

## FAQS

## CONTACT

### **How long does it take after completing the application to start using the program?**

It can take up to two weeks to be issued an ID number. Once you have been issued an ID number you can start scheduling rides. The transportation coordinator will give you a call when your taxi ID number has been issued.

### **Can I make multiple appointments at once?**

Yes, you can make multiple appointments at once, on a case-by-case basis. Participants should arrange to make these appointments at least three days in advance.

### **What should I do if my taxi is late?**

There is a grace period of 15 minutes past your pickup time. If your taxi has not arrived by then, please call the transportation coordinator during senior center business hours or the taxi company after senior center business hours and they will give you an update on your taxi's location.

### **Can I make/cancel rides whenever I want?**

You can make your appointments up to three days in advance. The latest that you can create or cancel appointments is **no less than 24 hours** from your pickup time.



**11300 Stanford Ave.  
Garden Grove, CA 92840  
(714) 741-5253**

# SENIOR MOBILITY PROGRAM



**To Schedule rides call  
Yellow Cab at  
(855) 210-5148**

FUNDED BY



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# GUIDELINES



# SERVICE AREA

## PROGRAM PURPOSE

The H. Louis Lake Senior Center Mobility Program will promote the continuation of an independent lifestyle for individuals age 60, and older, through the provision of dependable door-to-door transportation services for the residents of Garden Grove.

- Transportation is provided in and around the city of Garden Grove for **three specific purposes:** visiting the Senior Center, medical appointments, and grocery shopping.
- For the purposes of medical appointments you may travel up to 10 miles outside of the city limit within the County of Orange, with approval.
- Appointment times must be between 7:30 a.m. and 6:00 p.m. Monday to Friday

## ELIGIBILITY

- Age 60 or older
- Resident of Garden Grove
- Must provide one form of ID
- Complete registration application prior to utilizing the service

## DAYS OF SERVICE

*Monday through Friday  
7:30 a.m. to 6:00 p.m.*

Transportation services to the H. Louis Lake Senior Center **will not be available** on recognized holidays (see below) and other days as deemed necessary by management of the City of Garden Grove H. Louis Lake Senior Center.

New Year's Day  
Martin Luther King Jr. Day  
Presidents Day  
Memorial Day  
Independence Day  
Labor Day  
Veterans Day  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Eve  
Christmas Day  
New Year's Eve

## SENIOR CENTER TRIPS

Trips to the H. Louis Lake Senior Center by utilization of the transportation program, and for the purpose of attending programs and services are **free of charge.**

## MEDICAL APPOINTMENT TRIPS

Transportation will be provided for medical appointments within the city of Garden Grove, and up to ten (10) miles outside of the city limits within Orange County, for a **\$2.00 charge per one-way ride (exact change required).**

## GROCERY SHOPPING TRIPS

Transportation will be provided for grocery shopping within the city of Garden Grove, for a **\$2.00 charge per one-way ride (exact change required).**

## SCHEDULING TRIPS

Applicants can communicate with Yellow Cab or the transportation coordinator to change or cancel trips. Yellow Cab's phone number is (855) 210-5148.

***The latest that you can create or cancel appointments is no less than 24 hours from your pickup time.***