



## ***Frequently Asked Questions***

**What is Laguna Beach Local?** Laguna Beach Local is an on-demand, shared-ride transit service that provides access to local businesses, restaurants, retailers, government services, jobs and non-emergency medical care in the City of Laguna Beach. You can request a ride when you want it, and our smaller, hybrid-electric vehicles accommodating up to 7 passengers will pick you up.

**Where can I take it?** Laguna Beach Local service will be available along the former Top of the World, Bluebird Canyon and Arch Beach Heights trolley routes and through Downtown. Request a pickup from any of the former neighborhood trolley stops, as well as dozens of new “virtual stops” that have been added to better serve neighborhoods and Downtown activity centers.

**What are the hours of service?** Laguna Beach Local currently operates on the following days/hours:

Monday-Thursday: 8 a.m. to 6 p.m.

Friday: 8 a.m. to 10 p.m.

Saturday: 8 a.m. to 10 p.m.

Sunday: No service

**How do I get started?** First, Download the “TransLoc” app from the Apple or Google Play store. Or, if you already have the Laguna Beach Trolley app on your phone, click on the “Laguna Beach Local” option under “External Links”. Then use your e-mail and phone number to create a new user account. **HINT:** Register with your mobile phone number to receive real-time ride updates.



**Book a ride in three easy steps:**

1. Open the TransLoc app, then click on “On Demand” at the bottom of the screen and select “Laguna Beach Local”. **HINT:** Scroll to select the “Laguna Beach Local” option for the day you are looking to travel (Mon-Thurs, Friday or Saturday). Also ensure that “share location” is enabled on your device so the app knows your current location.
2. Select your pickup and drop off locations from the map or list, how many people will be riding and if you’re bringing things like a wheelchair or bike.
3. Select if you’d like to be picked up “ASAP” or book a future trip and then click “book ride”.

**Can I book a ride in advance?** Yes! You can book up to 14 days in advance. At the time you book your ride, you can select a future date and time.

**How do I book my return ride?** After you book your ride, select “Options” at the top and “Book Return Ride,” and your origin and destination will be reversed for the ride home. If you know in advance what time you’d like to return, you can book your trip ahead of time, or you can wait until you’re ready to leave and request the next available vehicle.

**Can I book rides without a smartphone?** Yes! Simply call (949) 497-0766 and we will book your ride over the phone. Or, visit <https://ondemand.transloc.com> on your home computer.

**How do I re-book a previous ride?** After you book your ride, select “Options” in the top left and “Rebook Ride”. Your previous pickup and drop-offs are also saved at the top of the list in the app.

**How long will I have to wait?** When you request a ride “ASAP,” the average wait time is approximately 15-20 minutes until your vehicle arrives, but can vary based on ridership demand, traffic conditions, and other factors.

**How do I know what time I will be dropped off?** After you book your ride, the app will display an estimated drop-off time at your destination.

**What is the cost? Can I tip?** Laguna Beach Local is FREE to ride, and funded by the City of Laguna Beach. Please note that per City policy, drivers are prohibited from accepting tips/gratuities.

**Why am I being asked to walk to my pickup spot?** Laguna Beach Local pairs riders heading in the same direction, meaning other passengers may be picked up and dropped off during your ride. To make the service as efficient as possible, we typically ask you to meet us at one of our “virtual stops” at a nearby corner or former neighborhood trolley stop.

**How do I find my vehicle?** - After you book a ride, the app will display your pickup spot, including the address or intersection. Vehicles will be easily identifiable with the Laguna Beach Local logo, and will be numbered so you know you are boarding the correct vehicle.

**How do I know the status of my ride?** Once a vehicle is assigned to pick you up, you will see the location of the vehicle in real-time on the map in the app. You will receive a notification with the estimated time of arrival, and when the vehicle is one minute away, you will get another notification.

**How long will the driver wait for me?** - The driver will wait 3 minutes at the pick-up spot before your ride is cancelled. If the driver cannot locate you, you will receive a notification or a phone call to the number included in your account.

**What do I do if my driver left without me?** Place call (949) 497-0766 to speak to a dispatcher.

**What do the vehicles look like?** - All vehicles are branded with the Laguna Beach Local logo, so they should be easy to spot.

**Are vehicles wheelchair accessible?** - Yes! Please indicate you'd like a wheelchair accessible vehicle when you book your ride by tapping the wheelchair icon.

**Can I change my destination once I'm on board?** No. Once you start a ride, the destination can't be changed. If you have not started your ride, you can cancel and re-book with a new destination.

**I left something in the vehicle — how do I retrieve it?** - Please call us at (949) 497-0766 with a description of the missing item.

**Who are the drivers? How they trained?** All drivers are professional drivers who have completed safety training, passed a background check and are employed by LAZ Parking.

**Can I bring my bicycle?** Yes! Vehicles have bike racks that can accommodate two standard-size bicycles (**no electric bikes**). Simply click on the bicycle icon when booking your ride. (Bicycle weight limit is 50 pounds)

**Can I bring my surfboard?** Unfortunately, we are not able to accommodate surfboards.

**How do I transfer to the Laguna Beach Trolley?** You can easily transfer between the Laguna Beach Local and the Laguna Beach Trolley service at the Downtown bus depot, or other locations along Coast Highway. Then you can use the trolley to continue south to the Ritz Carlton or north to North Laguna and Heisler Park. The TransLoc app also displays real-time trolley status information so you'll be able to easily track both services from the same app!

## ***Policies and Procedures***

**No Smoking:** Smoking of any kind is prohibited in the City of Laguna Beach, including e-cigarettes, vaporizers, or smokeless cigarettes.

**Eating/drinking:** Please help us keep our vehicles clean by refraining from eating or drinking during your ride. Drinking alcohol and carrying open containers of alcohol is not allowed.

**Phone calls:** Please limit phone calls to quick conversations or emergencies during shared rides.

**Luggage/strollers:** Please limit personal items to a single piece of luggage or reasonably-sized bag per vehicle. Strollers must be folded before boarding the vehicle. Personal items and passengers must be clean and dry, especially if returning from the beach!

**Pets:** Only service animals trained to perform a specific function are permitted to ride.

**Age limits:** Riders must be 13 years of age or older. Children under the age of 13 can ride if accompanied by a parent or guardian.

**Car seats:** Per California law, children under age 8 must be secured in an appropriate car seat or booster seat when riding. Customers will need to provide their own car seat.

**Face coverings:** Per federal law, drivers and passengers are currently required to wear a face covering while riding due to the COVID-19 pandemic.