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. 35 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 and/or service animal (p. 23)
   > 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


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.