

2026 **VIRTUAL COMMUNITY MEETING**

August 26, 2026



Zoom Guidelines

- > Spanish interpretation is available. Select the “Interpretation” button on your Zoom panel.
- > Closed captioning is available. Select the “Closed Captioning” button on your Zoom panel and choose “Show Subtitle”.
- > Q&A will be after the end of the presentations.
- > The “Chat” function is only to be used for the Q&A session for those who have a speech impediment.
- > Please direct all questions or comments via chat to –
 *Susanna (chat) (Co-host) or *Randy (chat) (Co-host)



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Introductions/Agenda

- > Moderator – Karen Gilbert
- > Community Advisory Committee Chair – Yael Hagen
- > SSA Video
- > Where's My Ride – Byron Barrientos
- > Questions & Answers

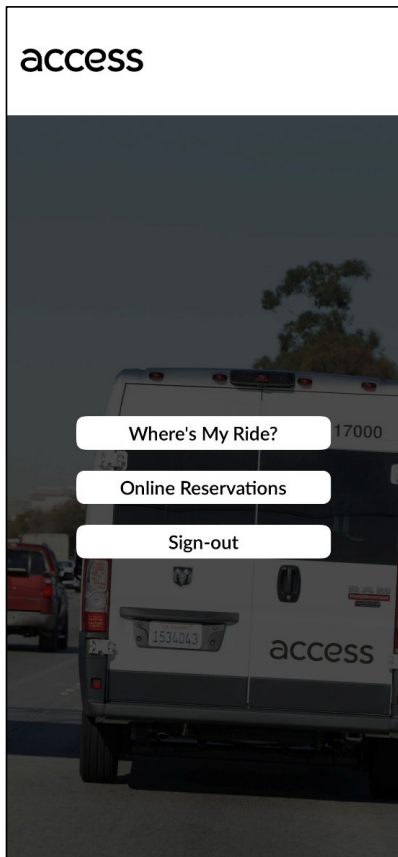


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Where's My Ride (WMR)

How to make an online reservation



For more information, or if you need help with WMR, call the Where's My Ride hotline at 213-270-6099.

Monday – Friday 07:00 A.M to 07:00 P.M

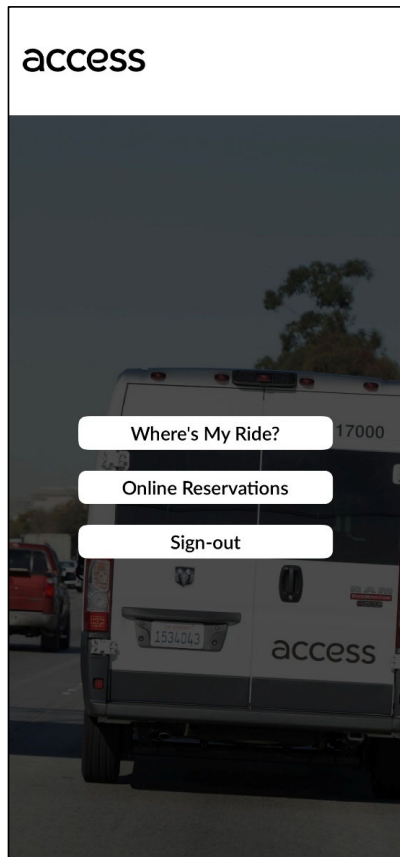
WMR allows you to review your trips and make next-day reservations all in one place.

WMR is compliant with Web Content Accessibility Guidelines (WCAG) 2.2 and Section 508.

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Where's My Ride (WMR)



- Review
- Cancel/Edit
- Where's My Ride App available for all Regions
- **Please Note:**

The app books trips to previously visited addresses only.
To book a trip to a new address, call 800.883.1295.

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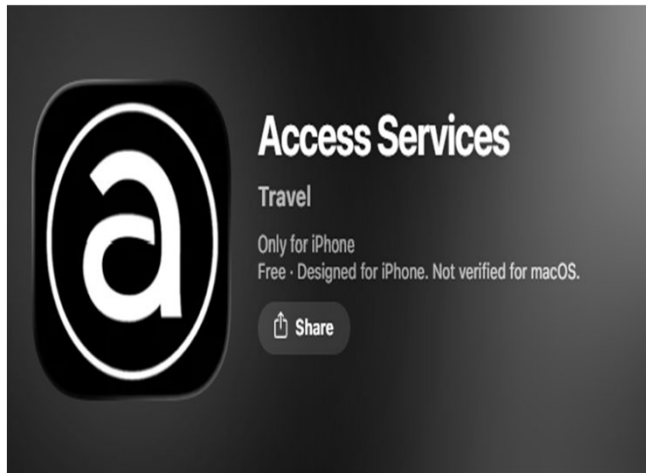
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Where's My Ride (WMR)

Where to download?

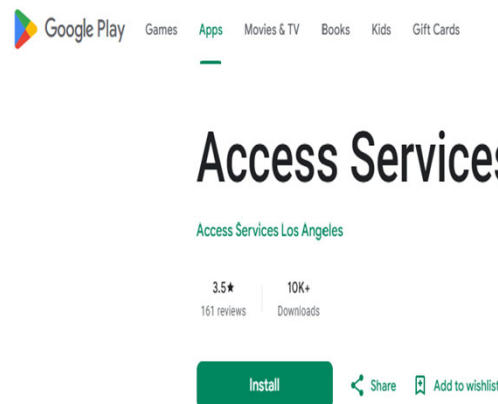
Apple Devices (iPhone/iPad)

<https://apps.apple.com/us/app/access-services/id1111540411>



Android Devices (Galaxy/Tab)

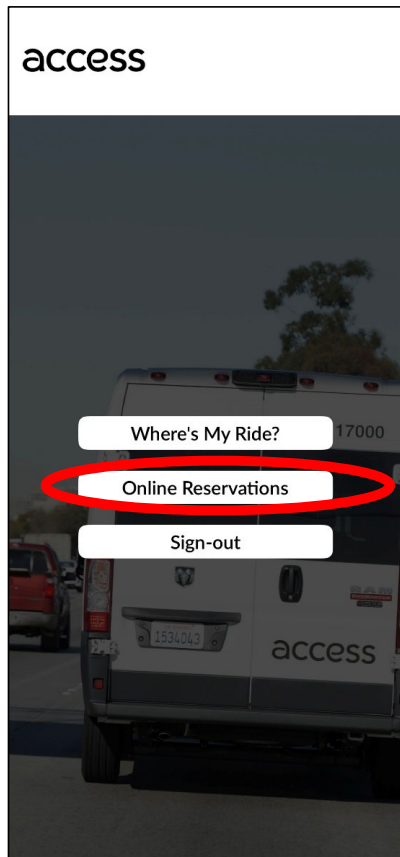
<https://play.google.com/store/apps/details?id=com.access.rider>



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Where's My Ride (WMR) *Reservations Screen*



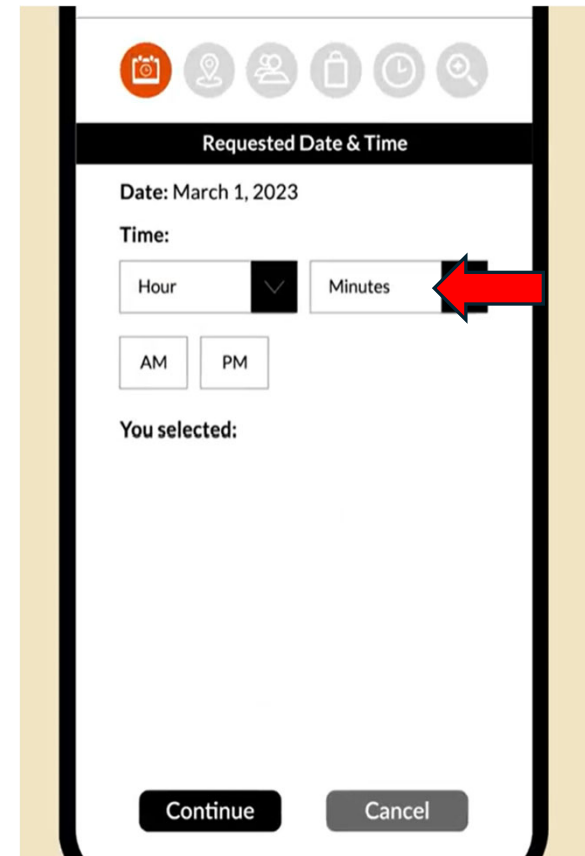
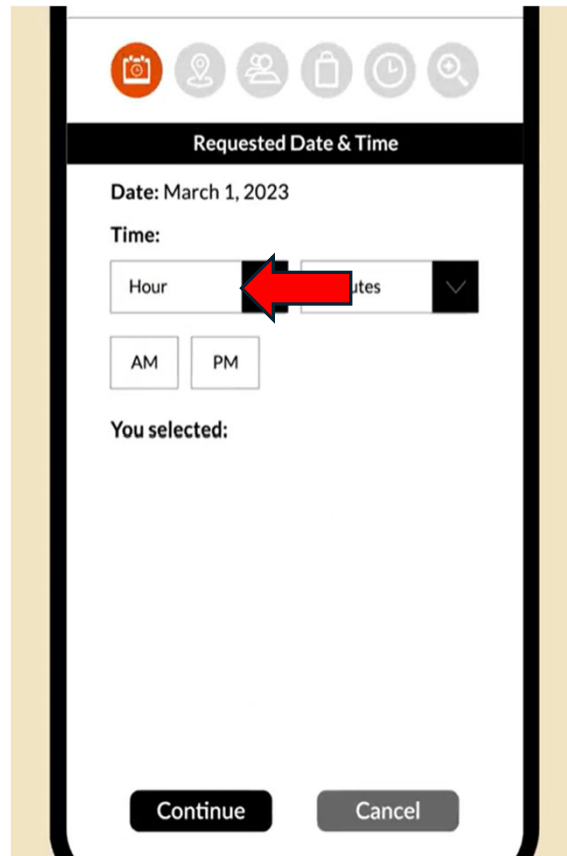
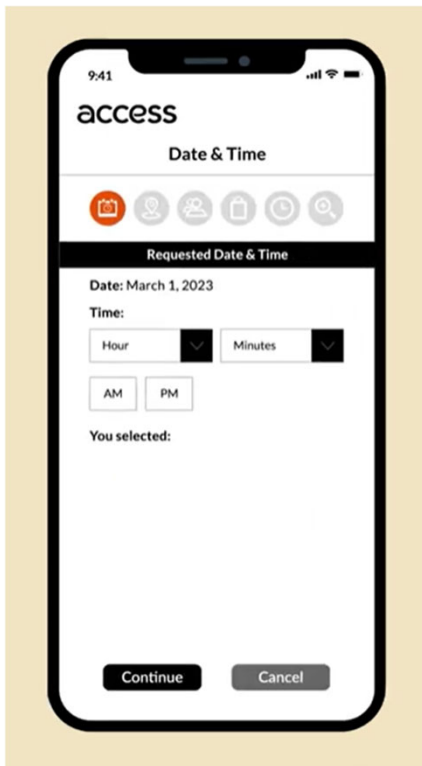
Click on the
Online Reservations button
to book a trip.

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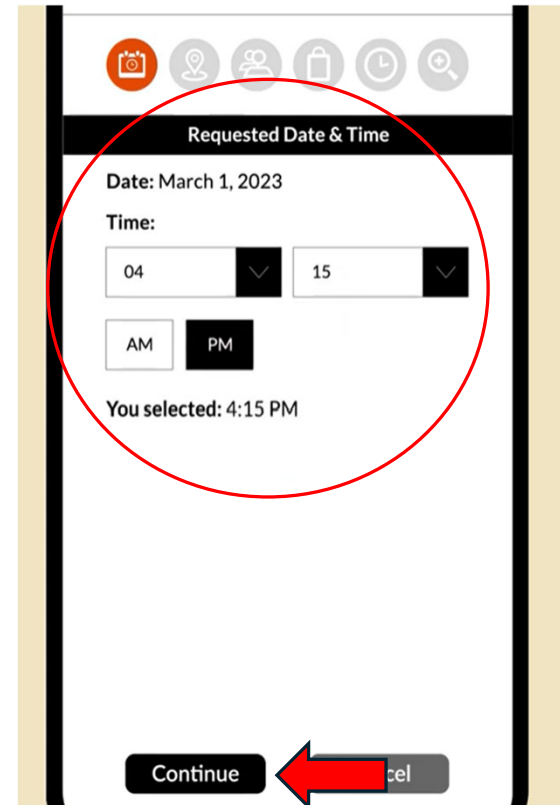
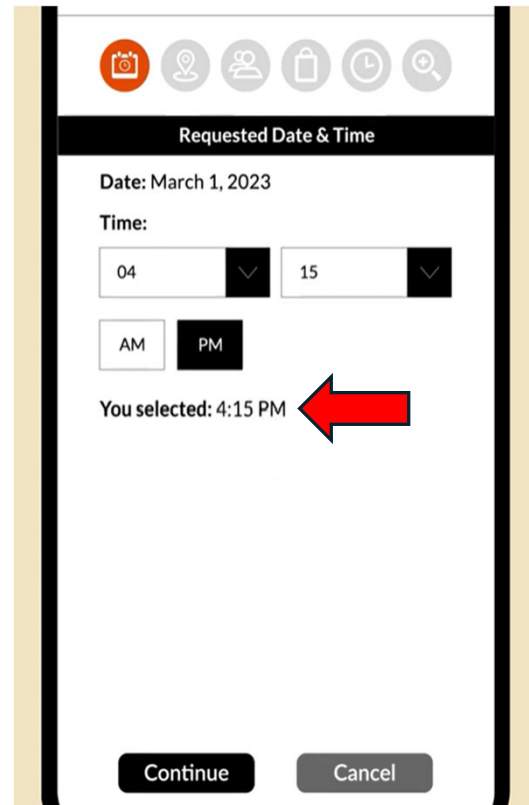
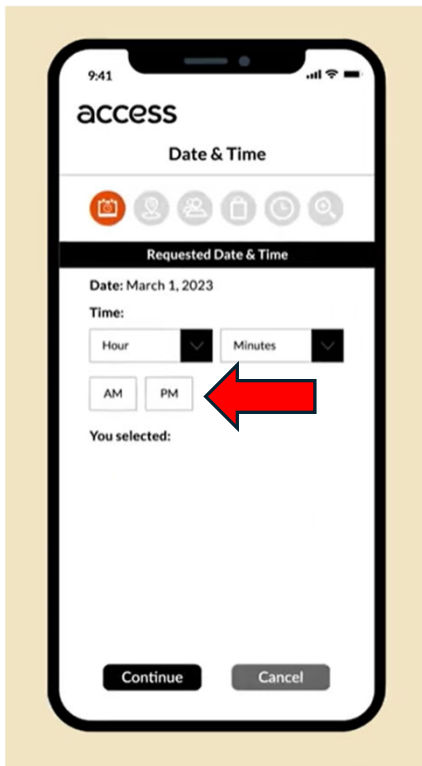
Where's My Ride (WMR)

Time and Date Screen: Set the Hour & Minutes



Where's My Ride (WMR)

Time and Date Screen: Choose AM or PM



Where's My Ride (WMR)

Pick-up & Drop-off: Enter Your Pick-up Address

9:41

access

Pick-up & Drop-off

Address: Street Address

Cross Street:

Address Instructions:

Drop-off Address

Address: Street Address

Cross Street:

Address Instructions:

Continue Cancel

9:41

access

Pick-up

Recent

- 14901 RINALDI ST, Mission Hills
- 1800 EMPIRE AVE, Burbank
- 8700 GRACIE ALLEN DR, Los Angeles
- 8635 W 3RD ST, Los Angeles
- 8635 W 3RD ST, Los Angeles
- 1250 N BELLFLOWER BLVD, Long Beach

Where's My Ride (WMR)

Pick-up & Drop-off: Confirm Both Addresses

9:41

access

Pick-up & Drop-off

Address:
14901 RINALDI ST, Mission Hills

Cross Street:
TAMPA AVE

Address Instructions:
F-HSE

Drop-off Address

Address:
Street Address

Cross Street:

Address Instructions:

Continue Cancel

9:41

access

Pick-up & Drop-off

Address:
14901 RINALDI ST, Mission Hills

Cross Street:
TAMPA AVE

Address Instructions:
F-HSE

Drop-off Address

Address:
Street Address

Cross Street:

Address Instructions:

Continue Cancel

9:41

access

Pick-up & Drop-off

14901 RINALDI ST, Mission Hills

Cross Street:
TAMPA AVE

Address Instructions:
F-HSE

Drop-off Address

Address:
1800 EMPIRE AVE, Burbank

Cross Street:
LINCOLN ST

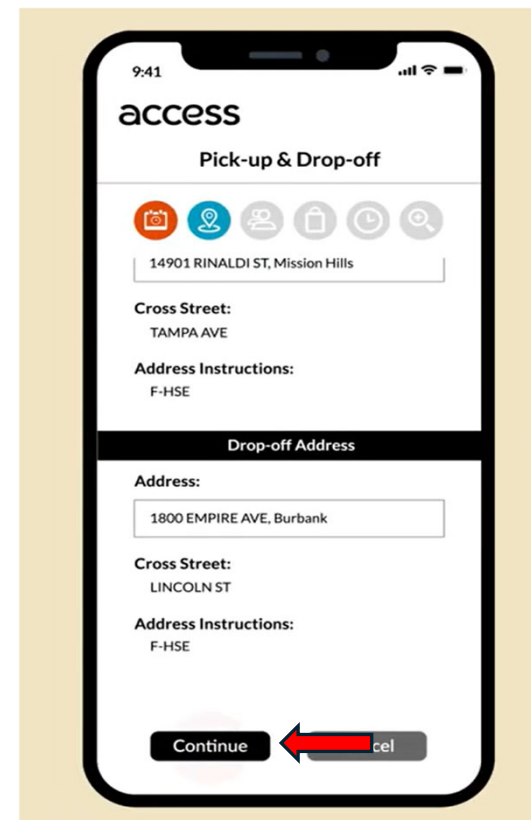
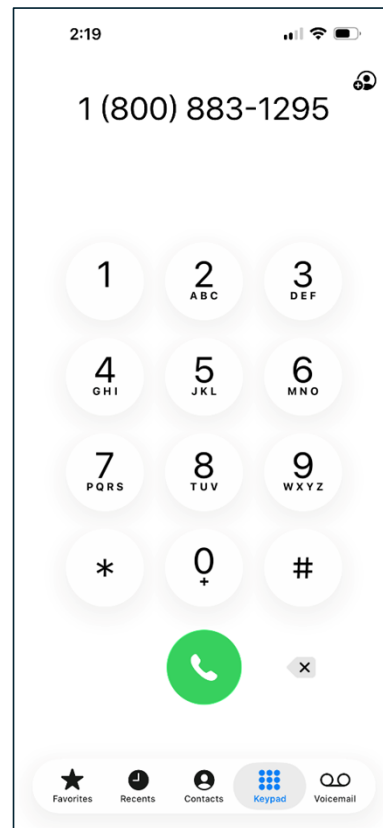
Address Instructions:
F-HSE

Continue Cancel

Where's My Ride (WMR)

Pick-up & Drop-off: If Your Address Isn't Found

If you would like to book a trip to an address that the system can't find, please call reservations.



Where's My Ride (WMR)

Passenger Information Details

9:41

access

Passenger Information

Number of Passengers

Passengers:

1 2 3

Service Animals:

None 2

Children Under 5 (optional):
Do not specify the child if primary passenger.

None

Continue Cancel

9:41

access

Load Details

Primary Passenger

Bartholomew Quint

Space Requirements:
Ambulatory riders age 8 or younger must use a car seat.

Ambulatory

Personal Care Assistant

Space Requirements:
Ambulatory riders age 8 or young must use a car seat.

Ambulatory

Adaptive Equipment (optional)

Cane Crutches One-Tank

Continue Cancel

Primary Passenger

Bartholomew Quint

Space Requirements:
Ambulatory riders age 8 or younger must use a car seat.

Ambulatory

Personal Care Assistant

Space Requirements:
Ambulatory riders age 8 or young must use a car seat.

Done

Extra Large Scooter
Manual Wheel Chair
Power Wheel Chair
Extra Large Manual Wheel Chair
Extra Large Power Wheel Chair
Wheel Chair
Extra large wch and amb

Where's My Ride (WMR)

Adaptive Equipment & Pick-up Time

This screenshot shows the 'Adaptive Equipment (optional)' section of the app. At the top, there is a dropdown menu set to 'Ambulatory'. Below it, several equipment options are listed in a grid: 'Cane', 'Walker', 'Oxy Tank', and 'White Cane'. A red arrow points to the 'Cane' button. Underneath, the 'Instructions (optional)' section contains a text area for additional notes, with a note about vehicle assistance and a character limit. A red arrow points to the 'Continue' button at the bottom.

This screenshot shows the 'Pick-up Time' section. It displays the user's requested pick-up time as '4:15 PM', which is circled in red. Below this, it shows available pickup times: '4:45 PM' and '5:00 PM'. A red arrow points to the '5:00 PM' button. The 'Call-out' section below offers 'No', 'Call Me', and 'Text Me' options. A phone number field is also present. A red arrow points to the 'Continue' button at the bottom.

This screenshot shows the 'Call-out' section. It displays the 'Text Me' option as selected, with a red arrow pointing to it. Below is a phone number field. At the bottom, a red arrow points to the 'Continue' button.

Where's My Ride (WMR)

Review Trip information

access

Review Your Trip

Trip Date & Time

March 1, 2023 @ 4:45 PM

Change

Pick-up Address

14901 RINALDI ST, Mission Hills

Change

Drop-off Address

1800 EMPIRE AVE, Burbank

Change

Passengers

Schedule Trip Cancel

access

Review Your Trip

Equipment: Cane

Change

Callouts

Text me: 888-555-1234

Change

Fare

Fare: \$2.75

The fare is calculated according to the following

Fare Mileage: 11.0 mi

Fare Passengers: 1

Schedule Trip Cancel

access

Schedule Your Trip

Pick-up Time

Your requested pick-up time:

4:15 PM

We can pick you up at:

4:45 PM 5:00 PM

Call-out

No Call Me Text Me

Phone Number:

818-XXX-XXXX

Continue Cancel

Where's My Ride (WMR)

Schedule your Trip and Trip list

9:41

access

Review Your Trip

Drop-off Address

1800 EMPIRE AVE, Burbank

Change

Passengers

Total: 2

Change

Passengers & Load Details

Primary Passenger: Bartholomew Quint
(Extra Large Manual Wheel Chair)

Personal Care Assistant: Ambulatory

Equipment: Cane

Schedule Trip

14901 RINALDI ST

1800 EMPIRE AVE

Trip# 8346874 Mar 1 - 10:00 AM

1800 EMPIRE AVE

14901 RINALDI ST

Trip# 8346867 Feb 28 - 05:00 PM

14901 RINALDI ST

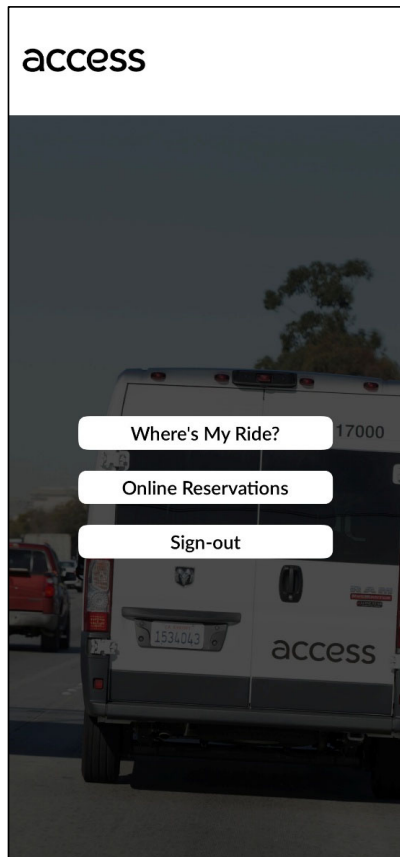
1800 EMPIRE AVE

Trip History

Trip# 8346861 Feb 28 - 10:00 AM

Where's My Ride (WMR)

How to make an online reservation



Thank you!

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Zoom Q&A Guidelines

- > You can ask your question, by using the “Raise Hand” feature on Zoom or by dialing *9 from your phone.
- > Your name or the phone number will be called, and you will be asked to unmute yourself (*6 if you are dialing in)
- > If you’re using a screen reader program such as JAWS, you can raise your hand by using the Alt button and the letter Y. To unmute yourself, please use the Alt button and the letter A.
- > We will try to give everyone who wishes to speak an opportunity to do so. For those who are unable to use either of the two methods, the chat feature will also be opened for questions.
- > Please direct all questions or comments via chat to –
*Susanna (chat) (Co-host) or *Randy (chat) (Co-host)



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Q&A

OMC

Hours of Operations:

24/7, 365 days/year

Phone:

800.827.0829 (Option 2)

800.827.1359 TTY

Text to Chat Service:

Text "TRIP" to

800.827.4588

Infoline

213-270-6110

Customer Service

Hours of Operations:

Monday thru Friday

8:00 a.m. to 5 p.m.

Phone:

800.827.0829

800.827.1359 TTY

Fax:

(213) 270-6057

Email:

cserv@accessla.org

Write:

Access Services

Customer Relations

Dept.

P.O. Box 5728

El Monte, CA 91734



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