

Access Quick-Start Guide

How to Schedule Your Ride

- 1** Call the Reservation Line the day before you need a ride:
1.800.883.1295
TDD 1.800.826.7280
 - > Call between 6am and 10pm
 - > Be sure you know the number of your service region (see p. 36 of your Rider's Guide)

- 2** We will ask you for:
 - > Your Access Rider ID Number (p. 7)
 - > Your street address (where you want to be picked up)
 - > Your destination address (where you are going)
 - > Information about your mobility device (p. 23) and/or service animal (p. 18)
 - > The number of people traveling with you, if any
 - > The day and time you want to be picked up
 - > The cross-street or landmarks at your pick-up address
 - > Your phone number, if you want a "Call-Out" (p. 9)

- 3** Remember that you must ask for a return trip, if you need one.

- 4** You will receive:
 - > Your pick-up time (p. 8)
 - > Your confirmation number

(continued)

Waiting for Your Ride

- 1 Bring your Access Rider ID Card and fare (p.14).
- 2 You must be at the curb. The driver will wait only 5 minutes for you (p. 8).
- 3 If you are still waiting 20 minutes after your scheduled pick-up time, call the Reservation Line again and ask for an estimated time of arrival (p.19):
1.800.883.1295
TDD 1.800.826.7280
- 4 If your ride does not come by the estimated time of arrival, call Access Customer Support. It is always open (press 2):
1.800.827.0829
TDD 1.800.827.1359

Do not worry, a staff member at Access Customer Support will find a way to get you back home.