



# *TRIPS*

*RIDER'S GUIDE*



# Welcome to TRIPS

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## We Can't Wait to See You!

The TRIPS program strives to support eligible Irvine seniors and adults with disabilities in maintaining independence, community involvement, and employment through the provision of safe, reliable, professional, and specialized transportation services. The program provides low-cost, wheelchair-accessible transportation to Irvine seniors and adults with disabilities. All participants must be unable to drive due to a physical or cognitive disability.

## Service

The program provides curb-to-curb service from origin to destination. Curb-to-curb service means that drivers will assist participants in entering and exiting the vehicle. Escorting participants beyond the curb to specific destinations is not offered as part of curb-to-curb service.

Assistance beyond the curb may be provided as a reasonable accommodation. The program may grant a reasonable accommodation provided that the following criteria are met:

- Special assistance requested will not fundamentally alter the nature of program service and will not pose a direct threat to the health and safety of others.
- The driver must be able to keep the vehicle under visual observation at all times.

*Participants should request reasonable accommodation(s) when making the ride reservation.*

برای اطلاعات فارسی در مورد این برنامه با شماره زیر تماس بگیرید: 949-724-7433  
한국어로 된 정보가 필요하시면, 949-724-7433 에 전화 주십시오.  
如需中文資料, 請致電 949-724-7433.

Para información en español, favor de llamar al 949-724-7433.  
Để biết thông tin bằng tiếng Việt, xin gọi số 949-724-7433.

# Service Information

## Service Days & Hours

Service hours: Monday–Friday, 8 a.m.–5 p.m.

Reservation hours: Monday–Friday, 8 a.m.–2 p.m.

*The TRIPS program is closed on all City-observed holidays.*

## Service Parameters

Rides will be granted based on availability. Service is provided within Irvine (Zone 1), and to and from adjacent cities to Irvine (Zone 2) for medical appointments, work, and school. All rides must begin and/or end in the City of Irvine.

### **Service zones include:**

- Zone 1: Any location within City of Irvine boundaries
- Zone 2: Tustin, Costa Mesa, Newport Beach, Laguna Woods, Lake Forest (west of El Toro), Laguna Hills (north of Alicia Parkway), Santa Ana (east of Bristol)  
*Rides to Zone 2 are for medical appointments, work, and school only.*

## Fares

- Zone 1: \$1.90 each way
- Zone 2: \$3.80 each way, and \$1.90 surcharge added each way for non-medical destinations (work or school)

# ***Buying & Using TRIPS Tickets***

## ***Buying TRIPS Tickets***

Call the TRIPS office for more information on how to purchase tickets.

Tickets are \$30 each or can be purchased in \$1.90 increments. Tickets must be purchased before making a reservation.

Drivers are not allowed to sell TRIPS tickets or handle money or personal checks.

*Please note that purchasing a ticket does not guarantee rides. Rides are contingent upon availability.*

## ***Using TRIPS Tickets***

Each time a participant boards a vehicle, the driver will hole-punch the appropriate amount from the ticket. Drivers will repeat the process on a return trip. Participants should be mindful of the available credits on their ticket so that a usable ticket is available each time a participant boards a TRIPS vehicle.

# Making Reservations

## Ride Reservations

- Ride reservations are made by calling the program office at 949-724-7433 between the hours of 8 a.m. and 2 p.m., Monday through Friday.
- Ride reservations are taken on a first-come, first-served basis. Reservations may not be left on voicemail system or emailed.
- Participants may call in no more than two (2) round-trip ride requests per day.
- Ride reservations for medical appointments may be made up to 15 business days in advance and all other purposes may be made up to 10 business days in advance.
- It is suggested that requests be made no fewer than two (2) business days in advance.
- Confirmation of the ride and a 30-minute pick-up window is provided at the time the reservation is made, if available.
- Participants must be ready for pick-up at the beginning of the 30-minute window.
- Same-day and next-day ride requests may be accepted and are based on availability at the time of the reservation.
- Changes to ride reservations (*e.g.*, time, destination, added companion, etc.) must be made through the program office, are dependent upon availability, and should be kept to a minimum. Drivers may not accept or alter ride reservations.

## ***How to Make a Reservation:***

Call the TRIPS office between 8 a.m. and 2 p.m., Monday through Friday. Provide the following detailed information for each reservation:

- Day and date of travel
- Your address and phone number
- Origin address and numerical address of destination
- If applicable: suite number, physician's name, and destination phone number
- Preferred arrival time and return time (if for a round trip)
- If a personal attendant, companion, or minor will accompany the participant

## ***30-minute Pick-up Window:***

The program requires all riders to be ready at the beginning of their assigned 30-minute window. Many variables may alter individual pick-up times on a route such as an additional rider scheduled, rider cancellations or delays, road and/or weather conditions, vehicle issues, or driver illness. For these reasons and to maximize program resources, the program is unable to guarantee an exact time of pick-up and, therefore, provides a 30-minute window.

*Call the TRIPS office if the TRIPS bus is more than five minutes late from the end of the 30-minute window that was provided at the time the reservation was made.*

# *Items Allowed to be Transported*

## *Personal Belongings*

- A limit of two (2) bags per participant may be transported for any shopping ride.
- Travel luggage should not exceed two (2) pieces per person.
- Passengers are responsible for their own belongings.
- Passengers must have their personal belongings gathered prior to departure (keys, purse, coat, etc.).
- Carry-on items exceeding 50 pounds and bulky items may not be accommodated on program vehicles.
- Oxygen cylinders must be transported in accordance with oxygen transportation guidelines, available upon request.

## *Service Animals*

- Service animals are required to remain on the vehicle floor and are not permitted on seats or to walk freely inside the vehicle at any time. Owners are responsible for the animal at all times.
- Pets not certified as service animals may be transported for veterinarian and/or air/train travel only. Contact the TRIPS office for more information.



## Wheelchairs

To accommodate wheelchairs on program vehicles, wheelchairs must:

- Be of common size and type, durably fit, with the ability to secure and transport.
- Not exceed 30 inches in width and 46 inches in length.
- Not exceed 800 pounds when occupied.
- Have an attached safety belt.
- Have appropriate foot/leg rests attached.



Passengers that utilize wheelchairs must:

- Utilize the attached safety belt.
- Provide and utilize a halter vest, if determined necessary for passenger safety.
- Be capable of maneuvering safely and effectively to/from the vehicle and on/off the lift platform.
- Have safe and accessible ramps and pathways present for service.

Drivers are permitted to assist with maneuvering wheelchairs when securing the wheelchair on program vehicle.

# *Ride Guidelines*

## *Ride Guidelines*

- No more than one (1) round-trip demand ride and one (1) group ride may be permitted per day.
- Drivers are required to wait no more than five (5) minutes from the time of arrival to remain on schedule.
- Seatbelts are required for all passengers and must be worn at all times while in program vehicles.
- Smoking, drinking, and eating in program vehicles is not permitted.
- Drivers are not permitted to accept money or gratuities of any kind, enter residences or garages, assist with personal errands, and/or sign medical release forms.
- Abusive, hostile, inappropriate, and/or unsafe behavior is not allowed and may result in immediate termination of program services.

## *Personal Attendants, Guests & Minors Riding with Registered Participants*

- All individuals who accompany a registered participant must be documented with the program office prior to transportation being granted.
- A maximum of two personal attendants ride free of charge and must assist participant.
- Guests and/or minors will be charged from the participant's TRIPS Ticket accordingly.
- The pick-up and drop-off location of a personal attendant, companion, or minor child must be the same as that of the registered participant.

# Cancellations

## *Cancellation & No-Show Policy*

- Participants should notify the program office with as much notice as possible when unable to commit to a scheduled ride.
- Failure to cancel a ride is considered a no-show.
- A no-show will automatically cancel a scheduled return trip unless the passenger notifies the program office.
- Excessive late cancellations and no-shows may lead to suspension of program privileges.
- The TRIPS program is sensitive to the fact that illness and other personal factors may alter plans to travel and that cancellations may be unavoidable. The cancellation and no-show policy aims to discourage program misuse and maximize program service levels. Therefore, late cancellations and no-shows are discouraged unless absolutely necessary.





# *TRIPS*

## RIDER'S GUIDE

*TRIPS Transportation*

**949-724-7433**

6427 Oak Canyon, OSF Building 1  
Irvine, CA 92618



*The TRIPS Program is partially funded by the Orange County Transportation Authority Senior Mobility Program and Measure 2 funds.*