those qualifying under disability. Verification forms are available at the Tustin Area Senior Center. For questions, call (714) 573-3348 or (714) 573-3330.

Additional Transportation

Access Service provides transportation throughout Orange County for persons with disabilities.

For more information, call:

(714) 560-5888

TDD: 1-800-564-4232



Are the Vehicles Wheelchair Accessible?

Yes, wheelchair accessible, may be accompanied by an assistant. Please specify if you use a wheelchair when you make a reservation so 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?

No; however, there is a suggested donation of \$1.00 per ride.

How Do I Reserve a Trip?

A three day advance reservation is required.

To schedule a ride, call (714) 573-3348 or (714) 573-3330 and provide the following information:

- ◇ Your **full 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. Cross streets are helpful.
- ◇ 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.

