

access

Access Services
3449 Santa Anita Ave
El Monte, CA 91731



access Rider News



Coming Soon:

You will soon be able to text Access' Operations Monitoring Center by texting "TRIP" to a dedicated 800 number. A live agent will be available to assist with immediate service needs associated with your trip. This includes getting an estimated time of arrival (ETA), assistance with a missed trip or no show, and/or alternative transportation resources.

A new look to our website is coming soon. Access staff and CAC subcommittee members are working to create a more user friendly website that accommodates multiple users. Some of the features include a clear design approach, newly organized sections, a video library as well as added resources for riders. We hope to start beta testing this year.

With the help of the CAC, Access will soon premier a video on how to make a proper reservation. Access staff and a CAC subcommittee collaborated to create an in depth customer centric video that covers all scenarios that a customer making a reservation might encounter.

Access Safety Tips

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

- > Never remove your seatbelt until you have arrived at your destination.
- > Don't leave your seat until the driver is ready to assist you from the vehicle.
- > If you have a concern about the safety of a particular pick-up or drop-off location, you can contact Access Customer Service at 1-800-827-0829 to request that the location be evaluated.
- > If your condition prevents you from independently navigating public transit, we strongly recommend you travel with a personal care attendant (PCA).
- > All packages, groceries and belongings must be secured during your ride; if you need assistance, please ask your driver.
- > When boarding a vehicle with a ramp, approach straight on, not from the side.
- > If you have a safety concern, please provide feedback via the Where's My Ride mobile app, or call Customer Service at 800-827-0829, Monday - Friday from 8 am to 5 pm.



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Rider News

Biannual | Issue 1 | September 2024



Access Customer Benefits: Ride the bus and light rail for free!

All Access customers can take advantage of free programs to help you travel where you need to go around Los Angeles County.

Free Fare

All Access customers may travel for free on the buses and trains of L.A. Metro and almost every fixed route bus and rail service in Los Angeles County. Just tap your I.D. card at the farebox when you board the bus or enter the station. You may also ride Metrolink trains for free throughout Los Angeles County. For more information and for a complete list of the agencies that allow Access customers to ride for free, please visit Access' website here:

https://accessla.org/other_mobility_resources/free_fare.html

Travel Training

If you want to learn how to use the bus and rail systems, Access offers free Travel Training. If you would be interested in learning about how to safely and easily ride transit around Los Angeles County, you may attend a Group Travel Training workshop - held at centers around Los Angeles County. Or you may also work one-on-one with an experienced Travel Trainer, who will work with you to design a way to get from your home to a destination of your choice using buses or trains for free.

To find out more about free Travel Training workshops or one-on-one trainings, please contact Access' travel training partner Mobility Management Partners by calling (888) 667-7003 or emailing info@mobilitymp.org or you may visit Access' website here: https://accessla.org/riding_access/rider_training.html

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



FAQ:

1 How do I renew my eligibility?

A renewal letter is sent at least one month prior to the expiration date of your eligibility. Follow the instructions on the letter. If you have not received the renewal letter or have misplaced it, you may call Customer Service at 800.827.0829 option 1.

2 How do I get a standing order ride?

To request a standing order, please call the reservation number (800.883.1295), select your region and language preference, & select option 3.

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