

# Guidelines

## 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 the purposes of medical appointments you may travel up to 5 miles outside of the city limit, 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 of the service



## Days of Service

**Monday through Friday from  
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

# Service Area

## 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 five (5) miles outside of the city limits.

**Cost per one-way ride is \$2.00  
(exact change required).**

## Scheduling Trips

Applicants can communicate with Yellow Cab or the transportation coordinator to change or cancel trips.

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

## Frequently asked questions:

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### How long does it take 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.

### 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 pick up 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/cancel appointments is no less than 24 hours from your pickup time.

## CONTACT



California Yellow Cab  
(855)210-5148



Brenda Bautista  
Transportation Coordinator  
714-741-5423

H. Louis Lake Senior Center  
11300 Stanford Ave.  
Garden Grove, CA 92840



## Senior Mobility Program

