

2026 VIRTUAL COMMUNITY MEETING



Access will host a Virtual Community Meeting, using Zoom, on Saturday, February 28, 2026. There will be Spanish language translation and closed-captioning available. The meeting will begin at 10:00 am and conclude at 11:30 am.

The purpose of our annual Community Meeting is to provide a forum where Access riders can engage with Access staff, while exchanging information and promoting public involvement and participation. The meeting agenda includes an “How to Tutorial” for the Where’s My Ride App, and an Operations update on the new Access Bag Policy, and other agency information. At the same time, Access riders will have the opportunity for questions and answers of Access staff.

To participate in the virtual meeting, please dial the toll-free number at **877.853.5247** and enter **Webinar ID: 821 4480 1207** at the time of the event.

For more information on this and other events, please visit Access’ website at **accessla.org** and scroll down to the News and Access Events section on the left side of the page. You can then click on the Virtual Community Meeting event for further information. In addition, if you would like to stay up to date on all planned events and customer information, please sign up for alerts through our website or contact our Customer Service department at 800-827-0829 (Option 5) for assistance.

Rider News

Access updates its Package Policy

In December 2025, Access updated its Package Policy to improve clarity, consistency, and customer experience across all service regions. The refinement was developed in collaboration with the Community Advisory Committee (CAC) Operations Subcommittee.

The policy now clearly states that it applies to all riders including guests and Personal Care Attendants. Each person may bring items no larger than two large paper grocery bags per person, with a combined weight of up to 25 pounds. Packages can be placed in any available storage area in the vehicles, but if the vehicle doesn't have any available storage area, the rider must be able to maintain control of their items throughout the trip. Small items, such as purses, small bags, or a cell phone can be held by the rider on their lap, or in their hands, do not count as a package. Drivers will assist riders with packages when it is safe to do so. Additionally, the policy now provides examples of what can and cannot be brought on Access vehicles. Items that can be brought on an Access vehicle include a gallon of milk, a 12-pack or 24-pack of soda, a backpack, a small duffle bag, or a carry-on suitcase.



Access distributed information to contractors and drivers regarding the policy to be used for training. To get the word out, Access updated its reservation hold message and will be updating the Rider's Guide.

The Access Services Community Advisory Committee wants to hear from you!

The Community Advisory Committee (CAC), comprised of Access riders and their advocates, provides community input and advice to the Board and staff concerning operational and policy issues to positively impact and improve Access' transportation program. The CAC meets on the second Tuesday of each month from 1:00 pm to 3:15 pm. Meetings are held virtually via video conference on Zoom. Participation is available by phone or Zoom.

For announcements of upcoming meetings and meeting ID codes by phone, you can call the Access Info line at 213-270-6110, Option #1 for meeting information. If you are interested in serving on the CAC, please visit the Access website to download an application or call customer service at 1-800-827-0829. Hearing from you is important to us! We look forward to your participation.

Access Customer Satisfaction Survey - February 2026



Access Services is launching its Biennial Customer Satisfaction Survey and wants to hear from as many riders as possible.

Beginning Monday, February 9, 2026, Access Services, in partnership with Great Blue Research, will invite customers to share feedback about their experiences with Access, what they value most, and ideas for future improvements.

Customers may receive an email or text message with a link to the survey. Riders who do not receive a message can still participate by visiting Access' website and clicking the survey link on the homepage. Flyers with QR codes will also be available on select Access vehicles, allowing customers to complete the survey using their mobile phones.

In early March, Great Blue Research will begin conducting the survey by telephone for customers who did not complete the online version.

Access Services encourages all customers to participate if contacted. Survey results will be presented to the Community Advisory Committee and Board of Directors in mid-2026.



Important Contact Information

Access Customer Service
800.827.0829
TDD 800.827.1359
Fax: 213.270.6057

Access Reservations Line
800.883.1295
TDD 800.826.7280
Fax: 213.270.6057

Access Info Line
213.270.6110

Website
www.accessla.org

Online Reservations
https://accessla.org/riding_access/onlinereservations.html

Rider Alerts
https://accessla.org/news_and_events/rider_alerts.html

Rider 360
https://accessla.org/riding_access/rider360.html

Where's My Ride
https://accessla.org/riding_access/wmr.html