

ACCESS

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CUMM

Policies effective April 1, 2022.
Our policies and procedures are
subject to change.

If you would like this document in an
alternative format or assistance in
translating services, please contact
Access Customer Service:



1.800.827.0829

TDD 1.800.827.1359

accessla.org

Access is a local public entity that
facilitates Access paratransit service.

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Important Access Phone Numbers

Access Customer Service

800.827.0829

TDD 800.827.1359

Fax: 213.270.6057

Access Reservations Line

800.883.1295

TDD 800.826.7280

Outside of Southern California

213.488.1748

Fares

Paying for Your Trip

Exact fare must be paid at the time of boarding the vehicle. One-way fare is based on the distance traveled.

The reservationist will advise you of fare upon scheduling the trip.

One Way Trip Fares:

- > \$2.75 for trips up to 19.9 miles
- > \$3.50 for trips 20 or more miles
- > \$2.00 for trips in Santa Clarita or Antelope Valley

Transfer Trips (initial pick-up to final destination):

- > \$2.75 for trips up to 19.9 miles
- > \$3.50 for trips 20 or more miles

Coupons

Base Fare Coupons	\$2.75
Book of 10 coupons	\$27.50
Plus Zone Coupons	\$0.75
Book of 10 coupons	\$7.50
Flex Coupons	\$2.00
Book of 10 coupons	\$20.00

For information on how to use and buy coupons, please see page 54. Coupons can be purchased online at accessla.org.



Reminder: Access Services drivers do not accept tips. Please do not offer. In addition, drivers cannot give change.

Quick-Start Guide

How to Schedule Your Trips

- 1 Call the Reservation Line one day in advance:



1.800.883.1295

TDD 1.800.826.7280

- > Call between 6am and 10pm
 - > Antelope Valley and Santa Clarita Hours: 6am-8pm (Mon-Sat), 8am-8pm (Sun)
 - > Look up city listing (for area traveling) on the service region map
 - > Select Region on reservation prompt
- 2 Agent will ask you for:
 - > Access Rider ID Number (page 26)
 - > Pick-up address
 - > Drop-off address
 - > Mobility device information (will you be traveling with a wheelchair or other mobility device) (page 28) and/or service animal (pages 58-59)
 - > Number of people traveling (including PCA, guest or child), if any

- > Desired pick-up time
- > Cross-street or landmarks at pick-up address
- > Phone number (page 48)
- 3 Return trip should be requested at time of reservation, if you need one.
- 4 You will receive:
 - > Available pick-up times (page 35)
 - > Trip confirmation number

Waiting for Your Ride

- 1 You must be prepared to show Access Rider ID Card and pay exact fare upon boarding vehicle (pages 10-11).
- 2 You must be at the curb. The driver will wait only 5 minutes (page 45).
- 3 If you would like an ETA (page 72).



WELLCOME TO ACCESS

- > What We Are
- > Access Differs From

Thank you for becoming an Access Services customer. It is important to learn how to use our system as Access may be different from other transportation services that you have used in the past.

This guide will explain how to:

- > Reserve your Access trip
- > Prepare for your Access trip
- > Help make sure your trip is a pleasant one

First, we'd like to let you know what Access is.

What We Are

Public Transportation: Access is a form of public transportation. We offer a shared-ride service for persons with disabilities who, because of their disability, are unable to use regular bus and rail services.

Your travel time will be similar to travel time on a bus or rail line. You may not go directly to your destination because other riders need to be picked up or dropped off first.

Our Service Area: Access operates in the same general area as Los Angeles County local bus and rail routes. If your pick-up and drop-off locations are $\frac{3}{4}$ of a mile or less from these routes, Access can take you where you want to go. Areas that are not near Los Angeles County local bus or rail lines are probably outside of areas that Access provides service.

The map on pages 106-107 shows Access' service area. It extends from Lancaster in the north to Long Beach in the south, and from Malibu in the west to Montclair in the east.



Access provides service to more than 140,000 unique addresses each year.

Giving You Independence: Access helps you independently go wherever you need to go:



And anywhere else you wish to go.

Please note that under federal law, the Americans with Disabilities Act, all destinations must be treated as equal. For example, a person who needs to visit the doctor cannot get a quicker pick-up or a faster ride than a person who wants to see a movie.

Above and Beyond ADA Requirements:

Our service in Los Angeles County is required by the Americans with Disabilities Act (ADA), the civil rights law enacted by the U.S. Congress in 1990. Access meets the “minimum” standards set by the law.

We also go beyond the ADA requirements in two important ways:

- > One, we coordinate service throughout the county, so that you can cross city boundaries with ease. You can schedule your entire trip with just one phone call. Except for trips to and from Santa Clarita or the Antelope Valley, you can stay in the same vehicle, with no need to transfer.
- > Two, Access operates a customer service call center to help its customers use and improve the service. See page 20 for more information.

Access Customer Service: Access operates a customer service call center that has two primary functions:

- > Access Customer Service can assist you in answering questions about the service, replacing Access Rider ID Cards, filing complaints, and providing information about other transit options and other customer service needs. Access Customer Service is available Monday through Friday from 8am-5pm. See page 84 for more information.
- > Access Operations Monitoring Center (OMC) can assist you with immediate, urgent service problems. It can be reached at the same toll free number and then pressing 2. The OMC is available 24 hours a day, seven days a week. See page 73 for more information.



**Call 1.800.827.0829
TDD 1.800.827.1359 and
choose the appropriate option.**

Access Differs From



Dial-A-Ride Service: We are different from Dial-A-Ride programs, which can sometimes be less expensive than our service, and which typically travel within city limits.



Private Taxi, Uber or Lyft: We are different from a private taxi or Uber, because Access trips must be reserved a day in advance, and rides may be shared with other Access riders.



Bus or Rail Service: We are not the same as the bus, which has a fixed route and schedule. Riding the bus allows for more flexibility because you do not have to make a reservation a day in advance.



Medical Transportation:

We are different from medical transportation service, which provides specialized transportation with medically trained professionals. If a customer's medical condition prevents them from independently navigating public transit systems such as Access Services, we strongly recommend that a Personal Care Attendant (PCA) accompany the customer. Personal Care Attendants do not have to pay a fare on Access Services. If you are in need of emergency transportation, call 911 for assistance.



For other transportation options, see pages 92-98 or call Access Customer Service: 1.800.827.0829





GETTING



- > What Kind of Eligibility do You Have?
- > Your ID Card
- > Customers Using Mobility Devices

What Kind of Eligibility do You Have?

Please read your Welcome Letter to find out whether you have Unrestricted or Restricted eligibility. If you are Restricted, you may schedule only the type of trips described in the letter. If you have Temporary eligibility, please note the expiration date.

Your Access Rider Identification (ID) Card

Your Access Rider ID Number is located on the front of the card immediately below your name. You will need to show your Access Rider ID Card every time you take an Access trip. If you lose your card, please call Access Customer Service right away. There is a processing cost for a replacement card, and it may take up to three weeks to receive a replacement card.

Do not allow anyone else to use your Access Rider ID Card for any reason. Allowing anyone else to use your ID constitutes fraud and is strictly prohibited. Allowing anyone else to use your ID could result in criminal prosecution and/or the loss of your eligibility.



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Customers Using Mobility Devices

Accessible vehicles in our fleet are designed to accommodate a mobility device no larger than 30 inches wide by 48 inches long and weighing, with its passenger, up to 600 lbs. While we make all reasonable efforts to accommodate our riders, if your mobility device is larger than this, we may not be able to transport you.

If You Change Your Mobility Device:

Access will keep a record of the mobility device you used at your certification interview. If you change your device, you must call Access Customer Service and let us know. This is important, because the vehicle we send out for your trip must be able to accommodate your device. Please note that you may be asked to return to the Access Eligibility Center to be re-evaluated.

If You Need Information Sent in a Different Format: Please call Access Customer Service if you need Access information provided in large print, Braille or electronic format.

If You Change Your Name, Address or Phone Number: Please call Access Customer Service **1.800.827.0829** **TDD 1.800.827.1359** if you change your name, home address, mailing address, phone number, or other information, such as your emergency contact.



Riders can bring pets on their trip but only in a secure container. Service animals are not pets, and are not required to be in a carrier.



MAKING A TRIP

RESERVATION

- > Next-Day Service
- > How to Schedule Your Ride
- > Travel Times

Understanding Next-Day Service

You must schedule your ride a day in advance. So, if you want to ride somewhere tomorrow, you must call today to make a reservation.

How to Schedule Your Ride

Remember to call the reservation number the day before you need a ride. Toll-free reservation phone lines are open from 6am-10pm every day. Santa Clarita and Antelope Valley have different hours. See pages 63-67.



1.800.883.1295

TDD 1.800.826.7280

**For callers outside of
Los Angeles County,
please call 213.488.1748.**

First, you will hear a list of our service regions (a list of the cities in each region is on pages 108-112). Select the correct region number for your pick-up:

1 - Eastern

4 - Northern

2 - West/Central

5 - Santa Clarita

3 - Southern

6 - Antelope Valley

Then you need to give the Reservationist the following information:

- 1 Your Access Rider ID Number.
- 2 The exact street address of the place where you want to be picked up.
- 3 The exact street address of the place where you are going.
- 4 Whether you will be traveling with a child and will be using a child safety seat or booster seat for the child.
- 5 Whether you will be traveling with a mobility device or service animal.
- 6 How many people will be traveling, including a personal care attendant or guests, and whether any of the other people will be using a mobility device or service animal. If the rider is a child age five or younger, an adult must ride with the child.

- 7 The time you would like to be picked up. We operate 24 hours a day with a smaller service area between midnight and 4am. Santa Clarita and Antelope Valley have different operating hours. See pages 63-67.
- 8 If you wish, you can give us the cross-street or nearby landmarks for your pick-up address. For example you might say, "across the street from the supermarket."
- 9 Your phone number, if you want a Call Out or text notification. See page 48.
- 10 The time for a return trip that you would like to be picked up. You should schedule your return trip for the latest time you think you will be able to travel. You must always ask for a return trip. Scheduling of return trips is not automatic.

Before completing the call, make a note of your confirmation number and confirm your trip details.



Call the reservation number
the day before you need a ride.
1.800.883.1295
TDD 1.800.826.7280

Understanding the One-Hour

Reservation Window: Access has a one-hour reservation window. This means that the Reservationist can offer you a pick-up time up to 1 hour before or after your requested time. For example, if you ask for a pick-up at 6am, you can be offered a trip time between 5am and 7am. The one-hour window is permitted by federal law.

On an average weekday, there are over 1,000 vehicles in service. They make over 12,000 daily weekday trips in an area that spans 1,503 square miles in one of the most congested areas in the United States. So it would be impossible to pick up everyone who needs a ride at exactly the time they would like. That is why we have a “one-hour reservation window.”

Access must provide trip reservations that accommodate a rider's practical needs. If the Reservationist cannot provide a pick-up time at the exact time requested by the customer, the Reservationist will provide up to two alternative pick-up times.

Online Reservations

Online Reservations is an easy-to-use system that allows you to manage your upcoming trips with Access. Book a trip to or from a previously visited address, edit an existing trip or cancel a trip, using your smartphone, computer or tablet.

Online Reservations is available in the Eastern, Southern and West Central regions. The Northern, Santa Clarita and Antelope Valley regions will be available by Summer 2022. Log in to your Rider360 account to access Online Reservations.

Travel Times: Your travel on Access will be similar to the travel time on a local bus or rail line. You probably will not go directly to your destination because other customers need to be picked up or

dropped off first. In addition, factors such as road closures, construction, and traffic can influence your travel time.

The following are estimates on how much time a trip may take when riding Access:

Miles	Estimated Travel Time
1 - 10	0:30 - 1:30
11 - 20	1:00 - 2:30
21 - 30	1:30 - 3:00
30+	2:00 - 3:30+

Our Busiest Times: You should be aware that our busiest weekday times to take a trip are:

- > Mornings from 7am-10am
- > Afternoons from 12pm-4pm

Being Put on Hold When You Call: We try not to keep you on hold. But if you are on hold, please do not hang up. We will get to you as soon as possible.

Changing Your Trip: If you want to change a scheduled trip, please call the reservation number. Access may not be able to make changes on the day of your trip. Please call as soon as you realize you must make a change.

Canceling Your Trip: If you want to cancel a scheduled trip, please call the reservation number at least two hours before your pick-up time. Please call as soon as you realize you must cancel your trip. If you cancel your trip less than two hours before your scheduled pick-up time, this will be recorded as a Late Cancellation, which has the same effect as a No Show. For No Show information, see pages 49-51.

Trips to Drop Something Off or Pick Something Up: Even if all you need to do is drop something off or pick something up, the driver is not able to wait for you. You need to schedule two separate trips.

Requesting Certain Types of Vehicles: Customers using wheelchairs, scooters, or similar mobility devices will be provided only accessible vehicles for their Access trips. Customers who do not need wheelchair-accessible vans may be transported in accessible or non-accessible vehicles. Customers are not able to request specific types of vehicles for trips.

Reasonable Modification Requests:

A reasonable modification is a modification to Access' policies, practices or procedures that is requested by an eligible customer to ensure they are able to use the paratransit system.

To request a reasonable modification, such as Beyond the Curb service (see page 46), a customer must complete a Reasonable Modification Request Form. Please call Customer Service at **1.800.827.0829** and choose option 6 to request a Reasonable Modification Request Form.

Access may deny requests for modifications where:

- 1 Granting the request would fundamentally alter the nature of Access' services, programs, or activities;
- 2 Granting the request would create a direct threat to the health or safety of others;
- 3 It is determined that the customer is able to fully use the entity's services, programs, or activities for their intended purpose without the requested modification;

- 4 Granting the request would cause an unreasonable financial or administrative burden.

For more information visit [accessla.org](https://www.accessla.org) or contact the Reasonable Modification Coordinator at **213.270.6159** or by email at RMC@accessla.org.

Do You Need to Ride with a Personal Care Attendant? If a customer's medical condition prevents them from independently navigating public transit systems such as Access Services, we strongly recommend that a Personal Care Attendant accompany the customer. Personal Care Attendants do not have to pay a fare on Access Services.



Drivers are not allowed to enter a private residence nor help a rider lock or unlock the door to the rider's residence.





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BEFORE

YOUR TRIP

- > Where's My Ride
- > Understanding Call Outs
- > Pick-up Windows
- > Rider No Shows
- > Trip Cancellations
- > Paying for Your Ride
- > Who and What You Can Take on the Vehicle
- > What You Cannot Take on the Vehicle
- > Service to Santa Clarita
- > Service to Antelope Valley

Where's My Ride Mobile App

Where's My Ride is an application that allows you to check the location of a vehicle 15 minutes before your scheduled pick-up time. You can use Where's My Ride with a smartphone, computer, tablet, and through SMS messages on flip phones. (The Northern, Santa Clarita and Antelope Valley regions will be available by Summer 2022.)

For more information on the Where's My Ride application, please visit Access' website at accessla.org or call the Where's My Ride hotline at **213.270.6099**.

Understanding Pick-Up Times and On-Time Windows

Access has a 20-minute pick-up window. This means that a vehicle is considered on time if it arrives within 20 minutes of the scheduled time. For example, if the pick-up is for 11am, the vehicle may arrive any time between 11am and 11:20am and still be considered "on time."

Understanding Curbside Pick-Ups:

Access is a curb-to-curb service. This means that the driver cannot leave the vehicle to come to your door or enter your building. In most cases, our vehicles will not be able to enter private driveways, gated communities or gated apartment buildings. If you need help getting to the curb, please be prepared to rely on your personal care attendant, friend or relative. There will be some locations that the driver cannot safely access; in this case, they will find the next closest location to the provided address. Access' Beyond the Curb service also provides additional assistance. Please see page 46 for more details.

Our vehicles will enter public roadways only if they are wide enough for safe driving. There must be room for our largest vehicles to exit without backing up. If you are not sure whether we will be able to reach a particular location, call Access Customer Service for information:



1.800.827.0829

TDD 1.800.827.1359

Origin-to-Destination/Beyond the Curb

Service: Access is primarily a curb-to-curb service. Access also provides Beyond the Curb service for those customers who need additional assistance. A driver will accompany a rider to and from the Access vehicle up to 60 feet from the vehicle, as long as the driver can stay in visual contact with the vehicle.

During your eligibility evaluation, Access evaluates whether you need assistance beyond the curb on a regular or occasional basis. For current customers seeking assistance beyond the curb on a regular basis, we request that you fill out a Reasonable Modification Form.

All customers requesting assistance beyond the curb should ask for it during the reservation process. Drivers will make their best effort to accommodate requests not made during reservations. For more details, or to request a form, please call Customer Service or visit our website: accessla.org.

Location Evaluations and Stand Signs:

Access has established pick-up and drop-off stands at popular destinations throughout Los Angeles County.

Locations for these stand signs can be found at Access' website at [accessla.org](https://www.accessla.org).

Access also conducts evaluations of specific pick-up and drop-off locations. Whether a location is designated as a stand, or has been subject to a location evaluation, Access riders can schedule a trip to any address that is determined to be safe. For large, complicated locations such as college campuses and shopping malls, riders are encouraged to provide specific details for where the pickup or drop-off should occur. If you have a concern about a particular location, you may contact Access' Customer Service number **1.800.827.0829** to request that Access evaluate a location.

Understanding Wait Times

The driver will wait only five minutes for you to arrive at the curb. If the driver is early, the five-minute wait begins at your scheduled pick-up time. After five

minutes, the driver will request approval from their Dispatcher to depart the location and no show the rider.

The Dispatcher will attempt to call the rider to confirm they do not want the trip, or if there is a problem with the rider and driver finding each other. If the driver cannot reach the rider, or if the rider isn't available to board the vehicle, the vehicle will depart and the rider will be no showed. When making your trip reservation, it is highly recommended to provide an accurate call out number.

Understanding Call Outs or Text Notifications

A Call Out is an automated phone call. Such a notification can also be sent via text message to a cell phone. The call or text lets you know when the vehicle will arrive or that it has already arrived. If the automated Call Out does not work, a Dispatcher will attempt to contact you before the vehicle leaves.

Access cannot guarantee that you will receive your Call Out. A reason you may not get a Call Out would be if the


phone number that Access has on file is not correct. Additionally, Call Outs do not work with voicemail, relay devices or phone systems that require the caller to press an extra number to reach you.

If you wish to receive a Call Out, please ensure that the Reservationist has your correct number. A cell phone number that you will have with you when you are waiting for your pick-up and that accepts calls or text messages would be the best number to give to the Reservationist for a Call Out. You may also monitor when your vehicle will arrive using the Where's My Ride application. Please see page 44 for more information on Where's My Ride.

Understanding Rider No Shows

When riders do not show up for their scheduled rides, valuable resources are wasted that could have helped other riders get to their destinations. If you are a No Show, you will receive a written notice. A person who has 5 or more Rider No Shows in a calendar month and whose No Shows exceed more than 10% of their overall trips taken within the

same calendar month may be suspended from using Access.

 **You are always responsible for being at the curb when the vehicle arrives, whether or not you requested a Call Out.**

The following situations are considered Rider No Shows:

- > When a customer cancels a trip less than 2 hours before the scheduled pick-up time.
- > When the driver arrives at the correct location within the 20-minute on-time window, waits 5 minutes, is unable to locate the customer at the scheduled pick-up and obtains approval from the Dispatcher to depart.

The following situation is not considered a Rider No Show:

- > The driver arrives after your 20-minute pick-up window, and you call to cancel the trip over the telephone or with the driver.
- >

- > The driver arrives and departs before the scheduled pick-up time.
- > The driver fails to wait the required 5 minutes, and departs without the rider.

If your failure to show up or cancel in time was not your fault, you may call Access Customer Service to explain what happened. You also have the right to appeal or dispute any No Show decision.

Understanding Trip Cancellations

If you are unable to take a trip you have scheduled, call the reservation number as soon as possible to cancel your trip. Please be prepared to give the Reservationist your:

- > Access Rider ID Number
- > Name
- > Address
- > Scheduled pick-up time
- > Trip confirmation number

If you cancel less than two hours before your scheduled pick-up time, you may be considered a No Show. See page 49 for more information.

Personal Care Attendants and Guests:

- > If you were approved to have a personal care attendant travel with you, your Access Rider ID Card will say so. The personal care attendant rides free.
- > Guests: One guest is always allowed, but extra guests are allowed only if there is space. Your guests must pay the same fare you pay.

Traveling With Children: Children may be eligible for Access. If your child uses Access and is five years of age or younger, an adult personal care attendant must accompany the child. All eligible riders, regardless of age, must pay the fare. Personal care attendants ride for free. When scheduling a trip, please be sure to inform the Reservationist that the child will be traveling with an attendant.

Children five years of age or younger scheduled to travel with eligible riders ride for free. Older children must pay the fare if they travel as a guest with an eligible rider.

Children must ride properly buckled in the back seat in a safety or booster seat until they are eight years old or are at least 4' 9" tall. This is required by law. Access does not furnish safety or booster seats. The driver may assist you with installation upon request.

Customers Must Use Their Own

Access I.D. Cards for Rides: Do not allow anyone else to use your Access Rider ID Card for any reason. Allowing anyone else to use your ID constitutes fraud and is strictly prohibited. Allowing anyone else to use your ID could result in criminal prosecution and/or the loss of your eligibility.

Paying for Your Ride

Your one-way fare is based on the distance that you travel. Please see pages 10-11.

How to Pay for Your Ride:



Cash: You can pay in cash – exact change only, please. Drivers cannot make change.



Credit/Debit Card: Customers can pay their fare with the following major credit cards – VISA®, MasterCard®, or Discover®. Customers may also use debit cards to pay for their fare. Credit/debit cards are **not** accepted in the Santa Clarita region.



Coupons: You can use convenient Access coupons. Available in booklets of 10. There are three kinds of coupons:

- > Base Fare coupons are for trips up to 19.9 miles.
- > Plus Zone coupons are for trips of 20 miles or more. You can use Plus Zone coupons by themselves or you can combine a Plus Zone coupon with a Base Fare coupon.

- > Flex coupons can be used for trips within Antelope Valley or Santa Clarita or in \$2.00 denominations towards your Access trip.

To Order Access Coupons by Mail:

- 1 Write your Access Rider ID Number on your check or money order.
- 2 Send your payment and a self-addressed, stamped envelope to:
Access Coupons, PO Box 5728,
El Monte, CA 91734.

It may take up to 10 days to complete your coupon order. If your check is returned, you will need to send a money order which includes an additional \$10 for the returned-check charge. Access will not fulfill any request to purchase coupons unless the outstanding balances are paid.

To Order Access Coupons Online:

- 1 Visit accessla.org, select "I'm A Rider" and then "Coupon Books." Follow the instructions provided.

To Buy Access Coupons in Person:

Visit one of the following local transit agencies:

Antelope Valley Transit Authority

42210 6th Street W

Lancaster, CA 93534

661.945.9445

Mon - Fri, 8am-6pm

- > Cash, credit card or debit. No money orders or checks

Pomona Valley Transportation Authority

2120 Foothill Bl, Suite 116

La Verne, CA 91750

Mon - Thu, 8:30am-6pm

909.596.7664

- > Cash or money order only, no checks

City of Santa Fe Springs Finance Counter

11710 E Telegraph Rd

Santa Fe Springs, CA 90670

Mon - Thur, 7:30am-5:30pm

562.868.0511

- > Cash, credit card, or money orders, no checks
- > Call in advance for orders of more than 10 books
- > Closed on government holidays

City of Azusa Senior Center Front Desk

740 N. Dalton Av

Azusa, CA 91702

Mon - Thur, 8:30am-3:45pm

626.812.5204

- > Cash, check or money order

The Access administrative office in El Monte also sells coupons, but only by appointment and in amounts of \$500 or more. Call **213.270.6000** for more information.

Please note that Access coupons are not refundable. Access is not responsible for lost or stolen coupons.

Who and What You Can Take on the Vehicle

- > A service animal.
- > A personal care attendant. If you were approved to have a personal care attendant travel with you, your Access Rider ID Card will say so. The personal care attendant rides free.
- > Your guests. One guest is always allowed, but extra guests are allowed only if there is space. Your guests must pay the same fare you pay.

- > Pets that are not service animals – only in a properly secured cage or container that meets Access' guidelines. Please be aware that the driver cannot help you load or unload the cage or container.
- > A limited number of packages – the equivalent of two large paper grocery bags, with a total weight of no more than 25 pounds. You must be able to maintain control of your packages while riding. The driver may help you load and unload your bags and packages.
- > All medical equipment must be secured and remain under the control of the rider during travel.
- > A child who is five or younger. Children must ride properly buckled in the back seat in a safety or booster seat until they are eight years old or are at least 4' 9" tall. This is required by law. Access does not furnish safety or booster seats. The driver may assist you with installation upon request.

What You Cannot Take on the Vehicle



- > Hazardous materials, including weapons of any kind, explosives, corrosive liquids and flammable materials.
- > Packages that you cannot keep control of during your ride.
- > A pet that is not a service animal and is not in a secured cage or container.

Standing Order Rides: If you need a series of rides for an extended period of time on the same day(s) of the week, at the same pick-up time and from the same pick-up/drop-off address, you may ask for a Standing Order. If it is approved, a vehicle will automatically arrive at the scheduled time. You will not need to call a day in advance to schedule the ride.

Reserving Your Standing Order:

Please try to call the reservation number at least 2 weeks before you want your Standing Order ride.

Changing Your Standing Order:

If you need to make a one-time change to your Standing Order, you will need to cancel the trip and schedule the new day and time by using the regular reservation system. This must be done a day in advance.

Canceling Your Standing Order:

If you must cancel your Standing Order trip, please call the reservation number at least 2 hours before your scheduled pick-up. Otherwise you will be counted as a No Show.

You may cancel a Standing Order ride for as many as 30 days in a row. Once you have reached the 31st day, the Standing Order for that ride will be permanently canceled.

Other Rules for Standing Orders:

- > You must reserve your rides for at least 6 weeks in a row.
- > If you need a series of rides on different days of the week, the pick-up times do not have to be the same. For example, you can ask for a 7am pick-up on Mondays and an 8am pick-up on Wednesdays.
- > Standing Order rides will automatically be canceled on the following days. If you need a ride for these days, you must make a regular next-day reservation:
 - > New Year's Day
 - > Presidents' Day
 - > Memorial Day
 - > Independence Day
 - > Labor Day
 - > Veterans' Day
 - > Thanksgiving Day
 - > Day after Thanksgiving
 - > Christmas Day

Service to Santa Clarita

Santa Clarita Phone Reservation Hours:

Monday - Saturday 6am-8pm

Sunday 8am-8pm

1.800.883.1295 TDD 1.800.826.7280

For callers outside of Southern California,
please call: 213.488.1748

Santa Clarita Service Hours:

Monday - Friday 4am-11:15pm

Saturday 5am-10pm

Sunday 7am-9pm

Santa Clarita Holiday Service Hours:

Operates a Sunday schedule (7am-9pm):

New Year's Day

Memorial Day

Independence Day

Labor Day

No Service on the Following Holidays:

Thanksgiving Day

Christmas Day

For fare information, please see
pages 10-11.

Transfer Trips:

To travel between Santa Clarita and the rest of Los Angeles County, you will need to transfer at Olive View Medical Center, 14445 Olive View Drive in Sylmar.

- > You can schedule the entire trip with just one phone call to the regular reservation number.
- > You must schedule your transfer trip the day before you wish to travel.



**Access vehicles travel
43.5 million miles a year.**

Transfer Times at Olive View Medical Center:

Weekday Schedule:	Weekend and Holiday* Schedule:
6am	
7:30am	7:30am
10am	
12:30pm	12:30pm
3pm	
4:30pm	
6pm	6pm
8pm	

* Holiday schedule based on fixed-route schedule of Santa Clarita Transit.

Service to the Antelope Valley

Antelope Valley Phone Reservation Hours:

Monday - Saturday 6am-8pm

Sunday 8am-8pm

1.800.883.1295 TDD 1.800.826.7280

For callers outside of Southern California,
please call: 213.488.1748.

Antelope Valley Service Hours:

Monday - Friday	5am-12:45am
Saturday	5:50am-11:45pm
Sunday	6am-9:20pm

Antelope Valley Holiday Service Hours:

No Service on the Following Holidays:

Labor Day
Memorial Day
Independence Day
Thanksgiving Day
Christmas Day
New Year's Day

For fare information, please see pages 10-11.

Transfer Trips:

To travel between the Antelope Valley and the rest of Los Angeles County, you will need to transfer at Olive View Medical Center, 14445 Olive View Drive in Sylmar.

- > You can schedule the entire trip with just one phone call to the regular reservation number.
- > You must schedule your transfer trip the day before you wish to travel.

Transfer Times at Olive View Medical Center:

Weekday Schedule:	Weekend and Holiday* Schedule:
6am	
7:30am	7:30am
10am	
12:30pm	12:30pm
3pm	
4:30pm	
6pm	6pm
8pm	

* Holiday schedule based on fixed-route schedule of Antelope Valley Transit Authority.

Parents with Disabilities Program

The Parents with Disabilities program is designed for Access customers who have young children (16 years or younger) and use Access to drop-off and/or pick-up their children from school or school-related activities. The Parents with Disabilities program is designed to help parents and legal guardians drop off their children on-time at school and to be picked-up after school on-time as well. There are some requirements to participate in this program. For questions about this program, please call Access Services at **213.270.6000**.





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DURING YOUR TRIP

- > Waiting for the Vehicle
- > Calling for an ETA
- > Boarding the Vehicle
- > Rider Code of Conduct
- > Other Rules

Waiting for the Vehicle

Remember that the driver cannot leave the vehicle to enter a building. You must be at the curb for pick-up. See page 45.

If You Need an Estimated Time of Arrival of Your Vehicle: Where's My Ride mobile app is an application that allows you to check the location of a vehicle 15 minutes before your scheduled pick-up time. You can use Where's My Ride with a smartphone, computer, tablet, and through SMS messages on flip phones.

For more information on the Where's My Ride application, please visit Access' website at accessla.org or call the Where's My Ride hotline at **213.270.6099**.

Calling for an Estimated Time of Arrival

Please call the reservation number.



1.800.883.1295

TDD 1.800.826.7280

Choose your region and select "Option 4." Ask for an estimated time of arrival. For callers outside of Los Angeles County, please call: 213.488.1748.

If you have already called the reservation number for an estimated time of arrival, and the vehicle has not arrived by that time, call the reservation number again for a revised estimated time of arrival.

If You Miss Your Trip, or Your Vehicle Has Not Arrived by the Revised Estimated Time of Arrival:

Access will find a way to get you back home.

1 Call the Access Operations Monitoring Center (OMC). It is open 24 hours every day:

 **1.800.827.0829 (press 2)**
TDD 1.800.827.1359

2 If Access' OMC cannot secure an Access vehicle, Access can request help from a back-up provider.

911 **If you have a medical emergency, call 911. Do not call Access.**

How to Tell if a Vehicle is an Access

Vehicle: Access operates white minivans and sedans with the Access logo or "Access" printed on the vehicle's driver and front passenger-side door. Also, Access works with local taxi companies to provide trips as well. Taxis certified with Access will have the Access logo on both sides and rear of the vehicle.

In some cases, Access may have to send a taxi vehicle that does not have an Access logo. If you do not recognize the vehicle, ask the driver if they are an Access driver.

Boarding the Vehicle



Your Access Rider ID Card:

You must show the driver your Access Rider ID Card before you board the vehicle.



Fares: You must pay the exact fare with cash, Access coupons, or a credit/debit card (see pages 54) before boarding. The driver does not carry change. Credit/debit cards are **not** accepted in the Santa Clarita region.



Help From the Driver: You are responsible for getting to, into and out of the vehicle. Drivers will offer assistance as you get on and off the vehicle and in using the vehicle securement devices. However they will not lift you or carry you nor will they accompany you to or from locations far away from the vehicle. If you need assistance we do not provide, please bring a personal care attendant or be sure to have someone available at the pick-up or drop-off location to help you. For information about Beyond the Curb service, please see page 46.



Ramps and Lifts: Most Access vehicles have ramps, but some have lifts. You may board while standing on the lift. If you ask, and it is safe to do so, the driver will ride with you on the lift to make sure you are safe.



Positioning Belts: An Access driver will offer positioning belts for customers using mobility devices, to ensure greater security during their Access trip.



Seatbelts: Access requires all riders to use a seatbelt. If you need a seatbelt extension, please ask for one. You can ask the driver for help if needed.



Your Personal Care Attendant and Guest(s): Your personal care attendant rides free. If one or more guests come with you, they must pay the same fare you pay.

If you told the Reservationist that a guest will be with you, you will have to pay the fare for that guest even if they do not show up. Your personal care attendant and/or guests must board (and exit) the vehicle at the same time as you do.



Children Age Five and Younger: If your child uses Access and is five years old or younger, an adult must ride with the child.

Children must ride properly buckled in the back seat in a safety or booster seat until they are eight years old or are

at least 4' 9" tall. This is required by law. Access does not furnish safety or booster seats. The driver may assist you with installation upon request.

Rider Code of Conduct

Access has developed the following rules to make trips safe for all riders and drivers. If you, your PCA or guest, and others associated with you violate these rules, you may be suspended from the service:



Seatbelts: Every rider must wear a seatbelt. Removing or refusing to wear a seatbelt is not allowed.



Eating, Drinking and Smoking:

Unless medically necessary, no eating or drinking is allowed on Access vehicles. All Access vehicles have a No Smoking rule.



Medications and Other Medical Needs:

Riders should plan ahead if they require frequent medication or portable oxygen use. Travel time on Access is comparable to fixed route

service and it may not be possible to stop a vehicle mid-trip in order to administer medication.



Personal Hygiene: Riders must maintain an acceptable standard of cleanliness.



Personal Audio Equipment (music-playing devices):

Sound-generating equipment of any kind may be used on Access only if you use it with headphones. This rule does not apply to devices used for communication by the hearing or speech impaired.



Prohibited Serious Disruptive

Conduct: There are actions that are never allowed. Examples of

this conduct include, but are not limited, to the following:

- > Abusive language or behavior
- > Behavior that interferes with the safe operation of the vehicle
- > Harassment of riders, drivers, passengers or other Access employees

- > Riding under the influence of alcohol or illegal drugs
- > Riding with hazardous materials, including flammable materials, fuel and explosives
- > Riding with weapons of any kind
- > Tampering with or using any Access equipment on board a vehicle
- > Threatening phone calls, voice messages or emails
- > Threats to Access representatives, customers and/or the public
- > Violence to others or oneself
- > Behavior that interferes with the safe operation of the vehicle

Any rider who physically assaults another person or demonstrates illegal or dangerous behavior may be subject to immediate suspension from Access and possible criminal prosecution.

All Access vehicles are equipped with cameras and vehicle occupants are subject to video and audio recording for the safety of all passengers.

Involuntary, non-violent behavior that does not pose a direct threat will not result in a suspension.

Other Rules

Changing Your Drop-off Location or Requesting Detours: The driver is not allowed to change a drop-off location or take alternate routes to a destination.

Understanding Shared-Ride Routes: Because Access trips generally involve picking-up and dropping-off other passengers, your route probably will not take you directly to the place you want to go. According to federal (ADA) law, an Access trip may take as long as a similar trip on a bus or train. Your trip time will usually be longer than if you traveled by car or took a taxi. If you still feel that your trip took too long, please file a complaint. For instructions, see pages 84–86.

Tipping the Driver: Our drivers are not allowed to accept tips. If you had a good experience, we encourage you file a commendation with Access Customer Service.



Lost and Found: If you left an item on an Access vehicle, call the Reservations number

1.800.883.1295 TDD 1.800.826.7280

you used to make your reservation and ask for the Lost and Found Department. If we have found your item, you can arrange for its retrieval. Please note that Access is not responsible for lost or damaged items. Lost and Found keeps items for 60 days only.



You are key to our ongoing safety efforts. If you notice a safety concern, including improper securement, please call us:

1.800.827.0829

TDD 1.800.827.1359.



IMPROVING ACCESS

- > Complaints
- > Compliments
- > Public Meetings
- > Important Access
Announcements
and Information

One of the many ways we can improve our service is through rider comments. It is important that you tell us about your experiences using Access.

Complaints

Your feedback can help us identify specific service problems that may need our attention. If there is a problem, we encourage you to call our Access Customer Service to file a complaint.

Our staff devotes many hours to investigating complaints and resolving them. There is no limit on the number of complaints you can file.

You should not be afraid that submitting complaints would affect the quality of your service or your eligibility. Access does not tolerate retaliation of any kind against our riders. We immediately investigate all accusations of retaliation.

How to File a Complaint: As soon as possible after the event happened, write down all the information we will need to investigate your complaint:

- > Your Access Rider ID Number
- > Your full name, street address, city, zip code, phone number and email address, if you have one
- > Name of the person who is filing the complaint, if someone else is speaking on your behalf
- > Date of the incident
- > Time and place of the incident
- > Name(s) of the people you believe caused the incident
- > Name(s) of any people who witnessed the incident
- > Summary of what happened (if the incident involved a pick-up), include the address, pick-up time you requested, pick-up time you were given and the vehicle arrival time – if it did arrive

You Can File Your Complaint or Compliment By:

Phone:

Access Customer Service



1.800.827.0829

TDD 1.800.827.1359

Customer Service is available
Monday through Friday, 8am-5pm.

Email:

cserv@accessla.org

Mail:

Access Customer Service
PO Box 5728
El Monte, CA 91734

Website:

Visit our site at *accessla.org/contactform*



**Access makes 12,000 trips
per weekday.**

What Happens After You File a Complaint?:

Access staff closely monitors the service and is always working to provide quality and safe paratransit services. Access will analyze complaints for trends and patterns. Information is reported to operations staff in order to help identify common service problems and develop possible solutions.

If a response is requested, you will receive either a phone call or a letter/ email within 14 calendar days after you file your complaint.

See Your Complaint History on the Web:

If you are a registered Access rider with web access, you can use Rider360. This part of our website will display a list of all the trips you have taken and any complaints you have filed. You can also file a new comment or complaint.

- 1** Visit accessla.org/rider360.
- 2** Enter your Access Rider ID Number and last name when prompted.
- 3** Submit your complaint or comment.

For Additional Help: You may contact your local Independent Living Center, the Access Services Board of Directors and/or the Client's Rights Advocate at your local Regional Center.

You May Also File a Complaint with the Federal Transit Administration:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building - 5th Floor, TCR
1200 New Jersey Ave
SE Washington, D.C. 20590

Or call toll-free: **1.888.446.4511**

Compliments

It is vital that we hear about your positive experiences using Access. Compliments can be filed by phone, email, via the web or through the mail.

Public Meetings

In general, Access holds monthly Board meetings and Community Advisory Committee (CAC) meetings. Both are

open to the public. To find out about meeting times and dates, please call Access' Info-Line: **213.270.6110**. This number is available 24 hours a day, seven days a week.

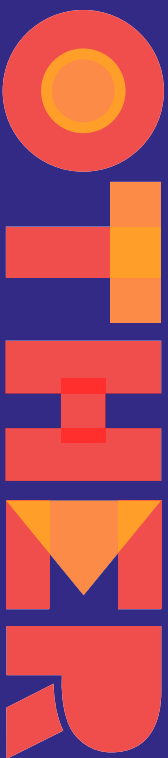
Meeting schedules are also available online at accessla.org.

Important Access Announcements and Information

Rider Notifications: From time to time, Access may contact you regarding changes in policies or procedures. A notice may be placed in each vehicle and also on our website: accessla.org. You can also sign up on our website to be alerted to changes via email.

Access InfoLine: For the latest general information about Access, including public meeting dates, times and locations, as well as other helpful information, call **213.270.6110**.





TRANSPORTATION OPTIONS

- > ADA Services Outside Los Angeles County
- > Southern California ADA Paratransit Resources
- > Using Your Access Rider ID Card to Ride Local Buses and Trains
- > Free Fare on Metrolink

ADA Services Outside Los Angeles County

As an Access rider, you may use ADA paratransit services outside Los Angeles County. During any 12-month period, you are entitled to 21 days of visitor riding privileges outside of Los Angeles County.

For more information, call the ADA paratransit system in the area you are visiting. You may ask Access to send your ADA eligibility information to an out-of-area paratransit provider.

Southern California ADA Paratransit Resources

Orange County

Orange County Access Service

877.628.2232

*[www.octa.net/Getting-Around/Bus/
ACCESS-Service/Overview/](http://www.octa.net/Getting-Around/Bus/ACCESS-Service/Overview/)*

San Bernardino County

Omnitrans Access Service

800.966.6428

*[www.omnitrans.org/getting-around/
transit-services/access/](http://www.omnitrans.org/getting-around/transit-services/access/)*

Ventura County

Gold Coast Transit

805.487.4222

[www.goldcoasttransit.org/paratransit/
access-service](http://www.goldcoasttransit.org/paratransit/access-service)

Riverside County

Riverside Transit Authority

800.795.7887

[www.riversidetransit.com/index.php/
adadar-application](http://www.riversidetransit.com/index.php/adadar-application)

Northern San Diego County

North County Transit District

760.966.6500

www.gonctd.com/ada-overview/



**Access makes 3.4 million
trips per year.**

Visitor Policy: For eligible visitors to Los Angeles County, Access will provide service for a period of 21 days per year.

According to ADA regulations, an individual residing outside of the area served by Access, is eligible for complementary paratransit service as a visitor, if any of the elements below are met:

- 1 If the individual is unable to use accessible, fixed route transportation services due to disability related to functional limitations.
- 2 If the individual presents documentation of ADA paratransit eligibility from his or her home jurisdiction.
- 3 If the individual has no such documentation of ADA paratransit eligibility, they can provide documentation of residence outside of Los Angeles County and proof of their disability.

Using Your Access Rider ID Card to Ride Local Buses and Trains

You may ride for free on most local buses and trains within Los Angeles County with your Access Rider ID Card. Simply tap your card on the TAP validator for the bus or train you are boarding. If you need help tapping, ask the driver to help you. Your card contains an electronic chip that will allow you to travel for free on participating transit agencies. With some transit agencies, you may be asked to show your card to the driver.

Travel Training: Access can give you a free training session in preparation for taking these regular routes. Call Access Customer Service for more information.

For More Information: For a full list of regional and local transit options please go to accessla.org or call Access Customer Service at **1.800.827.0829** **TDD 1.800.827.1359**. For callers outside of Los Angeles County, please call: 213.488.1748.

Using Free Fare on Metrolink

You are entitled to free rides on the Metrolink rail system within Los Angeles County only. That includes service on all Metrolink lines except for the Inland Empire Orange County (IEOC) Line, which does not cross into Los Angeles County. However, for trips that cross into a county other than Los Angeles, you will need to purchase a ticket at a reduced rate (senior/disabled rate) for the portion of the trip that is outside of Los Angeles County. For example, if traveling on the San Bernardino Line from Los Angeles Union Station to San Bernardino, your Access Rider ID card will allow for free travel between Union Station and Claremont, but a ticket is required for the remaining portion of the trip into San Bernardino. The table on the following page indicates the segments of each line which you can travel for free on Metrolink.

From LA Union Station to:	Metrolink Line:
Lancaster	Antelope Valley
Claremont	San Bernardino
Chatsworth	Ventura County
Norwalk/ Santa Fe Springs	Orange County or 91
Downtown Pomona	Riverside

Metrolink asks that passengers requiring boarding assistance wait at the top of the access ramp located at the end of the station platform. Wheelchairs can only be accommodated on the lower level of the passenger car that stops opposite the platform access ramp.

A personal care attendant (PCA) can accompany you on Metrolink without purchasing a ticket, if you were approved to have a PCA travel with you, your Access Rider ID card will say so. However, the PCA must board and detrain with you and must stay with you for the entirety of the trip.

You can travel on Metrolink with a service animal, provided that Metrolink's rules and responsibilities regarding service animals are followed.

For more information about how to plan a trip on Metrolink, go to *metrolinktrains.com* or call **1.800.371.LINK (5465)**. For more details about Metrolink's Service Animal and other Accessibility policies, please go to *metrolinktrains.com*.



A maximum of two ambulatory Access riders are allowed in the rear seat of a sedan.





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Access Services complies with the requirements of Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973, and the Civil Rights Restoration Act of 1987. Access Services is committed to providing services without regard to race, color or national origin.

If you would like additional information on Access Services' nondiscrimination requirements, please contact Access Services at **213.270.6000** or in writing at:

Access Services
Attn: ADA Coordinator
PO Box 5728
El Monte, CA 91734
Email: adacoordinator@accessla.org

If you would like to file a discrimination complaint against Access and/or its contractors, the complaint must be filed within 180 days of the incident. Please refer to Access' website for our complaint procedures accessla.org/about_us/title_vi.html.



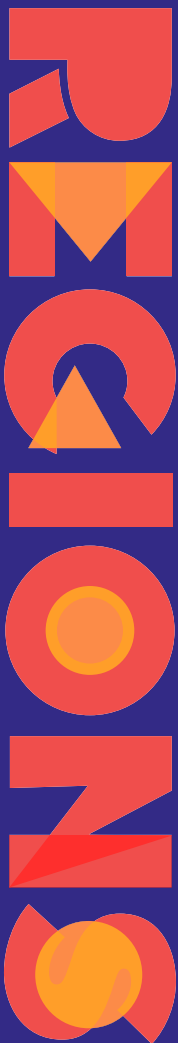


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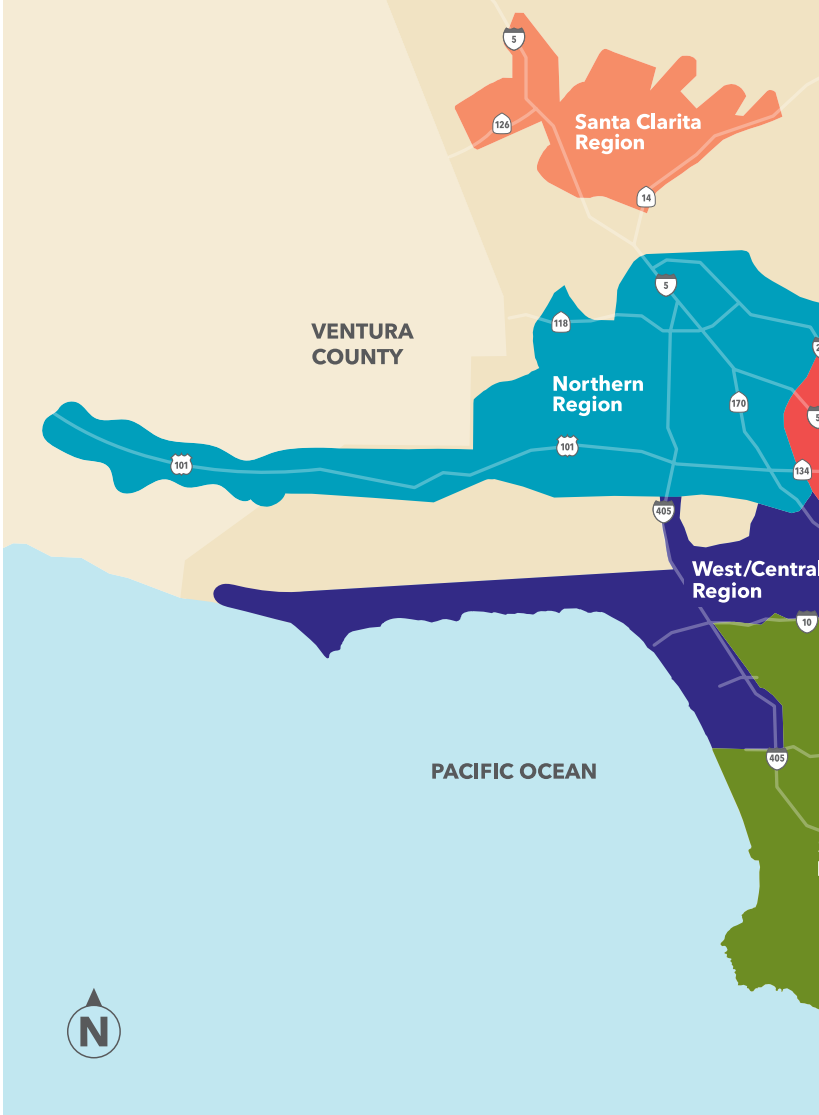
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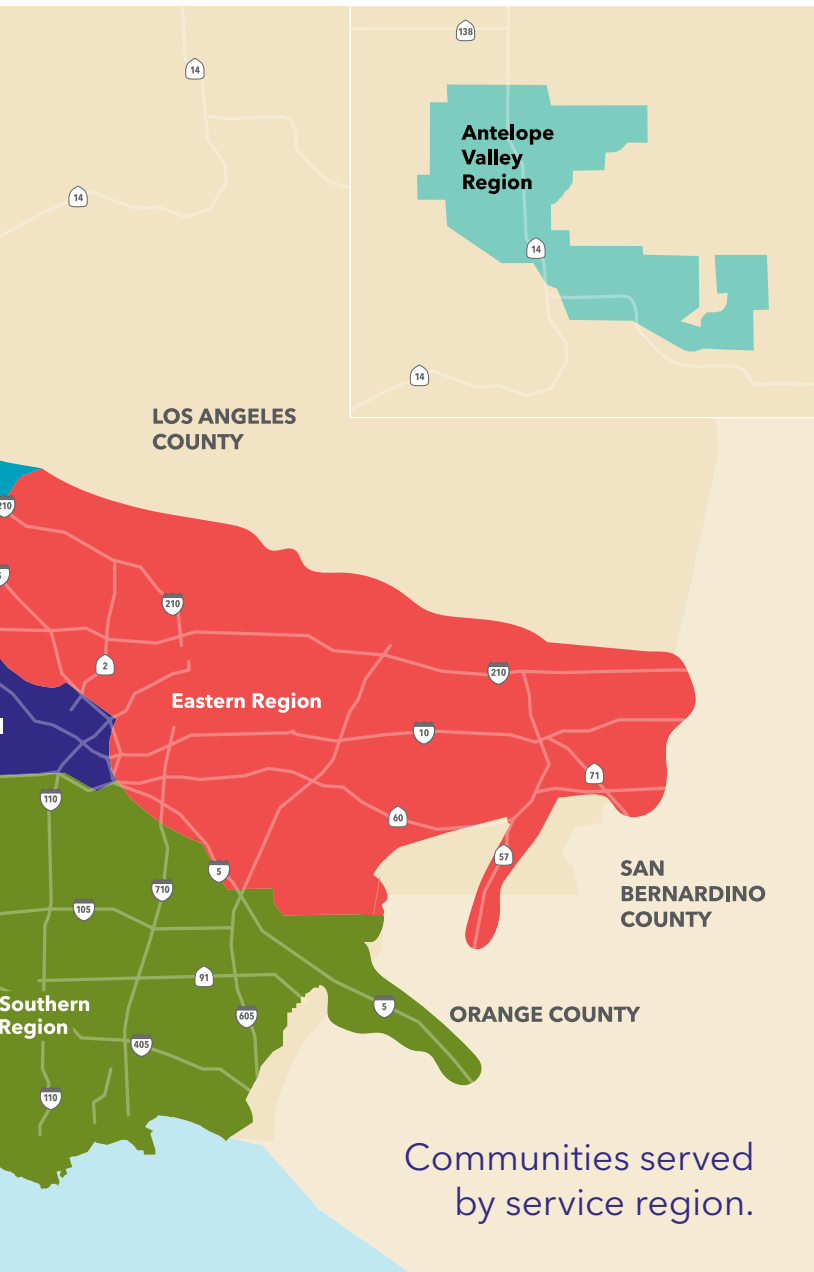
SERVICE



- > Eastern Region
- > West/Central Region
- > Southern Region
- > Northern Region
- > Santa Clarita Region
- > Antelope Valley Region

Access Regions





- 1 Call the reservation number:



1.800.883.1295

TDD 1.800.826.7280

For callers outside of Los Angeles County, please call: 213.488.1748.

- 2 Then press the number for the region you want.
- 3 Please note that Access may serve only parts of the cities or neighborhoods marked with a star (*).

Eastern Region (press 1)

Alhambra	Covina
Altadena	Cypress Park
Atwater Village	Diamond Bar
Arcadia	Duarte
Avocado Heights	Eagle Rock
Arcadia	East Los Angeles
Baldwin Park	El Monte
Bassett	El Sereno
Boyle Heights	Glassell Park
*Brea	*Glendale
*Burbank	Glendora
Charter Oaks	*Hacienda Heights
City Terrace	Highland Park
Claremont	Industry
Commerce	Irwindale

La Cañada/ Flintridge	San Dimas
La Crescenta	San Gabriel
*La Habra	San Marino
La Puente	*Sierra Madre
La Verne	South El Monte
Lincoln Heights	South Pasadena
Los Nietos	South San
Monrovia	Jose Hills
*Montclair	*Sunland
Montebello	Temple City
Monterey Park	*Tujunga
Montrose	Valinda
Pasadena	Walnut
Phillips Ranch	West Covina
Pico Rivera	La Puente
Pomona	Village West
Rosemead	Whittier
Rowland Heights	Los Nietos
	*Whittier

West/Central Region (press 2)

Bel Air	Country Club Park
Beverly Hills	Echo Park
Brentwood	Fox Hills
Century City	Hancock Park
Cheviot Hills	Holmby Hills
Chinatown	Hollywood

Koreatown
Los Angeles
Los Feliz
Malibu
Mar Vista
Marina Del Rey
Mid City
Mid Wilshire
Miracle Mile
Mt. Olympus
Pacific Palisades
Palms

Park La Brea
Playa Del Rey
Santa Monica
Sawtelle
Silver Lake
Topanga
UCLA
Venice
West Hollywood
Westchester
West Los Angeles
Westwood

Southern Region (press 3)

Alondra Park
*Anaheim
Artesia
Athens
Bell
Bell Gardens
Bellflower
*Buena Park
Carson
Cerritos
Compton
Cudahy
Culver City

Del Aire
Downey
El Segundo
Florence
Graham
*Fullerton
Gardena
Harbor City
Hawaiian Gardens
Hawthorne
Hermosa Beach
Huntington Park
Inglewood

Ladera Heights	Rancho
Lakewood	Palos Verdes
*La Mirada	Redondo Beach
*La Palma	Rolling Hills Estates
Lawndale	Rosewood
Lennox	San Pedro
Lomita	Santa Fe Springs
Long Beach	*Seal Beach
*Los Alamitos	Signal Hill
*Los Angeles	South Gate
Lynwood	Torrance
Manhattan Beach	Vernon
Maywood	Walnut Park (HP)
Norwalk	Watts
Palos Verdes Estates	Westmont
Palms	Willowbrook
Paramount	Wilmington
Rancho Dominguez	Windsor Hills

Northern Region (press 4)

*Agoura Hills	*Hidden Hill
Arleta	*Mission Hills
*Calabasas	*North Hills
Canoga Park	*North Hollywood
*Chatsworth	*Northridge
Encino	Pacoima
Granada Hills	Panorama City

Porter Ranch
Reseda
*San Fernando
*Shadow Hills
*Sherman Oaks
Studio City
Sunland
*Sun Valley
*Sylmar

Tarzana
*Toluca Lake
*Topanga Canyon
Universal City
Van Nuys
*West Hills
*Westlake Village
*Winnetka
Woodland Hills

Santa Clarita Region (press 5)

Canyon Country
*Castaic
*Del Valle Lang
*Mint Canyon
*Newhall
Pico
Pinetree

*Santa Clarita
*Saugus
*Stevenson Ranch
*Sulphur Springs
*Val Verde
*Valencia

Antelope Valley Region (press 6)

*Acton
*Agua Dulce
*Lake Elizabeth
*Lake Los Angeles
*Lancaster
*Leona Valley
*Littlerock

*Palmdale
*Pear Blossom
*Quartz Hill

Access Services

PO Box 5728

El Monte, CA 91734

accessla.org

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