

ABOUT TRAILS

The City of Yorba Linda, in partnership with the Orange County Transportation Authority, provides a low-cost, door-to-door, wheelchair-accessible transportation program for senior citizens ages 60 and older who are residents of the City of Yorba Linda.

The mission of TRAILS is to give senior citizen participants a reliable, safe means of accessing programs, local services, and activities that enhance their quality of life, while maintaining a sense of independence and connection to the community.



For questions, or comments about your riding experience, please contact the Yorba Linda Community Center at (714) 961-7181.



Additional Transportation Options

Orange County Transportation Authority (OCTA)
(877) 628-2232

For assistance with County bus service.

OCTA ACCESS
(714) 636-7433

Orange County Transportation Authority provides transportation throughout Orange County for people with disabilities. An in-person assessment is required to qualify for this service. Call for details.

Yellow Cab
(714) 999-9999

For local taxi service.

County of Orange Office on Aging
(800) 510-2020

Contact for additional transportation options and access to other senior services.

Yorba Linda Community Center
(714) 961-7181

Contact staff for additional transportation information.

TRAILS

Taking Retired Adults Into Local Services



**A City of Yorba Linda
Transportation Service for
Local Senior Citizens**



**Call (714) 528-RIDE (7433)
to schedule your ride.**

Administered by the
Yorba Linda Parks & Recreation Department
Community Center
4501 Casa Loma Avenue
Yorba Linda, CA 92886
(714) 961-7181



**City of Yorba Linda
Parks & Recreation Department
P.O. Box 87014
Yorba Linda, CA 92885**

Program Hours

Tuesdays, Wednesdays, Thursdays, & Fridays from 8:00 a.m. - 4:00 p.m.

The program is not available on New Year's Eve, New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, the Day after Thanksgiving, Christmas Eve, or Christmas Day.

Eligibility Requirements

- Seniors 60 and older who are residents of Yorba Linda are eligible to use TRAILS.
- Non-residents may also utilize the service, provided they are dropped off and picked up at the Yorba Linda Community Center to be taken to local services within service parameters.
- Escorts over the age of 18 may also ride.

Registration Information

- All riders must be pre-registered through the Yorba Linda Community Center.
- Registration forms can be obtained at the Community Center, 4501 Casa Loma Avenue, or online at www.ci.yorba-linda.ca.us. You may also call (714) 961-7181 to have a form mailed to your home.
- Registration forms may be submitted in person at the Yorba Linda Community Center, or by mail to:

Yorba Linda Parks & Recreation Department
TRAILS Registration
P.O. Box 87014
Yorba Linda, CA 92885-8714



Service Parameters

- Door-to-door service is provided within Yorba Linda city limits.
- Service is also provided within a one-mile radius of Yorba Linda city limits, including Placentia Linda Hospital and Anaheim Hills Festival shopping center.

Fees for Service

\$1.00 Per ride

\$2.00 Round trip

Escorts (over the age of 18) ride for free.

Ride Request Hours

Monday—Friday

8:00 a.m.—4:00 p.m.

(714) 528-RIDE (7433)

Reservations must be made at least **24 hours** in advance, though, occasionally a same-day reservation is available. Reservations will **not** be scheduled more than one week in advance. When scheduling a ride, please have the following information available:

- Your **name** and **identification number**.
- **Telephone number** at pick-up location.
- **Day** and **date** service is needed.
- The **street address** of pick-up location and destination, **including cross-streets**.
- Indicate if you use a **wheelchair** or **service animal**.
- If you are going to a **medical appointment**, please provide your **appointment time** and your **doctor's address**.
- **Number of passengers** riding, **including escort**, if applicable.
- Return trip reservations are made at the time of your initial reservation.

Accessibility

- If you use a wheelchair or motorized scooter, please mention it when making your appointment.
- The driver can assist you with boarding and exiting the bus.
- For safety reasons, riders who use motorized scooters are encouraged to transfer to a regular seat.

Riding TRAILS

- To keep fares low, vehicles are shared with other passengers. We make every effort to deliver customers to their destinations on time. We may make stops along the way, so we ask passengers to be flexible about trip times.
- When requesting a ride, allow adequate time to reach your destination. Ride requests are assigned in the order received.
- Be prompt and visible at your pick-up location. Be ready to board when the vehicle arrives.
- If you need to cancel, please call (714) 528-RIDE (7433) as soon as possible. All cancellations must be made at least two hours in advance of reservation time. Any cancellations made after the two-hour window will be considered a no-show. Three no-shows and/or cancellations within a one-month period will result in a 30-day suspension from service.
- Please keep carry-on items manageable in size and number. There is a two bag limit for shopping trips.
- Please wear your seatbelt at all times. Smoking, eating, drinking, and non-service animals are prohibited on the TRAILS bus.

