



**General Services Department  
Transportation Division  
Standard Operating Procedures -- Destination Shopping**

Destination Shopping is a Transportation Division program for residents that began in May 2017. One shuttle bus is used two times a month to take residents to selected shopping locations outside of Laguna Woods Village transportation perimeters. Some destinations include:

- Sprouts at the Arbor center
- 99 Ranch Market centers
- Others

Residents are allotted two hours to shop and two departure time slots are offered to choose from. Destination Shopping will be rolled out starting on Tuesday, March 7<sup>th</sup> 2023 with 2 pick-up times to choose from. The first trip will be at 10:00 am. The second trip will be at 11:00 am. There is a maximum of 10 passengers per trip, and residents are allowed two hours to shop. All Residents must be ready by the end of the two hours allowed for shopping and be ready for the return trip at the designated pick-up location. Reservations can be placed by calling transportation at 949-597-4659. Payments must be made in advance with Transportation staff using a debit or credit card.

**Scheduling Reservations:**

- The phone line will open from 8:00 am to 10 pm on Thursday for Tuesday Destination Shopping.
- Destination Shopping will be on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of every month.
- A \$10.00 fee will be charged per rider\*.
- Reservations and payment will only be accepted over the phone.
- Walk-ins and cash cannot be accommodated no exceptions.
- This is a self-reservation program for individual riders.
- Riders will be checked in at the time of the trip at Clubhouse 1.
- Companions (**Caregivers**) are permitted for an extra fee of \$10.00 and can be charged at the time of the reservation.
- Reservation must be paid in advance prior to the trip day.
- If the resident or companion is a no-show, no refund will be granted.
- Shopping carts are allowed. (**See Details**)
  - Size restrictions: Basket size (12 ½" x 10 ½" x 20"); Overall size (15" x 17" x 36")



## Laguna Woods Village®

- If the Destination Shopping program gets fully booked for that day, residents who missed the cutoff will be enrolled in the lottery program to give them an opportunity to be registered in an upcoming Destination Shopping date.
  - Residents will be on a two weeks period standby list after first reservation.
  - If spaces are available, standby list will be treated on a first come first served basis.
  - Schedulers will call residents to register.
  - If a standby list rider does not respond to the call, we will leave a message and wait 2 hours? minutes for the resident to respond to the call.
  - After two hours with no response, staff will continue to call the next rider until all spots are filled.
  
- No Shows **will not** be placed on a waitlist.
- Refunds will not be issued if the trip is not canceled within 24 hours before the trip.
- If all spaces are taken, riders will be placed on a waitlist for the following Destination schedule.
- Schedulers will return all calls by Friday to notify residents if they received a spot for the upcoming date, or if they would like to be put on the waitlist for the next shopping date.

\*October 7, 2020, the GRF Board of Directors approved of a fee of \$10.00 to participate in the Destination Shopping program.