



access

# Rider News

Biannual | Issue 2 | February 2025





## **Access Virtual Community Meeting**

Access staff will host its spring virtual community meeting on Saturday, March 15, 2025 from 1:30 pm to 3:00 pm on Zoom. Access holds two virtual community meetings per year - one each in the fall and spring -- to connect with riders regarding the service. This is an excellent opportunity for riders to meet staff, ask questions about Access' policies and hear about other developments. The following topics will be covered at the meeting:

- > Advisory Committee Openings
- > Los Angeles County Survival Guide
- > Upcoming Rider Survey
- > Stand Signs

Staff will send additional information as we get closer to the event. Please be sure to mark this date on your calendar.

## **Safety**

Access' first priority is safety and offers the following tips for riders:

- > If you travel with a mobility device and are looking to acquire a new wheelchair, please consider getting one that is WC-19 compliant. Wheelchairs with this designation are much sturdier, safer, and are designed to travel on public transportation.
- > Please keep your emergency contact up to date. This is especially important if you have a medical situation while riding, and Access needs to reach a family member or friend to report the situation. If you have a change to your emergency contact, please call Customer Service at 800.827.0829, Monday through Friday from 8 am to 5 pm.

# Rider News

## 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 800.827.0829. Hearing from you is important to us! We look forward to your participation.

### Online Reservations

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

Online Reservations are available in the Antelope Valley, Eastern, Southern and West Central regions. In the Northern region, Online Reservations are only available on the Where's My Ride app.

Access customers will need to log-in into their Rider360 account to access Online Reservations.

### Where's My Ride App

(WMR) allows customers to check the location of a vehicle 15 minutes before the scheduled time. Customers can use the system with a smartphone, computer, tablet, and an older flip phone (SMS).

You can download the app at the Apple App Store or Google Play. Just search for "Where's My Ride".



## Upcoming Technology Survey

Access' survey consultant Great Blue Research will be conducting a survey of Access customers on how they use technology to ride the service. This will be the second time that Great Blue conducts this survey. The first technology survey was conducted in 2021. For this round, Great Blue will ask about the following topics:

What technology tools do riders use? Internet, smart phone, wearable technology, data plans, etc.

- > Familiarity with Access vehicle improvements
- > Familiarity with mobile ticketing for Access trips
- > Experience with Where's My Ride mobile app
- > Experience with online reservations
- > Experience with navigating Access' website
- > Best methods to disseminate Access information

The survey will begin in March 2025 so please be on the lookout for upcoming announcements.



## 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](http://www.accessla.org)

Online Reservations  
[https://accessla.org/riding\\_access/onlinereservations.html](https://accessla.org/riding_access/onlinereservations.html)

Rider Alerts  
[https://accessla.org/news\\_and\\_events/rider\\_alerts.html](https://accessla.org/news_and_events/rider_alerts.html)

Rider 360  
[https://accessla.org/riding\\_access/rider360.html](https://accessla.org/riding_access/rider360.html)

Where's My Ride  
[https://accessla.org/riding\\_access/wmr.html](https://accessla.org/riding_access/wmr.html)