



BUS RIDER INFORMATION

EASY RIDER/FIXED ROUTE

- Schedule times are approximate
- Be at bus stop 5 minutes before schedule time
- Always carry resident ID: **NO ID = NO RIDE**

HOURS OF SERVICE

MONDAY - FRIDAY

9:00 a.m. – 5:00 p.m.

Neighborhood routes are not operating from 12:30-1PM to provide drivers a lunch.

Transportation (949)597-4659

- Option 1: General Information
- Option 2: Request Stop for fixed routes
- Option 3: BOOST
- Option 4: JOURNEY
- Option 5: Destination Shopping

BOOST

BOOST (provided by Lyft rideshare service) services all Laguna Woods Village residents. Schedule rides by downloading the Lyft app on your smartphone or by calling Transportation at 949-597-4659 and dial 3. This service covers the basic ride option only.

Boost Code: LWVBOOST

HOURS OF SERVICE

MONDAY - FRIDAY

7:00 a.m. – 9:00 a.m.

Please call transportation in order to see if program is available

HOW TO REQUEST STOPS

- (R) indicates request-only stops
- (CDS) indicates cul-de-sac
- Call one hour before schedule time 949-597-4659 and dial 2
- Leave a message with request information:
Example: Gate 11 (R) Route 1 at 10 a.m.

JOURNEY

Journey is a scheduled ride service for preapproved riders with medical needs.

HOURS OF SERVICE

DAILY

8:00 a.m. – 4:00 p.m.

No service Thanksgiving/Christmas/New Year's Day

- For reservations, information or an application, call 949-597-4659 and dial 4
- Approved riders can make reservations seven days in advance for medical appointments and two days in advance for nonmedical appointments
- Same-day reservations may be accepted based on availability

BUS INFORMATION MEETINGS

Meetings are temporarily canceled until further notice.

COMPLIMENTS AND CONCERNS

We value your feedback!

If you have information you believe will improve our service, we want to hear from you. Please call Transportation at 949-597-4659 and ask for a supervisor. All comments are confidential.

SECURITY

Call Security at 949-580-1400 when the Transportation office is closed.