Access Rider’s Guide
Policies effective January 1, 2019. Our policies and procedures are subject to change.

If you would like this document in an alternative format, please contact Access Customer Service:

1.800.827.0829  
TDD 1.800.827.1359  
accessla.org

Access is a local public entity that facilitates Access paratransit service.
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Service Regions ............................................................... 106-110
Important Access Phone Numbers

Access Customer Service
800.827.0829
TDD 800.827.1359
Fax: 213.270.6057

Access Reservations Line
800.883.1295
TDD 800.826.7280
Outside of Southern California
213.488.1748
Fares

Paying for Your Trip
Exact fare must be paid at the time of boarding the vehicle. One-way fare is based on the distance traveled. The reservationist will advise you of fare upon scheduling trip.

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

Transfer Trips (initial pick-up to final destination):
> $2.75 for trips up to 19.9 miles
> $3.50 for trips 20 or more miles
Coupoms

<table>
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<th>Base Fare Coupons</th>
<th>$2.75</th>
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<tbody>
<tr>
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<td>$27.50</td>
</tr>
<tr>
<td>Plus Zone Coupons</td>
<td>$0.75</td>
</tr>
<tr>
<td>Book of 10 coupons</td>
<td>$7.50</td>
</tr>
</tbody>
</table>

For information on how to use and buy coupons, please see page 54. Coupons can be purchased online at accessla.org.

Reminder: Access Services drivers do not accept tips. Please do not offer. In addition, drivers cannot give change.
Quick-Start Guide

How to Schedule Your Trips

1. Call the Reservation Line one day in advance:

   1.800.883.1295
   TDD 1.800.826.7280

   > Call between 6am and 10pm
   > Santa Clarita Hours: 6am-8pm (Mon-Sat), 8am-8pm (Sun)
   > Antelope Valley Hours: 8am-5pm
   > Look up city listing (for area traveling) on the service region map (pages 104-105)
   > Select Region on reservation prompt

2. Agent will ask you for:

   > Access Rider ID Number (page 26)
   > Pick-up address
   > Drop-off address
   > Mobility device information (will you be traveling with a wheelchair or other mobility device) (page 28) and/or service animal (pages 57-58)
   > Number of people traveling (including PCA, guest or child), if any
   > Desired pick-up time
> Cross-street or landmarks at pick-up address
> Phone number (page 48)

3 Return trip should be requested at time of reservation, if you need one.

4 You will receive:
> Available pick-up times (page 35)
> Trip confirmation number

Waiting for Your Ride

1 You must be prepared to show Access Rider ID Card and pay exact fare upon boarding vehicle (pages 10-11).

2 You must be at the curb. The driver will wait only 5 minutes (page 45).

3 If you would like an ETA (page 70).
Welcome to Access

> What We Are
> Access Differs From
Thank you for becoming an Access Services customer. It is important to learn how to use our system as Access may be different from other transportation services that you have used in the past. This guide will explain how to:

> Reserve your Access trip
> Prepare for your Access trip
> Help make sure your trip is a pleasant one

First, we’d like to let you know what Access is.

**What We Are**

**Public Transportation:** Access is a form of public transportation. We offer a shared-ride service for persons with disabilities who, because of their disability, are unable to use regular bus and rail services.

Your travel time will be similar to travel time on a bus or rail line. You may not go directly to your destination because other riders need to be picked up or dropped off first.
Our Service Area: Access operates in the same general area as Los Angeles County local bus and rail routes. If your pick-up and drop-off locations are \( \frac{3}{4} \) of a mile or less from these routes, Access can take you where you want to go. Areas that are not near Los Angeles County local bus or rail lines are probably outside of areas that Access provides service.

The map on pages 104-105 shows Access’ service area. It extends from Lancaster in the north to Long Beach in the south, and from Malibu in the west to Montclair in the east.

Access provides service to more than 140,000 unique addresses each year.
Giving You Independence: Access helps you independently go wherever you need to go:

And anywhere else you wish to go.

Please note that under federal law, the Americans with Disabilities Act, all destinations must be treated as equal. For example, a person who needs to visit the doctor cannot get a quicker pick-up or a faster ride than a person who wants to see a movie.

Above and Beyond ADA Requirements: Our service in Los Angeles County is required by the Americans with Disabilities Act (ADA), the civil rights law enacted by the U.S. Congress in 1990. Access meets the “minimum” standards set by the law.
We also go beyond the ADA requirements in two important ways:

> One, we coordinate service throughout the county, so that you can cross city boundaries with ease. You can schedule your entire trip with just one phone call. Except for trips to and from Santa Clarita or the Antelope Valley, you can stay in the same vehicle, with no need to transfer.

> Two, Access operates a call center to help its customers use and improve the service. See below for more information.

**Access Call Center:** Access operates a call center that has two primary functions:

> Access Customer Service can assist you in answering questions about the service, replacing Access Rider ID Cards, filing complaints, and providing information about other transit options and other customer service needs. Access Customer Service is available Monday through Friday from 8am–5pm. See page 82 for more information.
Access Operations Monitoring Center (OMC) can assist you with immediate, urgent service problems. It can be reached at the same toll free number and then pressing 2. The OMC is available 24 hours a day, seven days a week. See page 71 for more information.

Call 1.800.827.0829
TDD 1.800.827.1359 and choose the appropriate option.

Access Differs From

Dial-A-Ride Service: We are different from Dial-A-Ride programs, which can sometimes be less expensive than our service, and which typically travel within city limits.

Private Taxi, Uber or Lyft: We are different from a private taxi or Uber, because Access trips must be reserved a day in advance, and rides may be shared with other Access riders.
Bus or Rail Service: We are not the same as the bus, which has a fixed route and schedule. Riding the bus allows for more flexibility because you do not have to make a reservation a day in advance.

Medical Transportation: We are different from medical transportation service, which provides specialized transportation with medically trained professionals. If a customer’s medical condition prevents them from independently navigating public transit systems such as Access Services, we strongly recommend that a Personal Care Attendant (PCA) accompany the customer. Personal Care Attendants do not have to pay a fare on Access Services. If you are in need of emergency transportation, call 911 for assistance.

For other transportation options, see pages 90-91 or call Access Customer Service: 1.800.827.0829
Getting Started

> What Kind of Eligibility do You Have?
> Your ID Card
> Customers Using Mobility Devices
What Kind of Eligibility do You Have?
Please read your Welcome Letter to find out whether you have Unrestricted or Restricted eligibility. If you are Restricted, you may schedule only the type of trips described in the letter. If you have Temporary eligibility, please note the expiration date.

Your Access Rider Identification (ID) Card
Your Access Rider ID Number is located on the front of the card immediately below your name. You will need to show your Access Rider ID Card every time you take an Access trip. If you lose your card, please call Access Customer Service right away. There is a processing cost for a replacement card, and it may take up to three weeks to receive a replacement card.

Do not allow anyone else to use your Access Rider ID Card for any reason. Allowing anyone else to use your ID constitutes fraud and is strictly prohibited. Allowing anyone else to use your ID could result in criminal prosecution and/or the loss of your eligibility.
Customers Using Mobility Devices
Accessible vehicles in our fleet are designed to accommodate a mobility device no larger than 30 inches wide by 48 inches long and weighing, with its passenger, up to 600 lbs. While we make all reasonable efforts to accommodate our riders, if your mobility device is larger than this, we may not be able to transport you.

If You Change Your Mobility Device:
Access will keep a record of the mobility device you used at your certification interview. If you change your device, you must call Access Customer Service and let us know. This is important, because the vehicle we send out for your trip must be able to accommodate your device. Please note that you may be asked to return to the Access Eligibility Center to be re-evaluated.
If You Need Information Sent in a Different Format: Please call Access Customer Service if you need Access information provided in large print, Braille or electronic format.

If You Change Your Name, Address or Phone Number: Please call Access Customer Service 1.800.827.0829 TDD 1.800.827.1359 if you change your name, home address, mailing address, phone number, or other information, such as your emergency contact.

Riders can bring pets on their trip but only in a secure container. Service animals are not pets, and are not required to be in a carrier.
Making a Trip Reservation

> Next-Day Service
> How to Schedule Your Ride
> Travel Times
Understanding Next-Day Service
You must schedule your ride a day in advance. So, if you want to ride somewhere tomorrow, you must call today to make a reservation. You may schedule just 1 trip or as many as 6 one-way trips per call.

How to Schedule Your Ride
Remember to call the reservation number the day before you need a ride. Toll-free reservation phone lines are open from 6am-10pm every day. Santa Clarita and Antelope Valley have different hours. See pages 62 and 64.

1.800.883.1295
TDD 1.800.826.7280
For callers outside of Los Angeles County, please call 213.488.1748.
First, you will hear a list of our service regions (a list of the cities in each region is on pages 106-110). Select the correct region number for your pick-up:

1 - Eastern  
2 - West/Central  
3 - Southern  
4 - Northern  
5 - Santa Clarita  
6 - Antelope Valley

Then you need to give the Reservationist the following information:

1. Your Access Rider ID Number.
2. The exact street address of the place where you want to be picked up.
3. The exact street address of the place where you are going.
4. Whether you will be traveling with a child and will be using a child safety seat or booster seat for the child.
5. Whether you will be traveling with a mobility device or service animal.
6. How many people will be traveling, including a personal care attendant or guests, and whether any of the other people will be using a mobility device or service animal. If the rider is a child age five or younger, an adult must ride with the child.
The time you would like to be picked up. We operate 24 hours a day with a smaller service area between midnight and 4am. Santa Clarita and Antelope Valley have different operating hours. See pages 62 and 64-66.

If you wish, you can give us the cross-street or nearby landmarks for your pick-up address. For example you might say, “across the street from the supermarket.”

Your phone number, if you want a Call-Out or text notification. See page 48.

The time for a return trip that you would like to be picked up. You should schedule your return trip for the latest time you think you will be able to travel. You must always ask for a return trip. Scheduling of return trips is not automatic.
Before completing the call, make a note of your confirmation number and confirm your trip details.

Call the reservation number the day before you need a ride.  
1.800.883.1295  
TDD 1.800.826.7280

Understanding the One-Hour Reservation Window: Access has a one-hour reservation window. This means that the Reservationist can offer you a pick-up time up to 1 hour before or after your requested time. For example, if you ask for a pick-up at 6am, you can be offered a trip time between 5am and 7am. The one-hour window is permitted by federal law.
On an average weekday, there are over 1,000 vehicles in service. They make over 12,000 daily weekday trips in an area that spans 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 exactly the time they would like. That is why we have a “one-hour reservation window.”

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 requested by the customer, the Reservationist will provide up to two alternative pick-up times.

**Travel Times**

Your travel on Access will be similar to the travel time on a local bus or rail line. You probably will not go directly to your destination because other customers need to be picked up or dropped off first. In addition, factors such as road closures, construction, and traffic can influence your travel time.
The following are estimates on how much time a trip may take when riding Access:

<table>
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<tr>
<th>Miles</th>
<th>Estimated Travel Time</th>
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<tbody>
<tr>
<td>1 - 10</td>
<td>0:30 – 1:30</td>
</tr>
<tr>
<td>11 - 20</td>
<td>1:00 – 2:30</td>
</tr>
<tr>
<td>21 - 30</td>
<td>1:30 – 3:00</td>
</tr>
<tr>
<td>30+</td>
<td>2:00 – 3:30+</td>
</tr>
</tbody>
</table>

Our Busiest Times: You should be aware that our busiest weekday times are:
> Mornings from 7am-10am
> Afternoons from 12pm-4pm

Being Put on Hold When You Call: We try not to keep you on hold. But if you are on hold, please do not hang up. We will get to you as soon as possible.

Changing Your Trip: If you want to change a scheduled trip, please call the reservation number. Access may not be able to make changes on the day of your trip. Please call as soon as you realize you must make a change.
Canceling Your Trip: If you want to cancel a scheduled trip, please call the reservation number at least two hours before your pick-up time. Please call as soon as you realize you must cancel your trip. If you cancel your trip less than two hours before your scheduled pick-up time, this will be recorded as a Late Cancellation, which has the same effect as a No-Show. For No-Show information, see pages 49-50.

Trips to Drop Something Off or Pick Something Up: Even if all you need to do is drop something off or pick something up, the driver is not able to wait for you. You need to schedule two separate trips.

Requesting Certain Types of Vehicles: Customers using wheelchairs, scooters, or similar mobility devices will be provided only accessible vehicles for their Access trips. Customers who do not need wheelchair-accessible vans may be transported in accessible or non-accessible vehicles. Customers are not able to request specific types of vehicles for trips.
Reasonable Modification Requests:
A reasonable modification is a modification to Access’ policies, practices or procedures that is requested by an eligible customer to ensure they are able to use the paratransit system.

To request a reasonable modification, such as Beyond-The-Curb service (see page 46), a customer must complete a Reasonable Modification Request Form. Please call Customer Service at 1.800.827.0829 and choose option 6 to request a Reasonable Modification Request Form.

Access may deny requests for modifications where:
1. Granting the request would fundamentally alter the nature of Access’ services, programs, or activities;
2. Granting the request would create a direct threat to the health or safety of others;
3. It is determined that the customer is able to fully use the entity’s services, programs, or activities for their intended purpose without the requested modification;
Granting the request would cause an unreasonable financial or administrative burden.

For more information visit accessla.org or contact the Reasonable Modification Coordinator at 213.270.6159 or by email at RMC@accessla.org.

Do You Need to Ride with a Personal Care Attendant? If a customer’s medical condition prevents them from independently navigating public transit systems such as Access Services, we strongly recommend that a Personal Care Attendant accompany the customer. Personal Care Attendants do not have to pay a fare on Access Services.

Drivers are not allowed to enter a private residence nor help a rider lock or unlock the door to the rider’s residence.
Before Your Trip

- Where’s My Ride
- Understanding “Call-Outs”
- Pick-up Windows
- Rider No-Shows
- Trip Cancellations
- Paying for Your Ride
- Who and What You Can Take on the Vehicle
- What You Cannot Take on the Vehicle
- Service to Santa Clarita
- Service to Antelope Valley
“Where’s My Ride” Mobile App

“Where’s My Ride” is an application that allows you to check the location of a vehicle 15 minutes before your scheduled pick-up time. You can use “Where’s My Ride” with a smartphone, computer, tablet, and through SMS messages on flip phones. (Currently unavailable in Santa Clarita and Antelope Valley Service Regions.)

For more information on the “Where’s My Ride” application, please visit Access’ website at accessla.org or call the Where’s My Ride hotline at 213.270.6099.

Understanding Pick-Up Times and 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 for 11am, the vehicle may arrive any time between 11am and 11:20am and still be considered “on time.”
Understanding Curbside Pick-Ups:
Access is a curb-to-curb service. This means that the driver cannot leave the vehicle to come to your door or enter your building. In most cases, our vehicles will not be able to enter private driveways, gated communities or gated apartment buildings. If you need help getting to the curb, please be prepared to rely on your personal care attendant, friend or relative. There will be some locations that the driver cannot safely access; in this case, they will find the next closest location to the provided address. Access’ Beyond-The-Curb service also provides additional assistance. Please see page 46 for more details.

Our vehicles will enter public roadways only if they are wide enough for safe driving. There must be room for our largest vehicles to exit without backing up. If you are not sure whether we will be able to reach a particular location, call Access Customer Service for information:

1.800.827.0829
TDD 1.800.827.1359
Origin-to-Destination/Beyond-The-Curb Service: Access is primarily a curb-to-curb service. Access also provides Beyond-The-Curb service for those customers who need additional assistance. A driver will accompany a rider to and from the Access vehicle up to 60 feet from the vehicle, as long as the driver can stay in visual contact with the vehicle.

During your eligibility evaluation, Access evaluates whether you need assistance beyond the curb on a regular or occasional basis. For current customers seeking assistance beyond the curb on a regular basis, we request that you fill out a Reasonable Modification Form.

All customers requesting assistance beyond the curb should ask for it during the reservation process. Drivers will make their best effort to accommodate requests not made during reservations. For more details, or to request a form, please call Customer Service or visit our website: accessla.org.
Location Evaluations and Stand Signs: Access has established pick-up and drop-off stands at popular destinations throughout Los Angeles County. Locations for these stand signs can be found at Access’ website at accessla.org. Access also conducts evaluations of specific pick-up and drop-off locations. Access will utilize pick-up and drop-off locations that are safe for the rider, the driver and other motorists. Areas with safety concerns may not be used for pick-ups and drop-offs. If you have a concern about a particular location, you may contact Access’ Customer Service number 1.800.827.0829 to request that Access evaluate a location.

Understanding Wait Times
The driver will wait only five minutes for you to arrive at the curb. If the driver is early, the five-minute wait begins at your scheduled pick-up time.
Understanding ‘Call-Outs’ or Text Notifications

A Call-Out is an automated phone call. Such a notification can also be sent via text message to a cell phone. The call or text lets you know when the vehicle will arrive or that it has already arrived. If the automated Call-Out does not work, a dispatcher will attempt to contact you before the vehicle leaves.

Access cannot guarantee that you will receive your Call-Out. A reason you may not get a Call-Out would be if the phone number that Access has on file is not correct. Additionally, Call-Outs do not work with voicemail, relay devices or phone systems that require the caller to press an extra number to reach you.

If you wish to receive a Call-Out, please ensure that the Reservationist has your correct number. A cell phone number that you will have with you when you are waiting for your pick-up and that accepts calls or text messages would be the best number to give to the Reservationist for a Call-Out.
You may also monitor when your vehicle will arrive using the Where’s My Ride application. Please see page 44 for more information on Where’s My Ride.

**Understanding ‘Rider No-Shows’**
When riders do not show up for their scheduled rides, valuable resources are wasted that could have helped other riders get to their destinations. If you are a No-Show, you will receive a written notice. A person who has 5 or more Rider No-Shows in a calendar month and whose No-Shows exceed more than 10% of their overall trips taken within the same calendar month may be suspended from using Access.

ℹ️ You are always responsible for being at the curb when the vehicle arrives, whether or not you requested a Call-Out.
The following situations are considered Rider No-Shows:

> When a customer cancels a trip less than 2 hours before the scheduled pick-up time.
> When the driver arrives within the 20-minute on-time window, waits 5 minutes, and is unable to locate the customer at the scheduled pick-up.

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

> The driver arrives after your 20-minute pick-up window, and you call to cancel the trip over the telephone or with the driver.

If your failure to show up or cancel in time was not your fault, you may call Access Customer Service to explain what happened. You also have the right to appeal or dispute any No-Show decision.
Understanding Trip Cancellations
If you are unable to take a trip you have scheduled, call the reservation number as soon as possible to cancel your trip. Please be prepared to give the Reservationist your:
> Access Rider ID Number
> Name
> Address
> Scheduled pick-up time
> Trip confirmation number

If you cancel less than two hours before your scheduled pick-up time, you may be considered a No-Show. See page 49 for more information.

Personal Care Attendants and Guests:
> If you were approved to have a personal care attendant travel with you, your Access Rider ID Card will say so. The personal care attendant rides free.
> Guests: One guest is always allowed, but extra guests are allowed only if there is space. Your guests must pay the same fare you pay.
**Traveling With Children:** Children may be eligible for Access. If your child uses Access and is five years of age or younger, an adult personal care attendant must accompany the child. All eligible riders, regardless of age, must pay the fare. Personal care attendants ride for free. When scheduling a trip, please be sure to inform the Reservationist that the child will be traveling with an attendant.

Children five years of age or younger scheduled to travel with eligible riders ride for free. Older children must pay the fare if they travel as a guest with an eligible rider.

Children must ride properly buckled in the back seat in a safety or booster seat until they are eight years old or are at least 4’ 9” tall. This is required by law. Access does not furnish safety or booster seats. The driver may assist you with installation upon request.
Customers Must Use Their Own Access I.D. Cards for Rides: Do not allow anyone else to use your Access Rider ID Card for any reason. Allowing anyone else to use your ID constitutes fraud and is strictly prohibited. Allowing anyone else to use your ID could result in criminal prosecution and/or the loss of your eligibility.

Paying for Your Ride
Your one-way fare is based on the distance that you travel. Please see pages 10-11.

How to Pay for Your Ride:

- **Cash:** You can pay in cash – exact change only, please. Drivers cannot make change.

- **Credit/Debit Card:** Customers can pay their fare with the following major credit cards – VISA®, MasterCard®, or Discover®. Customers may also use debit cards to pay for their fare.
**Coupons:** You can use convenient Access coupons. Available in booklets of 10. There are two 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. You can use Plus Zone coupons by themselves or you can combine a Plus Zone coupon with a Base Fare coupon.

**To Order Access Coupons by Mail:**

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

It may take up to 10 days to receive your coupons. If your check is returned, you will need to send a money order which includes an additional $10 for the returned-check charge. Access will not fill any request to purchase coupons unless the outstanding balances are paid.
To Order Access Coupons Online:
1. Visit accessla.org, select “Riding Access” and then “Coupon Books.” Follow the instructions provided.

To Buy Access Coupons in Person:
Visit one of the following local transit agencies:
Antelope Valley Transit Authority
42210 6th Street W
Lancaster, CA 93534
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 – Thu, 8:30am-6:00pm
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, 7:30am–5:30pm
562.868.0511
> Cash, credit card, or money orders, no checks
> Call in advance for orders of more than 10 books
> Closed on government holidays

City of Azusa Senior Center Front Desk
740 N. Dalton Av
Azusa, CA 91702
Mon – Thur, 8:30am–3:45pm
626.812.5204
> Cash, check or money order
The Access administrative office in El Monte also sells coupons, but only by appointment and in amounts of $500 or more. Call 213.270.6000 for more information.

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

**Who and What You Can Take on the Vehicle**

> A service animal.
> A personal care attendant. If you were approved to have a personal care attendant travel with you, your Access Rider ID Card will say so. The personal care attendant rides free.
> Your guests. One guest is always allowed, but extra guests are allowed only if there is space. Your guests must pay the same fare you pay.
Pets that are not service animals – only in a properly secured cage or container that meets Access’ guidelines. Please be aware that the driver cannot help you load or unload the cage or container.

A limited number of packages – the equivalent of two large paper grocery bags, with a total weight of no more than 25 pounds. You must be able to maintain control of your packages while riding. The driver may help you load and unload your bags and packages.

All medical equipment must be secured and remain under the control of the rider during travel.

A child who is five or younger. Children must ride properly buckled in the back seat in a safety or booster seat until they are eight years old or are at least 4’ 9” tall. This is required by law. Access does not furnish safety or booster seats. The driver may assist you with installation upon request.
What You Cannot Take on the Vehicle

> Hazardous materials, including weapons of any kind, explosives, corrosive liquids and flammable materials.
> Packages that you cannot keep control of during your ride.
> A pet that is not a service animal and is not in a secured cage or container.

**Standing Order Rides:** If you need a series of rides for an extended period of time on the same day(s) of the week, at the same pick-up time and from the same pick-up/drop-off address, you may ask for a Standing Order. If it is approved, a vehicle will automatically arrive at the scheduled time. You will not need to call a day in advance to schedule the ride.
Reserving Your Standing Order:
Please try to call the reservation number at least 2 weeks before you want your Standing Order ride.

Changing Your Standing Order:
If you need to make a one-time change to your Standing Order, you will need to cancel the trip and schedule the new day and time by using the regular reservation system. This must be done a day in advance.

Canceling Your Standing Order:
If you must cancel your Standing Order trip, please call the reservation number at least 2 hours before your scheduled pick-up. Otherwise you will be counted as a No-Show.

You may cancel a Standing Order ride for as many as 30 days in a row. Once you have reached the 31st day, the Standing Order for that ride will be permanently canceled.
Other Rules for Standing Orders:

> You must reserve your rides for at least 6 weeks in a row.

> If you need a series of rides on different days of the week, the pick-up times do not have to be the same. For example, you can ask for a 7am pick-up on Mondays and an 8am pick-up on Wednesdays.

> Standing Order rides will automatically be canceled on the following days. If you need a ride for these days, you must make a regular next-day reservation:

> New Year’s Day
> Presidents’ Day
> Memorial Day
> Independence Day
> Labor Day
> Veterans’ Day
> Thanksgiving Day
> Day after Thanksgiving
> Christmas Day
Service to Santa Clarita
Santa Clarita Phone 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: 213.488.1748

Santa Clarita Service Hours:
Monday - Friday 4am-11:15pm
Saturday 5am-10pm
Sunday 7am-9pm

Santa Clarita 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

For fare information, please see pages 10-11.
Transfer Trips:
To travel between Santa Clarita and the rest of Los Angeles County, you will need to transfer at Olive View Medical Center, 14445 Olive View Drive in Sylmar.
> You can schedule the entire trip with just one phone call to the regular reservation number.
> You must schedule your transfer trip the day before you wish to travel.

Transfer Times at Olive View Medical Center effective 7/1/19:

<table>
<thead>
<tr>
<th>Weekday Schedule</th>
<th>Weekend and Holiday* Schedule</th>
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<tbody>
<tr>
<td>6am</td>
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*Holiday schedule based on fixed-route schedule of Santa Clarita Transit.
Service to the Antelope Valley

Antelope Valley Phone Reservation Hours:
Every day 8am–5pm
1.800.883.1295   TDD 1.800.826.7280

For callers outside of Southern California, please call: 213.488.1748.

Access vehicles travel 43.5 million miles a year.
Antelope Valley Service Hours:
Monday - Friday  5am-12:45am
Saturday  5:50am-11:45pm
Sunday  6am-9:20pm

Antelope Valley Holiday Service Hours:
No Service on the Following Holidays:
Labor Day
Memorial Day
Independence Day
Thanksgiving Day
Christmas Day
New Year’s Day

For fare information, please see pages 10-11.

Transfer Trips:
To travel between the Antelope Valley and the rest of Los Angeles County, you will need to transfer at Olive View Medical Center, 14445 Olive View Drive in Sylmar.
> You can schedule the entire trip with just one phone call to the regular reservation number.
> You must schedule your transfer trip the day before you wish to travel.
### Transfer Times at Olive View Medical Center:

<table>
<thead>
<tr>
<th>Weekday Schedule:</th>
<th>Weekend and Holiday* Schedule:</th>
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*Holiday schedule based on fixed-route schedule of Antelope Valley Transit Authority.
During Your Trip

> Waiting for the Vehicle
> Calling for an ETA
> Boarding the Vehicle
> Rider Code of Conduct
> Other Rules
Waiting for the Vehicle
Remember that the driver cannot leave the vehicle to enter a building. You must be at the curb for pick-up. See page 45.

If You Need an Estimated Time of Arrival of Your Vehicle: “Where’s My Ride” mobile app is an application that allows you to check the location of a vehicle 15 minutes before your scheduled pick-up time. You can use “Where’s My Ride” with a smartphone, computer, tablet, and through SMS messages on flip phones.

For more information on the “Where’s My Ride” application, please visit Access’ website at accessla.org or call the Where’s My Ride hotline at 213.270.6099.

Calling for an Estimated Time of Arrival
Please call the reservation number.

1.800.883.1295
TDD 1.800.826.7280
Choose your region and select “Option 4.” Ask for an estimated time of arrival. For callers outside of Los Angeles County, please call: 213.488.1748.

If you have already called the reservation number for an estimated time of arrival, and the vehicle has not arrived by that time, call the reservation number again for a revised estimated time of arrival.

**If You Miss Your Trip, or Your Vehicle Has Not Arrived by the Revised Estimated Time of Arrival:**
Access will find a way to get you back home.

1. Call the Access Operations Monitoring Center (OMC). It is open 24 hours every day:

   - **1.800.827.0829 (press 2)**
   - **TDD 1.800.827.1359**

2. If Access’ OMC cannot secure an Access vehicle, Access can request help from a back-up provider.

If you have a medical emergency, call 911. Do not call Access.
How to Tell if a Vehicle is an Access Vehicle: Access operates white minivans and sedans with the Access logo or “Access” printed on the vehicle’s driver and front passenger-side door. Also, Access works with local taxi companies to provide trips as well. Taxis certified with Access will have large decals near the rear windows displaying the Access logo.

In some cases, Access may have to send a taxi vehicle that does not have an Access logo. If you do not recognize the vehicle, ask the driver if they are an Access driver.

**Boarding the Vehicle**

**Your Access Rider ID Card:** You must show the driver your Access Rider ID Card before you board the vehicle.

**Fares:** You must pay the exact fare with cash, Access coupons, or a credit/debit card (see pages 53-54) before boarding. The driver does not carry change.
Help From the Driver: You are responsible for getting to, into and out of the vehicle. Drivers will offer assistance as you get on and off the vehicle and in using the vehicle securement devices. However they will not lift you or carry you nor will they accompany you to or from locations far away from the vehicle. If you need assistance we do not provide, please bring a personal care attendant or be sure to have someone available at the pick-up or drop-off location to help you. For information about Beyond-The-Curb service, please see page 46.

Ramps and Lifts: Most Access vehicles have ramps, but some have lifts. You may board while standing on the lift. If you ask, and it is safe to do so, the driver will ride with you on the lift to make sure you are safe.

Positioning Belts: An Access driver will offer positioning belts for customers using mobility devices, to ensure greater security during their Access trip.
Seatbelts: Access requires all riders to use a seatbelt. If you need a seatbelt extension, please ask for one. You can ask the driver for help if needed.

Your Personal Care Attendant and Guest(s): Your personal care attendant rides free. If one or more guests come with you, they must pay the same fare you pay.

If you told the Reservationist that a guest will be with you, you will have to pay the fare for that guest even if they do not show up. Your personal care attendant and/or guests must board (and exit) the vehicle at the same time as you do.

Children Age Five and Younger: If your child uses Access and is five years old or younger, an adult must ride with the child.

Children must ride properly buckled in the back seat in a safety or booster seat until they are eight years old or are at least...
4’ 9” tall. This is required by law. Access does not furnish safety or booster seats. The driver may assist you with installation upon request.

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

**Seatbelts:** Every rider must wear a seatbelt. Removing or refusing to wear a seatbelt is not allowed.

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

**Medications and Other Medical Needs:** Riders should plan ahead if they require frequent medication or portable oxygen use. 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.

**Personal Hygiene:** Riders must maintain an acceptable standard of cleanliness.

**Personal Audio Equipment (music-playing devices):** Sound-generating equipment of any kind may be used on Access only if you use it with headphones. This rule does not apply to devices used for communication by the hearing or speech impaired.

**Prohibited Serious Disruptive Conduct:** There are actions that are never allowed. Examples of this conduct include, but are not limited, to the following:
- Abusive language or behavior
- Behavior that interferes with the safe operation of the 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
> Tampering with or using any Access equipment on board a vehicle
> Threatening phone calls, voice messages or emails
> Threats to Access representatives, customers and/or the public
> Violence to others or oneself
> Behavior that interferes with the safe operation of the vehicle

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.

Other Rules

Changing Your Drop-off Location or Requesting Detours: The driver is not allowed to change a drop-off location or take alternate routes to a destination.

Understanding Shared-Ride Routes: Because Access trips generally involve picking-up and dropping-off other passengers, your route probably will not take you directly to the place you want to go. According to federal (ADA) law, an Access trip may take as long as a similar trip on a bus or train. Your trip time will usually be longer than if you traveled by car or took a taxi. If you still feel that your trip took too long, please file a complaint. For instructions, see pages 83-84.
Tipping the Driver: Our drivers are not allowed to accept tips. If you had a good experience, we encourage you file a commendation with Access Customer Service.

Lost and Found: If you left an item on an Access vehicle, call the Reservations number 1.800.883.1295 TDD 1.800.826.7280 you used to make your reservation. If we have found your item, you may pick it up at the Lost and Found Department for that region by scheduling a next-day ride. Please note that Access is not responsible for lost or damaged items. Lost and Found keeps items for 60 days only.

You are key to our ongoing safety efforts. If you notice a safety concern, including improper securement, please call us: 1.800.827.0829 TDD 1.800.827.1359.
Improving Access

> Complaints
> Commendations
> Public Meetings
> Important Access Announcements and Information
One of the many ways we can improve our service is through rider comments. It is important that you tell us about your experiences using Access.

**Complaints**
Access is dedicated to serving your needs. We want to know if there is a specific problem that needs our attention. If there is a problem, you can help us improve our service in the future by filing a complaint.

Our staff devotes many hours to investigating complaints and resolving them. There is no limit on the number of complaints you can file.

You should not be afraid that someone will give you a hard time if you file a complaint. Access does not tolerate retaliation of any kind against our riders. We immediately investigate all accusations of retaliation.
How to File a Complaint: As soon as possible after the event happened, write down all the information we will need to investigate your complaint:

> Your Access Rider ID Number
> Your full name, street address, city, zip code, phone number and email address, if you have one
> Name of the person who is filing the complaint, if someone else is speaking on your behalf
> Date of the incident
> Time and place of the incident
> Name(s) of the people you believe caused the incident
> Name(s) of any people who witnessed the incident
> Summary of what happened (if the incident involved a pick-up), include the address, pick-up time you requested, pick-up time you were given and the vehicle arrival time – if it did arrive
You Can File Your Complaint or Commendation By:
Phone:
Access Customer Service
1.800.827.0829
TDD 1.800.827.1359
Customer Service is available 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

Access makes 12,000 trips per weekday.
What Happens After You File a Complaint?:
Access staff closely monitors the service and is always working to provide 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.

If a response is requested, you will receive either a phone call or a letter/email within 14 calendar days after you file your complaint.

See Your Complaint History on the Web:
If you are a registered Access rider with web access, you can use Rider360. This part of our website will display a list of all the trips you have taken and any complaints you have filed. You can also file a new comment or complaint.

2. Enter your Access Rider ID Number and last name when prompted.
3. Submit your complaint or comment.
For Additional Help: You may contact your local Independent Living Center, the Access Services Board of Directors and/or the Client’s Rights Advocate at your local Regional Center.

You May Also File 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, D.C. 20590

Or call toll-free: **1.888.446.4511**

Commendations
It is vital that we hear about your positive experiences using Access. Commendations can be filed by phone, email, via the web or through the mail.

Public Meetings
In general, 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, please call Access’ Info-Line: 213.270.6110. This number is available 24 hours a day, seven days a week.

Meeting schedules are also available online at accessla.org.

**Important Access Announcements and Information**

**Rider Notifications:** From time to time, Access may contact you regarding changes in policies or procedures. A notice may be placed in each vehicle and also on our website: accessla.org. You can also sign up on our website to be alerted to changes via email.

**Access InfoLine:** For the latest general information about Access, including public meeting dates, times and locations, call 213.270.6110. This number is available 24 hours a day, seven days a week.
Other Transportation Options

> ADA Services Outside Los Angeles County
> Southern California ADA Paratransit Resources
> Using Your Access Rider ID Card to Ride Local Buses and Trains
> Free Fare on Metrolink
ADA Services Outside Los Angeles County
As an Access rider, you may use ADA paratransit services outside Los Angeles County. During any 12-month period, you are entitled to 21 days of visitor riding privileges outside of Los Angeles County.

For more information, call the ADA paratransit system in the area you are visiting. You may ask Access to send your ADA eligibility information to an out-of-area paratransit provider.

Southern California ADA Paratransit Resources
Orange County
Orange County Access Service
877.628.2232
www.octa.net/Getting-Around/Bus/ACCESS-Service/Overview/

San Bernardino County
Omnitrans Access Service
800.966.6428
www.omnitrans.org/getting-around/transit-services/access/
Ventura County
Gold Coast Transit
805.487.4222
www.goldcoasttransit.org/paratransit/access-service

Riverside County
Riverside Transit Authority
800.795.7887
www.riversidetransit.com/index.php/adadar-application

Northern San Diego County
North County Transit District
760.966.6500
www.gonctd.com/ada-overview/

Access makes 3.4 million trips per year.
Visitor Policy: For eligible visitors to Los Angeles County, Access will provide service for a period of 21 days per year.

According to ADA regulations, an individual residing outside of the area served by Access, is eligible for complementary paratransit service as a visitor, if any of the elements below are met:

1. If the individual is unable to use accessible, fixed route transportation services due to disability related to functional limitations.
2. If the individual presents documentation of ADA paratransit eligibility from his or her home jurisdiction.
3. If the individual has no such documentation of ADA paratransit eligibility, they can provide documentation of residence outside of Los Angeles County and proof of their disability.
Using Your Access Rider ID Card to Ride Local Buses and Trains

You may ride for free on most local buses and trains within Los Angeles County with your Access Rider ID Card. Simply tap your card on the TAP validator for the bus or train you are boarding. If you need help tapping, ask the driver to help you. Your card contains an electronic chip that will allow you to travel for free on participating transit agencies. With some transit agencies, you may be asked to show your card to the driver.

Travel Training: Access can give you a free training session in preparation for taking these regular routes. Call Access Customer Service for more information.

For More Information: For a full list of regional and local transit options please go to 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: 213.488.1748.
Using Free Fare on Metrolink
You are entitled to free rides on the Metrolink rail system within Los Angeles County only. 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, you will need to purchase a ticket at a reduced rate (senior/disabled rate) for the portion of the trip that is outside of Los Angeles County. For example, if traveling on the San Bernardino Line from Los Angeles Union Station to San Bernardino, your Access Rider ID card will allow for free travel between Union Station and Claremont, but a ticket is required for the remaining portion of the trip into San Bernardino. The table on the following page indicates the segments of each line which you can travel for free on Metrolink.
<table>
<thead>
<tr>
<th>From LA Union Station to:</th>
<th>Metrolink Line:</th>
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</thead>
<tbody>
<tr>
<td>Lancaster</td>
<td>Antelope Valley</td>
</tr>
<tr>
<td>Claremont</td>
<td>San Bernardino</td>
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<tr>
<td>Chatsworth</td>
<td>Ventura County</td>
</tr>
<tr>
<td>Norwalk/ Santa Fe Springs</td>
<td>Orange County or 91</td>
</tr>
<tr>
<td>Downtown Pomona</td>
<td>Riverside</td>
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</tbody>
</table>

Metrolink asks that passengers requiring boarding assistance wait at the top of the access ramp located at the end of the station platform. Wheelchairs can only be accommodated on the lower level of the passenger car that stops opposite the platform access ramp.

A personal care attendant (PCA) can accompany you on Metrolink without purchasing a ticket, if you were approved to have a PCA travel with you, your Access Rider ID card will say so. However, the PCA must board and detrain with you and must stay with you for the entirety of the trip.
You can travel on Metrolink with a service animal, provided that Metrolink’s rules and responsibilities regarding service animals are followed.

For more information about how to plan a trip on Metrolink, go to metrolinktrains.com or call 1.800.371.LINK (5465). For more details about Metrolink’s Service Animal and other Accessibility policies, please go to metrolinktrains.com.

A maximum of two ambulatory Access riders are allowed in the rear seat of a sedan.
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 213.270.6000 or in writing at:

Access Services  
Attn: Human Resources  
PO Box 5728  
El Monte, CA 91734  
Email: cserv@accessla.org

If you would like to file a discrimination complaint against Access and/or its contractors, the complaint must be filed within 180 days of the incident. Please see Access’ website for our complaint procedures accessla.org/about_us/title_vi.html.
Service Regions

> Eastern Region
> West/Central Region
> Southern Region
> Northern Region
> Santa Clarita Region
> Antelope Valley Region
Access Regions

- Santa Clarita Region
- Northern Region
- West/Central Region
- Southern Region

Ventura County

Pacific Ocean
Communities served by service region.
1. Call the reservation number: 
   **1.800.883.1295**  
   **TDD 1.800.826.7280**

For callers outside of Los Angeles County, please call: 213.488.1748.

2. Then press the number for the region you want.

3. Please note that Access may serve only parts of the cities or neighborhoods marked with a star (*).

### Eastern Region (press 1)

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<thead>
<tr>
<th>Alhambra</th>
<th>Covina</th>
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<tr>
<td>Altadena</td>
<td>Cypress Park</td>
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<td>Atwater Village</td>
<td>Diamond Bar</td>
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<tr>
<td>Arcadia</td>
<td>Duarte</td>
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<tr>
<td>Avocado Heights</td>
<td>Eagle Rock</td>
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<td>East Los Angeles</td>
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<tr>
<td>Baldwin Park</td>
<td>El Monte</td>
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<tr>
<td>Bassett</td>
<td>El Sereno</td>
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<td>*Hacienda Heights</td>
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<td>City Terrace</td>
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<td>Industry</td>
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<td>Commerce</td>
<td>Irwindale</td>
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</table>
La Cañada/ Flintridge
La Crescenta
*La Habra
La Puente
La Verne
Lincoln Heights
Los Nietos
Monrovia
*Montclair
Montebello
Monterey Park
Montrose
Pasadena
Phillips Ranch
Pico Rivera
Pomona
Rosemead
Rowland Heights
San Dimas
San Gabriel
San Marino
*Sierra Madre
South El Monte
South Pasadena
South San
Jose Hills
*Sunland
Temple City
*Tujunga
Valinda
Walnut
West Covina
La Puente
Village West
Whittier
Los Nietos
*Whittier

West/Central Region (press 2)
Bel Air
Beverly Hills
Brentwood
Century City
Cheviot Hills
Chinatown
Country Club Park
Echo Park
Fox Hills
Hancock Park
Holmby Hills
Hollywood
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<td>Los Feliz</td>
<td>Santa Monica</td>
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<td>West Hollywood</td>
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<tr>
<td>Mt. Olympus</td>
<td>Westchester</td>
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<td>Pacific Palisades</td>
<td>West Los Angeles</td>
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<td>Palms</td>
<td>Westwood</td>
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<td>Southern Region (press 3)</td>
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<td>El Segundo</td>
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<td>Florence</td>
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<td>*Fullerton</td>
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<td>Gardena</td>
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<td>*Buena Park</td>
<td>Harbor City</td>
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<td>Carson</td>
<td>Hawaiian Gardens</td>
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<td>Hawthorne</td>
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<td>Cudahy</td>
<td>Huntington Park</td>
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<tr>
<td>Culver City</td>
<td>Inglewood</td>
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</tbody>
</table>
Ladera Heights  
Lakewood  
*La Mirada  
*La Palma  
Lawndale  
Lennox  
Lomita  
Long Beach  
*Los Alamitos  
*Los Angeles  
Lynwood  
Manhattan Beach  
Maywood  
Norwalk  
Palos Verdes Estates  
Palms  
Paramount  
Rancho Dominguez  
Rancho  
Palos Verdes  
Redondo Beach  
Rolling Hills Estates  
Rosewood  
San Pedro  
Santa Fe Springs  
*Seal Beach  
Signal Hill  
South Gate  
Torrance  
Vernon  
Walnut Park (HP)  
Watts  
Westmont  
Willowbrook  
Wilmington  
Windsor Hills  

**Northern Region (press 4)**  
*Agoura Hills  
Arleta  
*Calabasas  
Canoga Park  
*Chatsworth  
Encino  
Granada Hills  
*Hidden Hill  
*Mission Hills  
*North Hills  
*North Hollywood  
*Northridge  
Pacoima  
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 (press 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 (press 6)

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

| *Palmdale      |
| *Pear Blossom  |
| *Quartz Hill   |
Access Services
PO Box 5728
El Monte, CA 91734
accessla.org

Policies effective January 1, 2019