

## FREQUENTLY ASKED QUESTIONS TRANSPORTATION PROGRAM

### How do I get on a Fixed Route bus?

- Main hub is Clubhouse 1
- Scan your Village ID when you board the bus
- Be on the designated route street in your neighborhood with your ID in hand and wave to driver when you see the bus approaching.
- Village drivers will stop to pick up in safe and clear location.

### How do I request a “request stop” on the Fixed Route System?

- For neighborhood routes, call Transportation if you need the bus to pick you up (available only if you reside in a cul-de-sac that is a designated a request-only stop).
- For commercial routes, advise driver of your request when boarding the bus. If you need a return pickup, either let know driver or call transportation to place your request.

### How does the “overflow” bus work?

- Overflow is used on an as-needed basis for onboard residents on last commercial route run of the day.
- Residents should use the residential bus at 4:30 p.m. to ride home unless they have prior arrangements to go home after 5 p.m.

### How do I get qualified to participate in the JOURNEY program?

- Call Transportation to request a JOURNEY application.
- Transportation staff will collect your information and place you on the earliest available monthly assessment.
- Transportation staff will call to advise applicant of the day and time of the assessment appointment one week prior.
- A bus will pick up residents and return them home when the assessment is complete.
- An approval letter will be mailed with rules and procedures to schedule rides on Journey after been approved.

### Will my OC Access card qualify me for the JOURNEY program?

- Yes. Residents with OC Access will have to email or mail a copy of their card to Transportation for our records.
- Approved residents will receive a letter with rules and procedures for JOURNEY services.

### What is the access code for the BOOST program?

- Enter **LWVBOOST** under promo code in the application settings feature.

### Can I use BOOST if I don't have a smartphone?

- Yes! Call Transportation to schedule BOOST trips.

### What do I do if my BOOST driver does not show up?

- Call Transportation for assistance.
- Be specific when scheduling trips for BOOST of your location.