



access

RIDER'S *GUIDE*

Policies effective April 1, 2026.
Our policies and procedures are
subject to change.

To request this document in an
alternative format or for assistance in
translating services, please contact
Access Customer Service:



1.800.827.0829

TDD 1.800.827.1359

accessla.org

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

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NO BUS SALES

Important Access Phone Numbers

Access Customer Service menu options:

Dial 1.800.827.0829

- > Option 1: Reservations Line
- > Option 2: Operations Monitoring Center (OMC)
- > Option 3: Eligibility
- > Option 4: Access RiderID Card
- > Option 5: Customer Service
- > Option 6: Reasonable Modification Requests (RMR)

TDD 800.827.1359

Fax: 213.270.6057



OMC Text to Chat: **1.800.827.4588**

Access Reservations, Cancellations,
and Estimated Time of Arrivals
(ETA)s line:

1.800.883.1295

TDD 800.826.7280

Outside of Southern California
213.488.1748

Quick-Start Guide

- 1** Call the Reservation Line one day in advance:



1.800.883.1295

TDD 1.800.826.7280

- > Open from 6 am to 10 pm, seven days a week
 - > Antelope Valley and Santa Clarita Hours:
 - Mon-Sat 6am-8pm
 - Sun 8am-8pm

- 2** Select the Region from where the trip will start.

- > Use the service map to identify the pick-up city corresponding to the region (page 132)

- 3** Be prepared to provide the following:

- > Access Rider ID Number (page 26)
- > Pick-up address, including cross street or landmarks
- > Drop-off address, including cross street or landmarks
- > Desired pick-up time
- > Number of people traveling, including PCA, guest, or child, if any
- > Mobility devices or aides that will

- be used by each passenger, such as a wheelchair or walker (page 58)
- > Service animal, if any (pages 61)
 - > A reliable phone number to provide a Call Out when the vehicle arrives (page 77)

Trip Confirmation

Before the trip is scheduled, the agent will:

- > Offer available pick-up times (page 43)
- > Read back the reservation details for accuracy.
- > Provide a confirmation number to ensure the trip is officially booked.

Booking a Return Trip

If needed, a return trip should be requested at the time of the reservation.

Waiting for Your Ride

- 1** Riders must be prepared to show the Access Rider ID Card and pay the exact fare upon boarding the vehicle (pages 60).
- 2** Riders must be at the curb at the

scheduled pick-up time. The driver will only wait 5 minutes (page 77).

Rider can contact the regional provider by calling the Reservation Line to request an Estimated Time of Arrival (ETA) (Page 78).

Fares

Exact fare must be paid at the time of boarding the vehicle. Drivers do not provide change.

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



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8AM

Access
Eligibility Center
Hours of Operation:
Monday-Friday
8AM-5PM

No Smoking in
This Area

WELCOME TO ACCESS

- > What is Access Paratransit
- > Giving Independence
- > Above and Beyond ADA Requirements
- > Comparing Transit Options

Welcome to Access! It is important to learn how to use our system as Access may be different from other transportation services. This guide is designed to help riders:

- > Understand how Access operates and what to expect
- > Learn how to reserve a trip
- > Prepare for their trip
- > Use Access with confidence

What is Access Paratransit Services:

Access is a type of public transportation offering shared-ride, curb-to-curb service for individuals with disabilities who cannot use regular bus and rail services because of their disability. We serve areas in Los Angeles County within three-quarters of a mile of a bus or rail station and operate daily, seven days a week. The map on page 132 shows Access' service area, or riders can check if an address is within the service area by visiting Go511.com.

As a complementary service to fixed-route transit, we operate during the same hours and in the same areas, with travel times

similar to the public bus system.

Giving Independence: Access helps riders gain independence to go wherever they want. Trips can be booked for any reason, whether to visit family, attend an event, or make a medical appointment.



Please note that under federal law, the Americans with Disabilities Act requires that all destinations be treated equally. For example, a person going to a doctor's appointment cannot get a faster pick-up or drop-off than someone going to see a movie.

For riders who are not able to travel independently, riding with a Personal Care Attendant (PCA) is strongly encouraged to ensure they receive the care they need before, during, and after their trips. (page 56).

Above and Beyond ADA Requirements:

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

In some cases, we also go beyond the ADA requirements:

- ➊ We coordinate services throughout Los Angeles County so riders can travel between city boundaries easily, often without needing to transfer between other transit systems, except for trips to and from Santa Clarita or the Antelope Valley (Page 50).
- ➋ Access operates a customer service call center to support riders, answer questions, and gather feedback to help the company continue improving its service. (page 110).
- ➌ We offer tools to book and manage trips online with Online Reservations and Access’ Where’s My Ride app
- ➍ Access also offers additional programs, such as Standing Orders

(page 92), Parents with Disabilities, and Access to Work, to simplify trip scheduling.

Comparing Transit Options:



Bus or Rail Service: Access mirrors bus and rail service areas and hours of operation, trips using Access require the trip to be booked a day in advance. Riding the bus offers more flexibility, offering set routes and schedules, and does not require a reservation.



Medical Transportation: Although Access offers transportation for people with disabilities, and provides basic assistance with entering and exiting vehicles, it does not include specialized or medical transportation services. Medical Transportation services offer a higher level of support because their drivers are medically trained and can help with specific medical needs during the trip. For emergencies, always call 911.



Dial-A-Ride Service (DAR):

Access and Dial-A-Ride both provide curb-to-curb rides for people with disabilities, but the two services work differently. DAR service only operates within their city limits, while Access services can take riders much farther because we cover the whole county, as long as it is in the $\frac{3}{4}$ of a mile of a major bus or train route. In addition, Access rates depend on the distance traveled, while Dial-A-Ride usually has a lower, fixed price.



Private Taxi, Uber or Lyft:

Although Access and these services both require reservations, Access reservations must be booked a day in advance, and trips are shared with other riders, while private taxi or Uber allows same-day trips and usually take passengers straight to their destination. In addition, Access has two fixed rates based on distance traveled, while private services charge by the mile and may add additional fees.



**For other transportation options,
call 1.213.270.6066, or see
pages 92-98.**



ACCESS ELIGIBILITY

- > Eligibility Decision
- > Eligible Children
- > Renewing Eligibility
- > Updating Personal Information
- > Access Rider Identification (ID) Card
- > Visitor Eligibility



Eligibility Decision:

Eligible riders receive a Welcome Letter that explains the type of eligibility they qualified for and the duration of their eligibility. Riders with Restricted eligibility should carefully review the limitations specified in their eligibility letter and plan their trips accordingly.

Eligible Children: Children may qualify for paratransit eligibility, but children five (5) years of age or younger must be accompanied by an adult, guardian, or Personal Care Attendant (PCA) when traveling.

Renewing Eligibility:

Riders can be granted eligibility from three (3) months to a maximum of five (5) years. The exact time frame depends on each rider's individual assessment. Riders should take note of the eligibility expiration date found on the front of their Access ID Card. Every rider will be sent a renewal form 60 days before the card's expiration date. Riders should renew their eligibility before the expiration date to avoid service disruptions.

Updating Personal Information:

To ensure riders receive important notices such as their recertification forms, riders should update their personal information as soon as it changes. This includes their name, home address, mailing address, phone number, and emergency contact.

Access Rider Identification (ID) Card:

Riders will receive an Access Rider ID card to use while traveling on the service. Riders will need to show their Access Rider ID Card every time they take an Access trip.

If the card is lost or stolen, please call Access Customer Service as soon as possible to deactivate it. The call center staff will provide replacement instructions, including any applicable fees.

Once the payment is received, it may take up to three (3) weeks to process and receive a new card. A new card cannot be issued if the current card is still active.

Important Notice: Allowing anyone other

than the approved rider to use the Access ID card is considered fraud, is strictly forbidden and may result in loss of eligibility or criminal charges.

Visitor Eligibility

Eligible paratransit riders can use ADA services outside their home county as visitors. Visitors get 21 travel days within a 12-month period, starting from their first trip. After each 12 months, they can request an additional 21 days of rider privileges.

How to Request Visitor Eligibility in Los Angeles County:

In accordance with ADA regulations, a person who lives outside Access' service area may be eligible for paratransit service if the following applies:

- 1** The person cannot use the bus or train because of their disability or functional limitations.
- 2** The person provides proof that they are approved for ADA paratransit service in the county where they live.

- 3 If the person does not have ADA paratransit eligibility, they can show proof that they live outside Los Angeles County and provide proof of their disability, such as a letter from a medical provider or an assisted living center.

To obtain visitor status send Access the required documentation (one of the options above) by email or fax. Access will process visitor requests within one business day. Requests can be submitted via email for fax to:

Email: cserv@accessla.org

Fax: 1.213.270.6057

Once visitor eligibility is approved, riders will receive a determination letter and can begin making trip reservations by calling **1.800.883.1295** or by using the Where's My Ride mobile app. For further instructions, call Access Customer Service at 1.800.827.0829.

How to Request Visitor Eligibility outside of Los Angeles County:

Access riders can request that their

paratransit eligibility information be sent to a county outside Los Angeles they plan to visit by contacting Access Customer Service and providing the county's contact details. Although Access keeps a list of frequently visited counties, it is recommended to include a fax number or email address for sending documentation to prevent delays.



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GENERAL SERVICE **INFORMATION**

- > Curbside Pick-Ups
- > Hours of Operation
- > Busiest Trip Times
- > Service Area
- > Shared Ride Routes
- > Travel Time
- > Reasonable Modification Requests

Curbside Pick-Ups: Access is a curb-to-curb service. This means riders should be ready at the curb at their scheduled pick-up time.

Drivers must be able to park legally and safely, such as avoiding red curbs, double parking, or emergency entrances. For everyone's safety, drivers are trained not to block driveways or emergency access points. When there is not enough safe parking space in front of the pick-up location, drivers will use their best judgment to choose the closest and safest place to complete the pick-up or drop-off.

Access vehicles only travel on public roads that are wide enough for safe driving. In most cases, vehicles cannot enter private driveways, gated communities, or gated apartment buildings. Pick-up locations must have enough space for the vehicle to enter and leave safely without backing up.

Safety Notice: Riders who need help to travel safely before, during, or after their trip are encouraged to travel with a

Personal Care Attendant (see Page 56).
For information about limited help **beyond the curb**, please see Page 46.

Hours of Operation: Access operates on the same schedule as most fixed-route services. Regular service is available from 4:00 am to 12:00 am, seven days a week. Limited service runs from 12:01 am to 3:59 am, depending on transit schedules.

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

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

Service Area: Access operates within three-quarters of a mile of Los Angeles County's local bus and train routes. The service area stretches from Lancaster in the north to Long Beach in the south, and from Malibu in the west to Montclair in the east. Places beyond these areas are not accessible by Access.

To verify whether an address is in the service area:

- 1 Visit www.Go511.com
- 2 Select "Transit" from the navigation menu,
- 3 Select "Paratransit and Senior Services"
- 4 Enter the address in the "Address" text box, up to two addresses at a time,
- 5 Select "Look Up" to confirm whether the address being visited is in the service area.

The map on page 132 shows Access' service area and identifies the respective service regions.

Understanding Shared-Ride Routes:

Paratransit is a shared ride service like the local bus or train. Riders will often travel with other riders, and routes may change daily. Although vehicles make scheduled stops to pick-up and drop off other riders, additional stops may be added, changed, or removed due to No-Shows or unforeseen circumstances. While our routes may take longer than a direct trip,

shared rides help provide reliable service for all riders and ensure everyone can be served within expected travel times.

Understanding Travel Time:

In accordance with federal ADA law, an Access trip may take as long as a similar trip on a local bus or train. Riders will likely not go directly to their destination because other riders may need to be picked up or dropped off first. Therefore, travel time will usually be longer than in a personal vehicle or a taxi, and routes may follow indirect paths.

The following are estimates of how much time a trip may take when riding Access. However, riders should note that road closures, traffic, and construction can affect travel time.

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+

To plan ahead, riders can visit Metro's

Trip Planner at www.metro.net/riding/trip-planner/. By entering the trip details, including the expected pick-up time and day of the week, the planner will estimate the travel time.

Reasonable Modification Requests: A reasonable modification is a request from an eligible rider to modify an Access policy, practice, or procedure when those rules prevent the rider from fully using the service.

A reasonable modification request (RMR) can be made at any time, or a rider can complete an RMR Form in advance.

Access may deny requests for modifications where:

- ❶ Granting the request would fundamentally alter the nature of Access' services, programs, or activities.
- ❷ Granting the request would create a direct threat to the health or safety of others.
- ❸ It is determined that the rider 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, riders should call Customer Service or visit ***accessla.org***. You may also reach the Reasonable Modification Coordinator at: **213.270.6159** or **RMC@accessla.org**



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MAKING & MODIFYING *A TRIP*

- > Scheduling A Trip
- > Trip Negotiations
- > Changing Trip Details
- > Canceling A Trip
- > Beyond the Curb
- > Stand Signs
- > Location Evaluations

Scheduling a Trip

Trips must be scheduled at least one (1) day in advance, either online or by phone. If a rider plans to travel tomorrow, they must make a reservation today.

The reservation line is open from 6 am to 10 pm, 7 days a week. Santa Clarita and Antelope Valley have different hours (See page 50).



Toll- Free number for Reservations

1.800.883.1295

TDD 1.800.826.7280

For callers outside of Los Angeles County

1.213.488.1748

Being Put on Hold: We try not to place riders on hold; however, if placed on hold, do not hang up. A reservationist will return as soon as possible.

Phone Reservations: Start by selecting the region from where the trip will start.

1 - Eastern

4 - Northern

2 - West/Central

5 - Santa Clarita

3 - Southern

6 - Antelope Valley

Use the service region map on page 132 to find the cities that match the pick-up address.

Riders should be ready to provide the Reservationist with the following:

- 1 Your Access Rider ID Number.
- 2 The exact pick-up street address.
- 3 The exact drop-off street address.
- 4 The number of children traveling who will use a child safety seat or booster seat, if needed. Children aged six or younger must ride with an adult.
- 5 Type of mobility device or a service animal, if needed.
- 6 Number of people traveling, including a PCA or guest, and whether any travelers will use a mobility device or travel with a service animal.
- 7 The requested pick-up time.
- 8 The cross street or nearby landmarks for the pick-up address. For example, a rider may say, "In front of the bank entrance."
- 9 The phone number to notify the rider when the vehicle arrives (Call Out Number - see page 77)
- 10 It is the rider's responsibility to request a return trip if needed. Riders should schedule it for the latest expected return time. A return trip is not scheduled automatically.

Before ending the call, riders should confirm that their trip details are correct with the Reservationist and note their confirmation number.

Online Reservations: Online Reservations is an easy-to-use system that lets riders 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 Eastern, West Central, Southern, Northern, and Antelope Valley regions. Riders can log in to their Rider360 account or the Where's My Ride app to access Online Reservations.

Visit accessla.org to learn how to register for Online Reservations. Go to "I'm a Rider," choose "Online Reservations" to view "How To" videos.

Trip Negotiations

One-Hour Reservation Window: Access has a one-hour reservation window. This means a rider can be scheduled for a pick-up up to one hour before or after the time they requested.

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 the rider requests, they will provide two (2) alternative pick-up times. For example, if a rider requests a pick-up at 6 am, they may be offered a time between 5 am and 7 am, which is permitted under federal law.

On an average weekday, there are over 1,000 vehicles in service. They make over 12,000 daily weekday trips across 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 the exact time they would like. That is why we have a "one-hour reservation window."

Requesting Specific Vehicles:

Riders using wheelchairs, scooters,

or similar mobility devices will be transported by accessible vehicles for their Access trips. Riders who do not need accessible vans may be transported in accessible or non-accessible vehicles. Riders cannot request specific vehicle types for their trips.

Requesting Detours: Drivers are not allowed to change a drop-off location or take alternative routes to a destination unless instructed by their Dispatcher.

Changing Trip Details: Same-day trip changes may not be possible due to vehicle scheduling. Riders who need to change a trip should call the reservation number as soon as possible, but changes cannot be guaranteed.

Canceling A Trip: Trips should be canceled by calling the reservation number as soon as the rider realizes they do not need the trip. If the trip is canceled less than two hours before the scheduled pick-up time, it may be considered a Late Cancellation, which has the same effect as a No Show.

To cancel a reservation, riders should be prepared to provide the following:

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

Trips to Drop Off or Pick-Up Items: If a rider schedules a trip to drop-off or pick-up an item, the driver will not be able to wait. Riders will need to schedule two separate trips. When choosing a return trip time, riders should allow enough travel time to arrive at their destination, including the 20-minute pick-up window and time to complete their errand.



Toll- Free number for Reservations

1.800.883.1295

TDD 1.800.826.7280

Outside of Southern California

Phone: **1.213.488.1748**

Hours: 7 days a week, 6 am-10 pm

Antelope Valley and Santa Clarita

Hours: Mon-Sat, 6 am-8 pm;

Sun, 8 am-8 pm

Beyond the Curb Service (BTC):

Access is primarily a curb-to-curb service. For riders who need extra help, Access also offers Beyond the Curb assistance. With this service, the driver can walk with the rider to and from the vehicle for up to 60 feet, as long as the driver can still see the vehicle.

Any rider can ask for help beyond the curb. Riders should request this assistance when making their reservation, but they can also ask at any time during the trip. Drivers will try their best to help when it is reasonable and safe to do so.

Using Stand Signs: Access has set up pick-up and drop-off stands at many popular locations across Los Angeles County. These stand signs help drivers locate riders and drop-off areas more easily, reducing delays and problems. A list of stand locations is available on the Access website at accessla.org. Riders may still schedule trips to any address that is considered safe, even if it is not a designated stand.

Requesting a Location Evaluation:

Access also conducts evaluations of specific pick-up and drop-off locations. For large locations such as college campuses and shopping malls, or hard-to-find addresses, riders can request that the area be evaluated to identify the safest pick-up location.

For help with a difficult address, contact Access Customer Service:



1.800.827.0829

TDD 1.800.827.1359

Email: **cserv@accessla.org**



TRANSFER *TRIPS*

- > Santa Clarita Transfer Trips
- > Antelope Valley Transfer Trips

Santa Clarita Transfer Trips:

To travel between Santa Clarita and the rest of Los Angeles County (excluding the Antelope Valley), riders will need to transfer at Olive View Medical Center, 14445 Olive View Drive in Sylmar.

All transfers between Antelope Valley and Santa Clarita may take place at the McDonald's restaurant located at 19401 Golden Valley Road in Santa Clarita.

- > Riders can schedule the entire trip with just one phone call to the regular reservation number.

Reservation Hours:

Monday - Saturday 6am-8pm

Sunday 8am-8pm

1.800.883.1295 TDD 1.800.826.7280

Outside of Southern California:

1.213.488.1748

Service Hours:

Monday - Friday 4am-11:15pm

Saturday 5am-10pm

Sunday 7am-9pm

For fare information, please see page 13.

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	8pm* (*Saturday Only)

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

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

Antelope Valley Transfer Trips

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

- > Riders can schedule the entire trip with just one phone call to the regular reservation number.

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: **1.213.488.1748**

Antelope Valley Service Hours:

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

For fare information, please see page 13.

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.

Holiday Service Hours:

No Service on the Following Holidays:

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



WHAT *TO BRING*

- > Personal Care Attendant (PCA)
- > Guest
- > Traveling with Small Children
- > Mobility Device
- > Marking and Tethering
- > Service Animals
- > Pets, Comfort or Therapy Animals
- > Medical Equipment
- > Medications and Other Medical Needs
- > Package and Carry-On Policy

Personal Care Attendant (PCA):

The front of the Access Rider ID Card will show if PCA is approved. A PCA is a person who provides vital support and assistance to an eligible rider before, during, or after their travels.

Access strongly recommends traveling with a PCA if any of the following apply:

- > The rider's personal needs exceed what an Access driver can assist with
- > Navigating the service independently is difficult
- > Rider becomes confused or disoriented
- > Rider struggles to communicate their needs or understand directions
- > Rider is prone to getting lost
- > Rider needs assistance navigating the community
- > Rider requires support to prevent self-injury or to avoid unintentionally harming others

The PCA rides free but can only travel when accompanying the eligible rider. Although PCA eligibility is usually granted during the certification evaluation

process, riders can also call Access Customer Service to request it be added.

Guests:

A guest is someone who travels with the rider but isn't serving as a PCA. One guest is always allowed; additional guests are allowed only if space is available.

- > Guests must pay the same fare as the rider.
- > If a guest does not show for the trip, the rider will still be responsible for paying the fare.



PCA and Guest must board and deboard with the rider and remain with the rider for the entire trip.

Traveling with Small Children:

Whether the eligible rider is a child or a child traveling as a PCA or Guest, children five (5) years of age or younger must be accompanied by an adult.

- > All eligible Access riders, regardless of age, must pay the fare.

Child Guests:

- > Children five (5) years of age or younger

- may travel for free with an eligible rider.
- > Children six (6) years or older must pay the same fare as the rider.

Child Securement: Children must ride properly buckled in the back seat in a safety car seat or booster seat until they are 8 years old or at least 4' 9" tall. This is required by law. Therefore, Trips can be refused if a child cannot be safely boarded.

Access does not provide safety car seats or booster seats. Riders are responsible for securing and removing their child's car seat. The driver may assist, upon request.

Mobility Device: Access vehicles are designed to safely transport riders who use mobility devices. Vehicles can accommodate devices that are up to 30 inches wide and 48 inches long, with a combined weight of the rider and device of 600 pounds or less.

When entering, exiting, or maneuvering inside an Access vehicle, the mobility

device speed should always be set to slow (or turtle) mode to maximize safety.

These requirements follow the WC19 safety standard, which establishes design and performance rules for wheelchairs that can be safely used as seats in motor vehicles.

During the eligibility assessment, the rider's mobility device type is recorded; however, if a rider's mobility device type or size changes, they should contact Customer Service as soon as possible to avoid delays or confusion when traveling on the service.

Oversized Mobility Device: Access makes every effort to accommodate our riders. However, if a mobility device is larger than the size limits listed above, it may be considered oversized. This may prevent Access from transporting the device, as it could damage the mobility device, vehicle, lift, or ramp and/or pose an unreasonable safety hazard.

Trips can be refused if a rider cannot be safely boarded with an oversized mobility device, but the rider's eligibility will not be affected.

Changing a Mobility Device:

The mobility device used during the certification interview is recorded on the rider's profile. If it needs to be changed, riders must notify Access. This is important because it directly affects the vehicle assigned to service the trip and ensures Access can accommodate the device. Please note that changing a device may require a reevaluation of the new device.

Marking & Tethering (MAT) Service:

Riders can have their mobility device measured, marked, or tethered during the evaluation process, and this can also be done if they change their device. This process helps identify critical securement points on mobility devices to make trips easier and more comfortable for riders. The MAT service also helps drivers of Access vehicles, buses, or trains secure

wheelchairs safely and correctly. Riders can receive tether straps or markings on their devices at no cost.

To get a mobility device marked or tethered, riders can contact the Eligibility Scheduling Center for free transportation to and from the facility:



Eligibility Scheduling Center
Call 1.626.532.1616

Service Animals: Service animals are welcome on Access vehicles. A service animal is trained to help a person with a disability by performing specific tasks. To help keep riders safe and comfortable, service animals must:

- > Stay on the floor and not sit on vehicle seats
- > Be on a leash and under the rider's control at all times

If a service animal shows aggressive or disruptive behavior that puts others at risk, Access may ask that the service animal be removed.



Allergies to or fear of animals are not considered safety risks and are not reasons for denying their service.

Pets, Comfort or Therapy Animals:

Riders may travel with a pet or a comfort or therapy animal that offers emotional support. However, under the ADA, these animals are not considered service animals. All animals (except service animals) must be securely contained in a carrier or container and kept under the rider's control at all times. It is important to note that the driver will not assist with loading or unloading the carrier or container.

Medical equipment: Riders may travel with medical equipment. Equipment must be securely fastened to prevent it from falling or dislodging. This helps keep everyone safe and prevents any accidental damage or injuries.

Medications and Other Medical Needs:

Riders should plan ahead if they require frequent medication or use portable

oxygen. 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.

Package and Carry-On Policy



- > Each rider, including PCA and/or guest, may travel with a limited number of packages
- > Packages can be no larger than two large paper grocery bags, weighing no more than 25 pounds total.
 - > If packages slightly exceed these limits, and granting an exception would not cause an inconvenience, the exception should be approved.
- > Packages should be stored in any available storage area in the vehicle.
 - > If the vehicle does not provide a designated storage area, or it is full, the rider must be able to maintain control of the packages or carry-on items throughout the trip.
- > If it is safe to do so, a driver may assist

the rider in loading and unloading the bags and packages.

- > All items, regardless of weight, number, or size, cannot occupy the space of a passenger seat or the operational floor space needed for rider movement, a service animal, or securing a mobility device.
- > If a small item can be held by the rider on their lap, or in their hands, during transport, it should not be counted as a package or carry-on item. These items could include a purse, small bag, etc.
- > Some examples of items that are allowed on vehicles include:
 - > A gallon of water or milk;
 - > A 12-pack or 24-pack of soda in 12-ounce cans;
 - > A backpack similar in size to a large paper grocery bag;
 - > A duffle bag, approximately the size of two large paper grocery bags; and
 - > A carry-on suitcase permitted in the overhead compartment on US airlines, measuring 24 inches long, 16 inches wide and 10 inches high.



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access

PAYING *FOR A TRIP*

- > Fares
- > Payment Methods
- > How to Purchase Coupons

Fares

Exact fare must be paid at the time of boarding the vehicle. One-way fare is based on the distance traveled. The reservationist will provide the fare when the trip is scheduled.

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 within Santa Clarita or Antelope Valley

Transfer Trips: (Trips from Santa Clarita or the Antelope Valley to the Basin regions):

- > \$3.50 for trips 20 or more miles

Payment Methods:



Cash: Riders can pay in cash, exact change only. Drivers cannot make change.



Credit/Debit Card: Riders can pay their fare with the following major credit cards – VISA[®], MasterCard[®], or Discover[®]. Riders may also use debit cards to pay for their fare. Metro Mobility Cards can also be used to pay the fare.



Coupons: Riders can use 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. Riders can use Plus Zone coupons on their own or in combination with a Base Fare coupon.
- > Flex coupons can be used for trips within Antelope Valley or Santa Clarita, or in \$2.00 denominations towards an Access trip.

If you overpay the fare with coupons, the driver cannot make change.

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

How to Purchase Coupons:

Riders can order coupons by mail, online or in person.



Mail:

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

It may take up to two weeks to complete a coupon order. If the check is returned, riders will need to send a money order, which includes an additional \$10 for the returned-check charge. Access will not process any coupon purchase requests until outstanding balances are paid.



Online:

- 1 Visit ***accessla.org***
- 2 "I'm A Rider"
- 3 Click, "Coupon Books"
- 4 Follow the instructions provided

In Person:

Visit one of the following local transit agencies. Rider should call in advance for orders of more than 10 books, as supply may be limited.

Transit Agencies:

Antelope Valley Transit Authority

42210 6th Street W
Lancaster, CA 93534

1.661.945.9445

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 - Thur, 8:30am-6pm

1.909.596.7664

> 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, 7:30 am-5:30 pm

1.562.868.0511

- > Cash, credit card or debit. No money orders or checks
- > Closed on government holidays

City of Azusa Senior Center Front Desk

740 N. Dalton Av

Azusa, CA 91702

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

1.626.633.4308

- > Must make an appointment
- > Cash, check or money order

Participating transit agencies cannot process large or bulk orders for agencies, centers, or facilities. For large purchases, riders or agencies should buy coupons online at **accessla.org**.

Administrative Office:

Riders can also purchase coupons in person at the Access Administrative Office in El Monte by appointment only. Rider can call **1.213.270.6000** for more information.



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



7
access

AMERICAN PT

WAITING FOR A RIDE

- > Recognizing the Access Vehicle
- > Pick-up On-Time Window
- > Driver's Wait Time
- > Call Outs/Text Notifications
- > Estimated Time of Arrival (ETA)
- > Where's My Ride App
- > If the Rider Misses Their Trip

Recognizing the Access Vehicle:

Access operates white minivans and sedans with the Access logo or "Access" printed on the vehicle's driver and front passenger-side doors. Access also works with local taxi companies and transportation network companies (TNCs) to provide trips. Taxis and TNCs certified with Access will have the Access logo on the vehicle.

In some cases, Access may need to send a taxi that does not display an Access logo. If the rider does not recognize the vehicle, they should ask the driver if they are an Access driver.

Pick-Up 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 at 11 am, the vehicle may arrive anytime between 11 am and 11:20 am and still be considered "on time."

Driver's Wait Time:

The driver will wait at the designated pick-up area for up to five minutes to allow riders time to arrive at the curb.

If the vehicle arrives early, the driver is required to wait at least five minutes past the scheduled pick-up time. Riders have the option to board early or wait until their designated time. Riders should never feel pressured to leave early.

Drivers cannot leave the vehicle to enter a building. Riders must be at the curb for pick-up. See page 32.

Call Outs or Text Notifications:

Call Out is an automated phone call or text message that tells riders when their vehicle will arrive or that it has arrived. If the Call Out does not work, a Dispatcher will attempt to call the rider before allowing the driver to leave.

Access cannot guarantee Call Outs, especially if the phone number provided is wrong, goes to voicemail, or uses relay devices or certain phone systems

that require the caller to press an extra number. Riders who would like a Call Out should provide a cell phone number that will be available to them and that accepts calls or text messages. Riders can also track their ride using the Where's My Ride App. (See page 44 for details)



Riders are responsible for being at the curb when the vehicle arrives, whether or not they requested a Call Out.

Estimated Time of Arrival (ETA)

Riders can request an ETA starting 15 minutes before their scheduled time. ETA requests can be made via the WMR app or by calling the reservation number at 1.800.883.1295. Select the region and then choose "Option 4" for ETAs.

For callers outside Los Angeles County, please call 213.488.1748.

Where's My Ride (WMR) App: Where's My Ride is a mobile application that lets riders book, change, or check the location of their vehicle 15 minutes before

their scheduled pick-up time. Riders can use the Where's My Ride app on a smartphone, computer, tablet, or through SMS messages on flip phones.

For more information on the Where's My Ride app, please visit Access' website at [accessla.org](https://www.accessla.org). For technical support, call the Where's My Ride hotline at **1.213.270.6099**. The Where's My Ride app is available on Apple's App Store and Android's Google Play Store.

If riders have called the reservation number for an ETA and the vehicle hasn't arrived, they should call again for a revised ETA. When requesting an ETA, riders should be given the vehicle's number, type, location, and estimated arrival time.

If the Rider Misses their Trip: If a rider misses their scheduled trip or the vehicle hasn't arrived by the estimated time of arrival, Access will ensure a safe trip home. Riders can call the Access Operations Monitoring Center (OMC) for assistance



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Stopping
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24 hours a day, seven days a week. If OMC cannot secure an Access dedicated vehicle, they can request help from a non-certified backup provider.



1.800.827.0829 (option 2)

TDD 1.800.827.1359

Text 1.800.827.4588



For medical emergencies, call 911. Do not call Access. This also applies to mandatory evacuations, such as if a wildfire is approaching.



DURING *THE TRIP*

- > Access Rider ID Card
- > Fares
- > Personal Care Attendant and Guests
- > Traveling with Small Children
- > Ramps and Lifts
- > Seatbelts
- > Positioning Belts
- > Tipping the Drivers
- > Driver Assistance
- > Lost and Found



Access Rider ID Card:

Riders must show the driver their Access Rider ID Card before they board the vehicle. If you lose your Access Rider ID Card, please contact Access Customer Service immediately to receive instructions for replacing your card.



Fares: Riders must pay the exact fare with cash, Access coupons, or a credit/debit card (see page 68)

before boarding. The driver does not carry change. Credit/debit cards are **not** accepted in the Santa Clarita region.



Personal Care Attendant

and Guest(s): Riding with a PCA offers riders essential support

before, during, and after their trips. PCAs are allowed to ride free of charge with the rider. Guests, however, can also travel but are required to pay their fare.

If a scheduled guest does not show up for the trip, the rider remains responsible for paying the fare. Riders should contact reservations promptly upon learning that their PCA or guest will not be traveling,

so their seat can be offered to other customers. Both PCAs and guests must board and disembark from the vehicle together.



Traveling with Small Children:

If a child uses Access and is six (6) years old or younger, an adult must always ride with the child.

Please see page 57 for more details on traveling with a child and required securements.



Ramps and Lifts: Most Access vehicles have ramps, but some have lifts. Riders may board while

standing on the lift. Upon request and when safe to do so, the driver will board the lift with the rider to ensure their safety.



Seatbelts: Access riders must wear a seatbelt correctly when using the service. If riders need a

seatbelt extension, they should ask for one. The driver will help, upon request.



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



Tipping the Driver: Drivers are not allowed to accept tips. Instead, riders are encouraged to file a compliment with Customer Service or via the WMR app.



Help from the Driver: Drivers can offer certain types of assistance to help riders safely complete their trip. Below is a list of what drivers are able to do, followed by what they are not permitted to do.

Drivers Are Allowed/Able To:

- > If requested, provide assistance Beyond the Curb Service (BTC).
- > Assist riders in and out of the vehicle.
- > Lend a steady arm for assistance.
- > Help maneuver a rider's manual wheelchair.
- > Assist with packages.
- > Assist with seatbelt securement.

- > Offer a positioning belt to customers using wheelchairs or scooters, which fits around the passenger and the device. If riders feel they need this type of assistance, they should notify the driver.

Drivers Are Not Allowed/Required To:

- > Provide medical aid or emergency assistance.
- > Lift or carry riders.
- > Stay with riders who need supervision.
- > Leave the vehicle beyond 60 feet to assist the rider.
- > Assist beyond the ground level of any building.
- > Open, unlock, or enter doors of any residences or buildings.
- > Operate or push a rider's powered wheelchair or scooter.
- > Make unscheduled stops.
- > Assist with packages exceeding policy.
- > Provide estimated drop-off times.

If any rider requires this level of assistance, we strongly suggest traveling with a PCA or ensuring someone is available at the pick-up and drop-off points.





Riders should report safety concerns, including improper securement

1.800.883.1295

TDD 1.800.826.7280

Lost and Found: Rider should call the Reservations number for the region traveled, Option 2 to report a lost item, 7 days a week from 8 am to 5 pm.

If found, riders can make arrangements to get it back. Please note that Access is not responsible for lost or damaged items. Lost and Found items are kept for 60 days only.



1.800.883.1295

TDD 1.800.826.7280



SUBSCRIPTION SERVICES

- > What is a Standing Order?
- > Standing Order Rules
- > Changing a Standing Order
- > Canceling a Standing Order
- > Standing Order Observed Holidays
- > Access to Work
- > Parents with Disabilities

What is a Standing Order?

Riders who need a regular ride(s) on the same day and time from the same location can request a Standing Order. These are also known as subscription trips. Once approved, a vehicle will be scheduled at the same time repeatedly, and riders won't need to call ahead to book each ride.

This works well for trips for employment, school, or dialysis, where the rider will be traveling at the same time daily, or several days a week.

Standing Orders can be scheduled by calling the reservation line Monday through Friday, 8 am to 5 pm, except on observed holidays.



1.800.883.1295

TDD 1.800.826.7280

Standing Orders Rules:

- > Requests for a Standing Order should be made at least two (2) weeks in advance of the desired start date.
- > Rides must be needed for at least 6 weeks in a row.
- > Standing orders can be scheduled for

trips that happen every day, a few days each week, once a week, once a month, or every three months.

- > If the trips are on different days of the week, the pick-up times don't have to be the same each day.
- > For example, riders can ask for a 7 am pick-up on Mondays and an 8 am pick-up on Wednesdays.
- > Standing Order rides will be automatically canceled on observed holidays.

Changing a Standing Order: If riders need to make a one-time change to their Standing Order, they must cancel the trip and schedule a next-day reservation using the regular reservation system. This must be done a day in advance.

Canceling A Standing Order: Standing Orders should be canceled at least two (2) hours before the scheduled pick-up time. Otherwise, a No Show will be assessed. Riders with excessive No Shows may have their Standing Order cancelled.

Standing Order Observed Holidays:

Standing Orders rides will automatically be canceled on observed holidays.

Riders must schedule a regular, next-day reservation on the following days:

- > New Year's Day
- > Presidents' Day
- > Memorial Day
- > Independence Day
- > Labor Day
- > Veterans' Day
- > Thanksgiving Day
- > Day after Thanksgiving
- > Christmas Day

Access to Work (ATW) Program

The Access to Work (ATW) program is designed for Access riders who use Access to go to and from work or job training sites. ATW trips are scheduled to ensure riders arrive at their work or job training before their start time. An application is required if interested in this program.

Parents with Disabilities Program

The Parents with Disabilities (PWD)

program is designed for Access riders with young children (16 years or younger) who use Access to transport their children to or from school or school-related activities. PWD is designed to help parents and legal guardians drop off and pick-up their children on-time at school. An application is required if interested in this program.

For more information about ATW and PWD, contact Customer Service at:

1.800.827.0829

1.800.827.1359 TDD

Email: ***cserv@accessla.org***



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NO SHOWS

- > Understanding No Shows
- > Late Cancelations
- > No Show Validations
- > No Show Suspensions
- > No Show Appeals

Understanding No Shows

No Show Trip: A No Show occurs when the driver cannot find the rider at the designated pick-up point. The driver will request No Show approval from Dispatch. If a Call Out number was provided, the Dispatcher will attempt to contact the rider to verify their location or confirm if they still intend to take the trip. If the rider cannot be reached, the Dispatcher will approve the No Show, and the vehicle will depart. A reliable phone number is strongly suggested to increase the chances of success.

Late Cancellation: Riders can get a No Show if they do not cancel their trip at least two (2) hours before their scheduled pick-up time. This will be considered a Late Cancellation and will have the same effect as a No Show.

Riders should call the reservation number immediately to cancel if they can't take a scheduled trip. When riders don't show up, resources are wasted that could have helped others get to their destinations.

No Show Validations:

Valid No Show: The following situations are considered Rider No Shows:

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

Invalid No Show: The following situation is not considered a Rider No Show:

- > The driver arrives after the 20-minute pick-up window, and the rider calls to cancel their trip over the phone or cancels their trip directly with the driver.
- > The driver arrives and departs before the scheduled pick-up time.
- > The driver fails to wait the required five minutes and departs without the rider.

Riders may dispute any No Show decision. To dispute a No Show, riders may call Access Customer Service to explain what happened.

No Show Notifications: If a trip is No Showed, the rider will receive a written notice after the second incident. Riders with 5 or more Rider No Shows in a calendar month and whose No Shows exceed 10% of their overall trips taken within the same calendar month may be temporarily suspended.

No Show Suspensions: Suspensions range from 10 days for first-time suspensions to 30 days for subsequent suspensions. All No Show Suspensions will be cleared if no further suspensions are generated for 6 months.

No Show Appeal: Riders can appeal the No Show Suspension decision in writing, by email, or by phone, within 15 days of the date the letter was issued. If riders miss the deadline, their service will be suspended starting from the specified date.

For more information or to file an appeal:

Email: cserv@accessla.org

Mail: Access Customer Service
PO Box 5728
El Monte, CA 91734

Call **1.800.827.0829**

TDD 1.800.827.1359



RIDER
CODE OF
CONDUCT

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



Seatbelts: State laws require all riders to wear both lap and shoulder belts at all times to ensure everyone's safety and prevent injuries. Removing or refusing to wear a seatbelt is prohibited. If you require a seatbelt extension, please request it.



Eating, Drinking and Smoking: Unless medically necessary, no eating or drinking is allowed on Access vehicles. All Access vehicles have a No Smoking rule, this includes vaping.



Personal Hygiene: You, your PCA, or guest must maintain an acceptable standard of cleanliness while traveling on the service.



Exiting the Vehicle Early: For a rider's safety, it is important that they remain in the vehicle until their trip is finished. Exiting the vehicle early can cause route delays and create a safety hazard for the rider.



Personal Audio Equipment (music-playing devices): Sound-generating equipment of any kind may be used on Access so long as it's used with headphones. This rule does not apply to devices used for communication by the hearing- or speech-impaired riders.



Prohibited Serious Disruptive Conduct: There are actions that are never allowed. Examples of this include, but are not limited to:

- > Abusive language or behavior
- > Behavior that interferes with the safe operation of the vehicle
- > Tampering with or using any Access equipment on board a 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
- > Threatening phone calls, voice messages, or emails
- > Threats to Access representatives, its contractors, or other riders
- > Violence to others or oneself

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. California Penal Codes 241.3/243.3/245.2 call for fines

of up to \$10,000 and up to five years in jail for assault, battery, or assault with a deadly weapon on a transportation worker.

Riders are notified by mail of their right to appeal a suspension.



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SUPPORT *SERVICES*

- > Customer Service
- > Operations Monitoring Center
- > Release of Information
- > Compliments
- > Complaints
- > Public Meetings
- > Access InfoLine
- > Rider Alerts

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

- > **Customer Service** can assist in answering questions about the service. It can provide updates on riders' eligibility, instructions for replacing Access Rider ID Cards, assistance with submitting concerns and reasonable modification requests, and more. Access Customer Service is available Monday through Friday from 8 am-5 pm
- > **Operations Monitoring Center (OMC)** can assist with immediate, urgent service problems. OMC can be reached at the same toll-free number, then select option 2. They are available 24 hours a day, seven days a week.
 - > Customers can now text the word "**TRIP**" to **1.800.827.4588** to connect with a live OMC representative.

Please note that all calls and texts are answered in the order they are received. Standard messaging rates may apply.



Access Customer Service

Email: cserv@accessla.org

Phone: **1.800.827.0829**

TDD: **1.800.827.1359**

Fax: **1.213.270.6057**

Hours: Monday-Friday 8 am- 5 pm



OMC Text to chat: **1.800.827.4588**

Hours: 24 hours

Release of Information:

Access Services takes steps to protect rider privacy. Personal information is only discussed with the customer or an authorized individual. To release service-related information to someone other than the rider, a completed consent form from the customer or their legal guardian/conservator is required.

Emergency contacts may be used only in emergencies and are not authorized to obtain information or speak on the customer's behalf.

One of the many ways Access can improve service is through rider feedback. We truly value hearing about the rider experiences.

Compliments

It is important that we hear about positive experiences with Access and its service providers. Compliments help us recognize and promote excellent service.

Complaints

It is also important to hear rider feedback, as it can help us identify specific service issues that may need our attention. If there is a problem, we encourage riders to call Access Customer Service to file a complaint.

Our staff devotes many hours working with our service providers, investigating and resolving complaints. There is no limit on the number of concerns a rider can file.

Riders should not be afraid that submitting complaints will affect the quality of their service or their eligibility. Access does not tolerate any retaliation

against our riders. We immediately investigate all accusations of retaliation.

How to File a Complaint: Providing specifics, such as dates and times, will help in the investigation. As soon as possible after the event happens, riders are encouraged to write down all the information we will need to investigate:

- > Access Rider ID Number
- > Full name, street address, city, zip code, phone number, and email address, if applicable
- > Name of the person who is filing the complaint, if someone else is speaking on a rider's behalf
- > Date of the incident
- > Time and place of the incident
- > If trip-related, the region that serviced the trip
- > If not trip-related, the contractor the rider spoke with and the phone number dialed
- > Name(s) of the people believe caused the incident
- > Name(s) of any people who witnessed the incident

- > Summary of what happened (if the incident involved a pick-up), including the address, pick-up time requested, pick-up time given, and the vehicle arrival time, if it did arrive

Filing a Complaint or Compliment By:

Phone:

Access Customer Service



1.800.827.0829

TDD 1.800.827.1359

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***

Complaint Investigation Process: Access staff closely monitor the service and are always working to provide high-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.

Riders can request to receive either a phone call or a letter/email response. Access aims to respond to concerns within 14 calendar days.

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

Filing 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, DC 20590

Or call toll-free: **1.888.446.4511**

Public Meetings

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, riders can call Access' Info-Line at **213.270.6110** or visit our website at ***accessla.org***.

Access InfoLine: For the latest general information about Access, including public meeting dates, times, and locations, as well as other helpful information, riders can call 24 hours a day, seven days a week: **1.213.270.6110**.

Rider Alerts: From time to time, Access may contact riders regarding changes in policies or procedures. A notice may be posted on our website at ***accessla.org***.

Riders can also sign up on our website to receive email alerts of changes.

In emergency situations, Access may contact riders with important information regarding the service. To enhance the ability to receive Access notifications, riders can add the phone number **1.213.270.6000** to their mobile phone contacts.



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Downtown L.A.



OTHER **TRANSPORTATION OPTIONS**

- > Southern California ADA
Paratransit Resources
- > Mobility Management Program
- > Travel Training
- > Free Fare Program

Southern California ADA Paratransit Resources

Orange County

Orange County Access Service

1.877.628.2232

*[octa.net/getting-around/bus/oc-access/
overview](http://octa.net/getting-around/bus/oc-access/overview)*

San Bernardino County

Omnitrans Access Service

1.800.966.6428

omnitrans.org/services/access-ada/

Ventura County

Gold Coast Transit

1.805.487.4222

gctd.org/getting-around/access/

Riverside County

Riverside Transit Authority

1.800.795.7887

*[riversidetransit.com/index.php/
dial-a-ride/apply-for-dial-a-ride](http://riversidetransit.com/index.php/dial-a-ride/apply-for-dial-a-ride)*

Northern San Diego County

North County Transit District

1.760.966.6500

gonctd.com/services/lift-paratransit/

Mobility Management Program: Access operates a Mobility Management Program that offers coordinated transportation options for older adults, individuals with disabilities, and those with low incomes. The program aims to address personalized needs by providing various solutions to enhance transportation choices.

Travel Training: In addition, Access can provide free training sessions to prepare for fixed-route public transit, such as buses and trains.

For more information regarding alternative transportation options and Travel Training, call:



1.213.270.6066

For a full list of regional and local transit options, visit 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: **1.213.488.1748.**

Free Fare Program

Buses and Trains:

Bus and Trains: Riders can ride most local buses and trains within Los Angeles County for free by using their Access Rider ID Card through the Free Fare Program. Simply tap the card on the TAP validator when boarding the bus or train.

If a rider needs help tapping their card, the driver may assist. Access cards have an electronic chip that allows free rides on participating transit systems. Some transit agencies may ask riders to show their card to the driver instead, and with some agencies, a Personal Care Attendant (PCA) may be required to pay the fare.

Metrolink

Rider can only travel on the Metrolink rail system within Los Angeles County. 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, the rider will be required to purchase a reduced-rate ticket (senior/disabled) for the portion of the trip outside Los Angeles County.

For example, if traveling on the San Bernardino Line from Los Angeles Union Station to San Bernardino, the Access Rider ID card provides free travel between Union Station and Claremont, but a ticket is required for the remainder of the trip into San Bernardino.

To plan a trip on Metrolink, visit ***metrolinktrains.com*** or call **1.800.371.LINK (5465)**.

The table on the following page indicates the segments of each line on which riders 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 to wait at the top of the access ramp located at the end of the station platform. Riders using wheelchairs can only be accommodated on the lower level of the passenger car that stops opposite the platform ramp.

A Personal Care Attendant (PCA) can travel with an eligible rider on Metrolink without purchasing a ticket; however, the PCA must board and detrain with the rider and must stay with the rider for the entirety of the trip.

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

Metrolink is particularly useful as an

alternative to Access for travel to the Antelope Valley or Santa Clarita, which would normally require a transfer trip.

For more details about Metrolink's Service Animal and other Accessibility policies, please go to ***metrolinktrains.com***.



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TITLE VI



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 **1.213.270.6000** or in writing at:

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

To file a discrimination complaint against Access and/or its contractors, the complaint must be filed within 180 days of the incident.

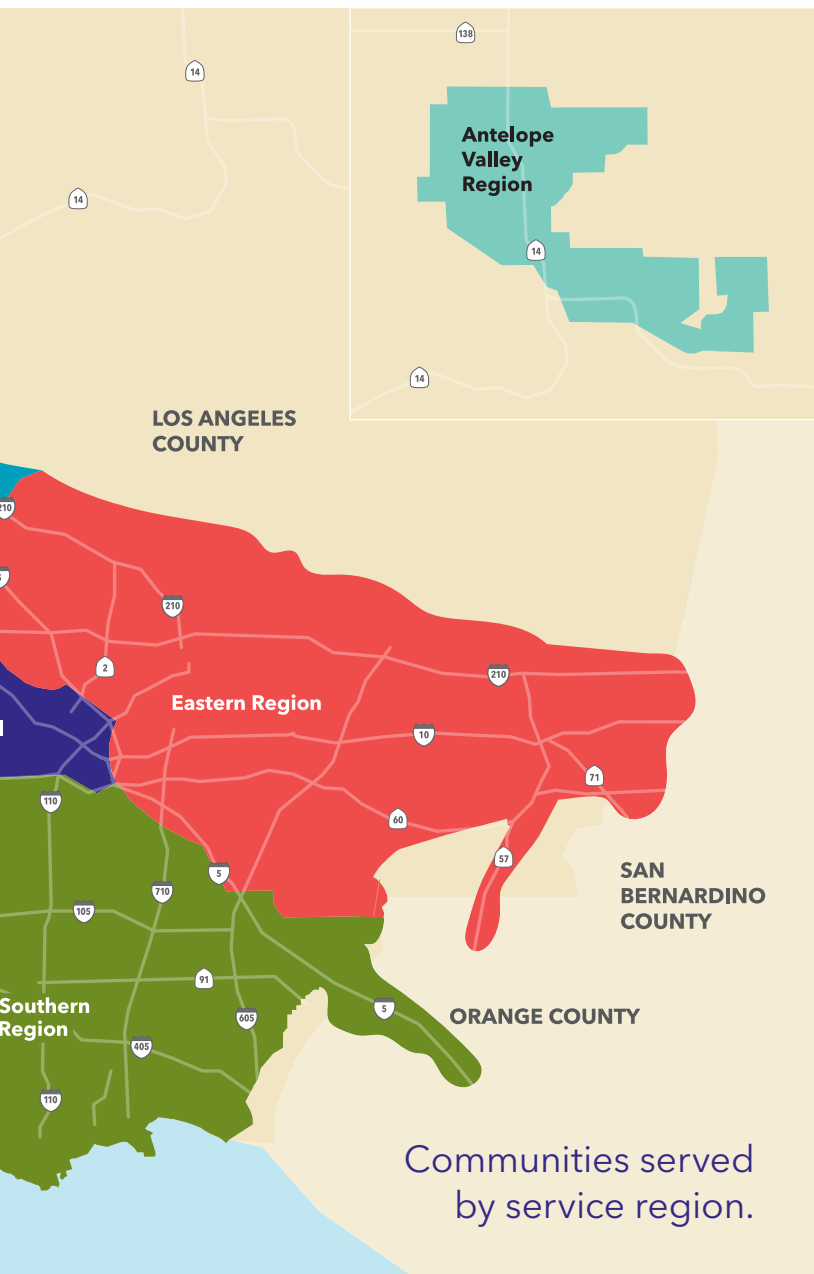
Please refer to Access' website for our complaint procedures ***accessla.org/about_us/title_vi.html***.

SERVICE *REGIONS*

- > Access Regions Map
- > Access Regions

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: **1.213.488.1748.**

- 2 Choose the option related to the region traveling from.
- 3 Please note that Access may serve only parts of the cities or neighborhoods marked with a star (*).

Eastern Region (option 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	West Puente
Pomona	Valley
Rosemead	West Whittier -
Rowland Heights	Los Nietos
	*Whittier

West/Central Region (option 2)

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

Koreatown	Park La Brea
Los Angeles	Playa Del Rey
Los Feliz	Santa Monica
Malibu	Sawtelle
Mar Vista	Silver Lake
Marina Del Rey	Topanga
Mid City	UCLA
Mid Wilshire	Venice
Miracle Mile	West Hollywood
Mt. Olympus	Westchester
Pacific Palisades	West Los Angeles
Palms	Westwood

Southern Region (option 3)

Alondra Park	Del Aire
*Anaheim	Downey
Artesia	El Segundo
Athens	Florence
Bell	Graham
Bell Gardens	*Fullerton
Bellflower	Gardena
*Buena Park	Harbor City
Carson	Hawaiian Gardens
Cerritos	Hawthorne
Compton	Hermosa Beach
Cudahy	Huntington Park
Culver City	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 (option 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 (option 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 (option 6)

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

*Palmdale
*Pear Blossom
*Quartz Hill



Access Services
PO Box 5728
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accessla.org

Policies effective April 1, 2026

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