

Access Rider's Guide



access

Access Rider's Guide

Policies effective July 1, 2015
Our policies and procedures may change.

If you would like this document in an
alternative accessible format, please contact
Access Customer Service:
1.800.827.0829
TDD 1.800.827.1359

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

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Welcome to Access

Now that you are eligible for Access, it's important to learn how to use our system. This guide will explain how to:

- > Schedule (and, if necessary, cancel) your ride
- > Wait for your ride
- > Help make sure your trip is a pleasant one

First, we'd like to let you know what Access is—and what it is not.

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 light rail services.

Your travel time will be similar to travel time on a bus or rail line. You probably will not go directly to your destination because other riders need to be picked up or dropped off first. In that way, we are like a shared-ride airport service.

Our Service Area: Access operates in the same general area as the 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.

The map on pages 36–37 shows Access' service area. It extends from Antelope Valley in the north to San Pedro in the south, and from Malibu in the west to Claremont in the east.

You can make an appointment to be picked-up from and dropped-off at almost any curbside location you choose within this area.

Above and Beyond ADA Requirements: Our service in Los Angeles County is required by the Americans with Disabilities Act (ADA), the civil rights law passed 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.)

Giving You Independence: Access helps you independently go wherever you need to go:

- > To visit friends
- > To keep a doctor’s appointment
- > To take a class
- > To your paid or volunteer job
- > To a place of worship
- > To a store
- > To see a movie

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.

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

- > Access Customer Service can assist you in filing complaints, answering questions about the service, replacing Access Rider ID Cards, providing information about other transit options and other customer service needs. Call **1.800.827.0829 (TDD 1.800.827.1359)** and choose the appropriate option.

Access Customer Service is available Monday through Friday from 8am to 5pm. (See page 28 for more information.)

- > Access Customer Support can assist you with immediate, urgent service problems. It can be reached at the same toll free number and then pressing 2. Customer Support is available 24 hours a day, seven days a week. (See page 19 for more information.)

What We Are Not

We are not the same as your local city Dial-A-Ride, which can sometimes be less expensive than our service.

We are not like a private taxi, because we must be called a day in advance, and your ride may be shared with other Access riders.

We are not the same as the bus, which has a fixed route and schedule. Riding the bus allows for more flexibility because you don't have to make a reservation a day in advance.

We are not a medical transportation service. 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 Assistant accompany the customer. Personal Care Assistants do not have to pay a fare on Access Services.

For other transportation options, see page 33 or call Access Customer Service: 1.800.827.0829 TDD 1.800.827.1359

How to Ride

Getting Started

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. If you keep scheduling trips that you are not eligible to take, you may be temporarily suspended from using Access.

Your Access Rider Identification (ID) Card: Every time you use Access, you will need to show your Access Rider ID Card to the driver before boarding the vehicle. If you lose your card, please call Access Customer Service right away. There is a cost for a replacement. Do not allow anyone else to use your Access Rider ID Card for any reason. Allowing someone else to use your card for these programs constitutes fraud and could result in criminal prosecution and/or the loss of your eligibility. Your Access Rider ID Number is located on the front of the card immediately below your name.

**Call the reservation number the day before you need a ride. The toll-free reservation lines are open every day:
1.800.883.1295 TDD 1.800.826.7280**

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. (For specific hours, please see page 11.) You may schedule just one trip or as many as six one-way trips per call.

Understanding the One-Hour Reservation Window: On an average weekday, there are over 1,000 vehicles in service. They make a total of about 10,000 daily weekday trips in an area that spans 4,060 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.” This means that the Reservationist can offer you a pick-up time up to one hour before or after your requested time. For example, if you ask for a pick-up at 6am, you can be offered a trip some time between 5am and 7am. The one-hour window is permitted by federal law.

Understanding Pick-Up Times: Access has a 20-minute pick-up window. This means that a vehicle is considered on time if it arrives up to 20 minutes after the scheduled time. For example, if the pick-up is for 11am, the vehicle can 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 assistant, friend or relative. For information about Beyond the Curb service, please see page 25.

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

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': A Call-Out is an automated phone call activated by the driver. The call lets you know when the vehicle will arrive, or that it has already arrived. A Call-Out can be convenient if you are visually impaired or find it difficult to wait at the curb. If the automated Call-Out does not work, a dispatcher will attempt to contact you before the vehicle leaves. It is highly recommended that you always provide us with a Call-Out number when booking your trip. Please ensure that the reservationist has the correct number where we can reach you.

Access cannot guarantee that you will receive your Call-Out. There may be a "dead zone" where our radio equipment does not work. Or the phone number the driver is using to reach you may not be correct. Also, Call-Outs do not work with answering machines, voicemail, pagers, relay devices or phone systems that require the caller to press an extra number to reach you.

You are always responsible for being at the curb when the vehicle arrives, whether or not you asked for a Call-Out.

Understanding 'Rider No-Shows': When riders don't show up for their scheduled rides, time and 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 five (5) or more Rider No-Shows in a calendar month and their No-Shows exceed more than 10% of their overall trips taken within the same calendar month may be suspended from using Access.

The following situations are considered Rider No-Shows:

- > When a customer cancels a trip less than two (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.

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 9 for more information.)

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 assistant must accompany the child. All eligible riders, regardless of age, must pay the fare. Personal care assistants ride for free. When scheduling a trip, please be sure to inform the Reservationist that the child will be traveling with an assistant.

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 can assist you with installation upon request.

Planning for Your Ride

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 to 10pm every day. (Santa Clarita and Antelope Valley have different hours. See pages 16 and 17.)

1.800.883.1295 TDD 1.800.826.7280

First, you will hear a list of our service regions. (A list of the cities in each region is on pages 38-40.) Select the correct region number for your pick-up:

- | | |
|-------------------------|----------------------------|
| 1 - Eastern | 4 - Northern |
| 2 - West/Central | 5 - Santa Clarita |
| 3 - Southern | 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 mobility device or service animal.
- 5) How many people will be traveling (including a personal care assistant 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.
- 6) The day and 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 16 and 17).
- 7) 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.")

- 8) Your phone number, if you want a Call-Out. (See page 9.)
- 9) The time 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.

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:

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+

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 two 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 two (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.

Limited Number of Standing Orders: Since Access has a limited number of Standing Orders available at a given time, we may not be able to approve your request. In that case, your Standing Order request for that day will be placed on a waiting list. You may still make a regular next-day reservation for that trip while you wait for approval of your Standing Order.

Other Rules for Standing Orders:

- > You must reserve your rides for at least six 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

How to Pay for Your Ride

Your one-way fare is based on the distance you travel. Please see the Fare Card in your Welcome Packet for current fares. You can also find fare information online at accessla.org.

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, you will find current prices on your Fare Card. 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 will take 7 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:

Pomona Valley Transportation Authority > *cash or money order only, no checks*
2120 Foothill Bl, Suite 116
La Verne, CA 91750
Mon - Fri, 9am - 4:30pm
909.596.7664

Santa Monica's Big Blue Bus > *cash, check, money order or credit card*
1444 4th St > *photo ID required with checks*
Santa Monica, CA 90401 > *call in advance for orders of more than 10 books*
Mon - Fri, 7am - 6pm
Sat, noon - 6pm
310.451.5444

City of Santa Fe Springs Finance Counter > *cash or money order only, no checks*
11710 E. Telegraph Rd > *call in advance for orders of more than 10 books*
Santa Fe Springs, CA 90670 > *closed on government holidays*
Mon - Thur, 7:30am - 5:30pm
562.868.0511

City of Azusa Bus Pass Window > *cash, check or money order*
740 N. Dalton Av
Azusa, CA 91702
Mon - Thur, 8:30am - 3:45pm
626.812.5204

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, unless the rider is deceased.

Service to Santa Clarita

Access has special phone reservation and service hours for travel to and from the City of Santa Clarita.

Santa Clarita Phone Reservation Hours:

Monday - Saturday 6am to 10pm
Sunday 6am to 8pm

1.800.883.1295 TDD 1.800.826.7280

Santa Clarita Service Hours:

Monday - Friday 4:15am to 11:15pm
Saturday 5am to 10pm
Sunday 7am to 9pm

Santa Clarita Holiday Service Hours:

New Year's Day 8am to 8pm
Memorial Day 8am to 8pm
Independence Day 8am to 8pm
Labor Day 8am to 8pm
Thanksgiving Day No service
Christmas Day No service

For fare information, please see your Fare Card.

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 can take a transfer trip Monday through Friday. There are no transfer trips on the weekends.
- > You must schedule your transfer trip the day before you wish to travel.
- > Transfer times at Olive View Medical Center are:
7:30am 12:30pm 3:00pm 5:30pm

For transfer trip fare information, please see your Fare Card.

Service to the Antelope Valley

Access has special phone reservation and service hours for travel to and from cities in the Antelope Valley.

Antelope Valley Phone Reservation Hours:

Every day 8am to 5pm

1.800.883.1295 TDD 1.800.826.7280

Antelope Valley Service Hours:

Monday - Friday 5am to 12:30am
Saturday - Sunday 6:30am to 8:30pm

No Service on the Following Holidays:

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

For fare information, please see your Fare Card.

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 can take a transfer trip Monday through Friday. There are no transfer trips on the weekends.
- > You must schedule your transfer trip the day before you wish to travel.
- > Transfer times at Olive View Medical Center are:
7:30am 1:00pm 6:00pm

For transfer trip fare information, please see your Fare Card.

Day of Your Ride

Who and What You Can Take on the Vehicle

- > A service animal.
- > A personal care assistant. (If you were approved to have a personal care assistant travel with you, your Access Rider ID Card will say so. The personal care assistant 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 paper grocery bags or six plastic 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.)
- > 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 can 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.
- > Packages that are larger than the equivalent of two paper grocery bags or six plastic grocery bags, or that weigh more than 25 pounds in total.
- > A pet that is not a service animal and is not in a secured cage or container.

Waiting for the Vehicle

Remember that the driver cannot leave the vehicle to enter a building or even come to the front door. You must be at the curb for pick-up. If you need help to get there, please be prepared to have a personal care assistant, relative or friend available. For information about Beyond the Curb service, please see page 25.

If you have waited 20 minutes after your pick-up time, and the vehicle has not come:

- 1) Please call the reservation number again:
1.800.883.1295 TDD 1.800.826.7280
- 2) Ask the Reservationist for an estimated time of arrival and the number of the vehicle that is coming to pick you up.

If the vehicle still has not come by the estimated time of arrival provided by the Reservationist:

- 1) Call Access Customer Support. It is always open:
1.800.827.0829 (press 2) TDD 1.800.827.1359
- 2) Do not worry. We will find a way to get you back home. Sometimes we can request help from a "back-up provider" that does not have Access-certified drivers or vehicles.

**If you have a medical emergency, call 911.
Do not call Access.**

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 page 14) 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 away from the vehicle. If you need assistance we do not provide, please bring a personal care assistant 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 25.

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

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 Assistant and Guest(s): Your personal care assistant 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 he or she does not show up. Your personal care assistant 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 can assist you with installation upon request.

During Your Ride: Your Code of Conduct

Access has developed the following rules to make trips safe for all riders and drivers. If 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.

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

Pets: If you have brought a properly caged pet onboard, please be considerate of riders who are fearful of animals.

Radios, MP3, Tape and CD Players: Sound-making 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.

Service Animals: We ask that you show consideration for other riders' service animals.

Serious Behavior Issues: The following behavior is never allowed:

- > Abusive, obscene or threatening language or behavior
- > Sexual harassment of riders, drivers, passengers or other Access employees
- > Deliberately not paying the fare
- > Riding under the influence of alcohol or illegal drugs
- > Riding with weapons of any kind
- > Riding with hazardous materials, including fuel and explosives
- > Tampering with or using any Access equipment, including the vehicle steering wheel, hydraulic lift, driver's two-way radio or Mobile Data Terminal, or trying to remove wheelchair tie-downs

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.

Other Rules:

Changing Your Drop-Off Location: The driver is not allowed to change a drop-off location.

Tipping the Driver: Our drivers are not allowed to accept tips. If you had a good experience, we encourage you to report it to Access Customer Service.

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

Other Important Information

Our Busiest Times: You should be aware that our busiest weekday times are:

- > Mornings from 7am to 10am
- > Afternoons from noon to 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 trip you have scheduled, please call the reservation number. Access is not required to make changes on the day of your trip, so it is wise to call as soon as you realize you must make a change.

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.

Size of Your Mobility Device: Most of the accessible vehicles in our fleet are designed to accommodate a mobility device no larger than 30 inches wide by 48 inches long and/or 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 either because it would damage the vehicle or to do so would impose an unreasonable safety hazard.

If You Change Your Mobility Device: We have 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 your needs for large print, audiotape, Braille or electronic information have changed.

If You Change Your Name, Address or Phone Number:

Please call Access Customer Service if you change your name, home address, mailing address or phone number.

Access Customer Support is open 24 hours a day, seven days a week.

1.800.827.0829 TDD 1.800.827.1359

Lost and Found: If you left an item on an Access vehicle, call the number 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.

Rider Alerts: Whenever Access changes a policy or procedure, we create a notice called a Rider Alert. It is 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.

Rider Newsletter: When we have an important announcement, we will send a Rider Newsletter to your home. This is one more reason to make sure we have your current mailing address.

Access InfoLine: For the latest general information about Access, call **213.270.6110**. This number is available 24 hours a day, seven days a week.

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**
OCTA ACCESS 714.560.5956
- > **San Bernardino County**
Omnitrans Access Service 800.966.6428
- > **Ventura County**
GCTS 800.448.6133
- > **Riverside County**
RTA Intercity 800.795.7887
- > **Northern San Diego County**
North County Transit District 760.966.6500

Reasonable Modification Requests: A reasonable modification for purposes of complementary ADA paratransit 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 to current policies, practices or procedures, such as Beyond the Curb service, please call Customer Service at **1.800.827.0829** and press #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;
- 4) Granting the request would cause an unreasonable financial or administrative burden.

For more information visit accessla.org/riding_access/rmod.html or contact the Reasonable Modification Coordinator at **213.270.6159** or by email at RMC@accessla.org.

Questions and Answers

May I reserve more than one trip at a time?

Yes, you can reserve as many as six one-way trips per telephone call. The trips can all be for one person, or for several people.

I reserved a return trip from my doctor's office for 4pm but my appointment was finished at 2pm. When I called Customer Support, they said I would have to wait until 4pm for a pick-up.

Unfortunately, we may not be able to reschedule a pick-up on short notice. That's why we ask you to schedule your pick-up for the latest time you think you will be ready.

What if the vehicle doesn't arrive on time?

First, be sure you have waited 20 minutes after your scheduled pick-up time. Then call the reservation number and ask for an estimated time of arrival. If the vehicle still does not arrive by that time, call Access Customer Support. A staff member will find a way to get you back home.

Can I ask for a certain kind of vehicle?

No, you cannot request a specific type of vehicle.

How can I tell that the vehicle is an Access vehicle?

All certified Access vehicles are clearly marked with Access identifiers. Sometimes, we need to send a vehicle that is not certified and does not have these identifiers. If you do not recognize the vehicle, ask the driver if he or she is an Access driver.

Why did the vehicle travel a route that did not make sense?

Access is a type of public transit, a shared-ride service. So 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 page 28.)

Access provides more than 4 million rides every year.

Improving Access

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. (See page 30.)

Our staff devotes many hours to investigating complaints and resolving them. There is no limit on the number of complaints you can file. But please use good judgment in deciding how serious a problem is before making your complaint.

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.

For an immediate, urgent service problem, call Access Customer Support at any time of day or night:

1.800.827.0829 TDD 1.800.827.1359

Reasons for Filing a Complaint: Possible service problems include, but are not limited to:

- > Breaking the law
- > Poor conduct
- > Reservation problems
- > Lateness and No-Shows

- > Vehicle and route problems
- > Driver problems
- > Problems with other riders and animals
- > Problems with Lost and Found

Commendations

While it is important to report negative experiences to help us improve our service, it is also vital that we hear about your positive experiences using Access. Commendations, like complaints, can be filed by phone, email, via the web or through the mail. (See page 30.)

Miles of Smiles Program: Riders can also participate in our Miles of Smiles program. Similar to commendations, Access' Miles of Smiles program is specifically designed to encourage our customers to recognize drivers and reservationists when they provide good customer service. So after you have scheduled and completed a trip ask yourself:

- > Did the Reservationist give his/her name and greet me professionally?
- > Did the Reservationist clearly read back my information?
- > Did the Reservationist handle my call with patience, courtesy and efficiency?
- > Did the driver smile and greet me with courtesy?
- > Did the driver offer to assist me in and out of the vehicle?
- > Did the driver provide safe and comfortable wheelchair or seatbelt securement?

If so, please contact Access Customer Service at **1.800.827.0829 (TDD 1.800.827.1359)**, and tell us that you wish to File a Smile on behalf of this driver or reservationist; recognizing good customer service will encourage others to follow suit! Each month one lucky customer will win a free book of coupons for filing a Smile.

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.)

How to File a Commendation or “Smile”: If someone has provided excellent customer service to you, please write down the full name of the person who assisted you and how they helped you so they can be recognized.

You can file your complaint or commendation by phone, email, postal mail or website contact form:

By phone: Access Customer Service
1.800.827.0829 TDD 1.800.827.1359
Customer Service is available Monday through Friday, 8am to 5pm.

By email: cserv@accessla.org

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

By website: Visit our site at accessla.org/contactform

How can you prove you scheduled or canceled a ride?

You may ask for a copy of the tape of your original conversation. A nominal fee may apply. For details call Access Customer Service at **1.800.827.0829 (TDD 1.800.827.1359)**.

What happens after you file a complaint? Access Customer Service will review and investigate each complaint that is filed. Access Customer Service will analyze all complaints for trends and patterns. Information is reported to operations staff in order to help identify common service problems and develop possible solutions. Complaints are also reported to the Access Board of Directors and the Access Community Advisory Committee (CAC).

In an effort to improve service and utilize resources more efficiently, Access Customer Service will not offer a response to each individual complaint unless a response is specifically requested by the customer.

- > If you **did** ask for a phone call or letter/email, you will receive either a Status Call or a letter/email within 14 calendar days after you filed your complaint. When we have finished investigating your complaint, we will send you another letter. It will explain our decision and describe any actions we will take to improve the situation.

See Your Complaint History on the Web: If you are a registered Access rider with web access, you can use Rider360. This page 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.

1. Visit accessla.org/rider360.
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
East Building - 5th Floor, TCR
1200 New Jersey Ave, SE
Washington, D.C. 20590

Or call toll-free: **1.888.446.4511**

Public Meetings

Every month, Access Services holds 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 Customer Service:

1.800.827.0829 TDD 1.800.827.1359

Meeting schedules are also available online at accessla.org.

Other Transportation Options

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, they may ask you to show your card to the driver or tap it on the farebox.

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)**.

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.

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 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 assistant (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/howtoride/page/title/accessibility.

Title VI

Access Services complies with the requirements of Title VI of the Civil Rights Act of 1964, the American 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.

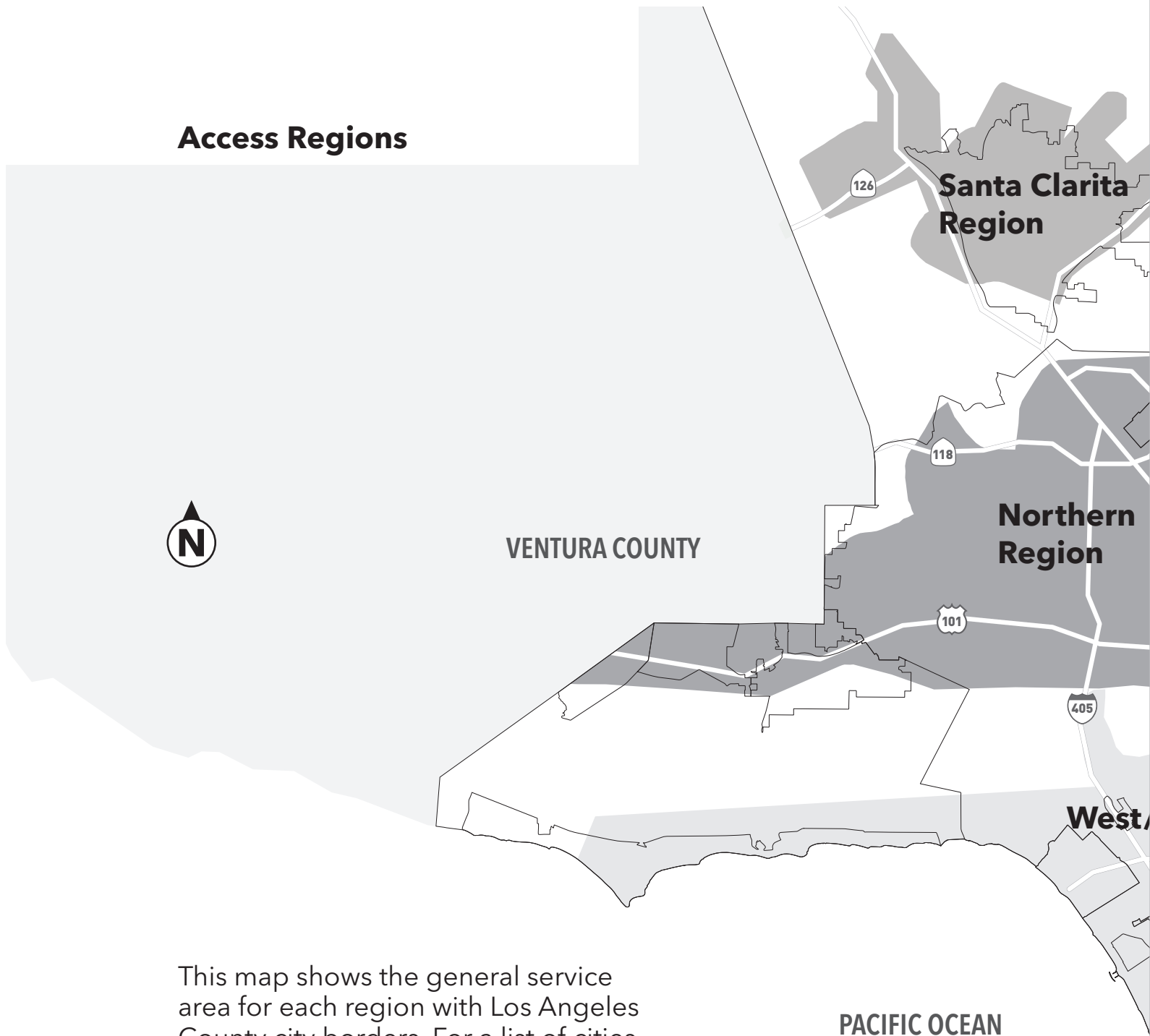
If you would like additional information on Access Services' nondiscrimination requirements, please contact Access Services at **213.270.6000** or in writing at:

Access Services
Human Resources Manager
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, please see our website at http://www.accessla.org/about_us/title_vi.html for our complaint procedures.

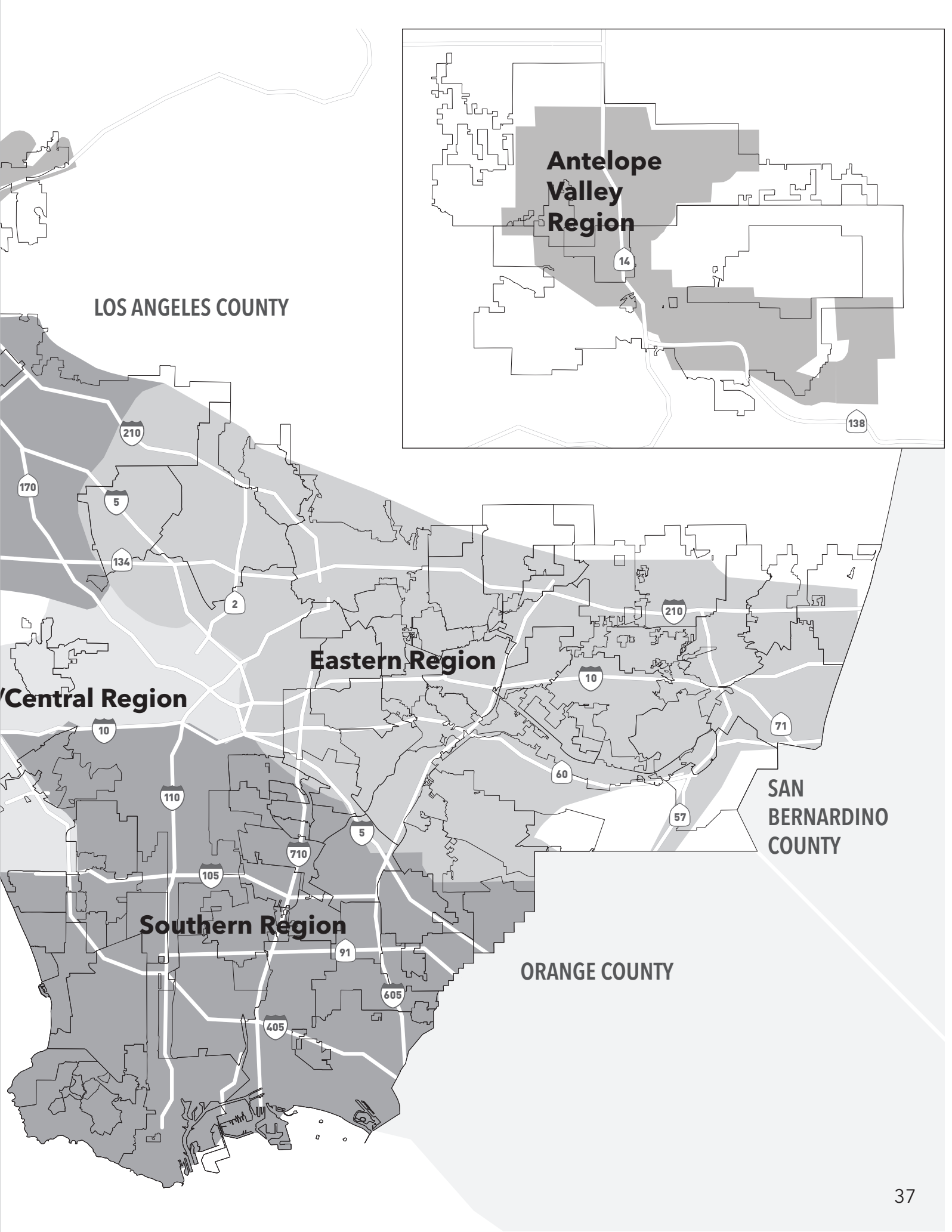
Access Regions



This map shows the general service area for each region with Los Angeles County city borders. For a list of cities and neighborhoods included in each region, please refer to pages 38 - 40.

This information is subject to change and therefore cannot be used to determine whether an address is in our service area.

A color version of this map is available at our website at accessla.org.



Access Regions

- > Call the reservation number:
1.800.883.1295 TDD 1.800.826.7280
- > Then press the number for the region you want.
- > Please note that Access may serve only parts of the cities or neighborhoods marked with a star (*).

Eastern Region (Press 1)

Alhambra	Glendora	San Dimas
Altadena	* Hacienda Heights	San Gabriel
Atwater Village	Highland Park	San Marino
Arcadia	Industry	* Sierra Madre
Avocado Heights	Irwindale	South El Monte
Arcadia	La Cañada/ Flintridge	South Pasadena
Baldwin Park	La Crescenta	South San Jose Hills
Bassett	* La Habra	* Sunland
Boyle Heights	La Puente	Temple City
* Brea	La Verne	* Tujunga
* Burbank	Lincoln Heights	Valinda
Charter Oaks	Los Nietos	Walnut
City Terrace	Monrovia	West Covina
Claremont	* Montclair	La Puente Village
Commerce	Montebello	West Whittier
Covina	Monterey Park	Los Nietos
Cypress Park	Montrose	* Whittier
Diamond Bar	Pasadena	
Duarte	Phillips Ranch	
Eagle Rock	Pico Rivera	
East Los Angeles	* Placentia	
El Monte	Pomona	
El Sereno	Rosemead	
Glassell Park	Rowland Heights	
* Glendale		

West/Central Region (Press 2)

Bel Air	Koreatown	Park La Brea
Beverly Hills	Los Angeles	Playa Del Rey
Brentwood	Los Feliz	Santa Monica
Century City	Malibu	Sawtelle
Cheviot Hills	Mar Vista	Silver Lake
Chinatown	Marina Del Rey	Topanga
Country Club Park	Mid City	UCLA
Echo Park	Mid Wilshire	Venice
Fox Hills	Miracle Mile	West Hollywood
Hancock Park	Mt. Olympus	Westchester
Holmby Hills	Pacific Palisades	West Los Angeles
Hollywood	Palms	Westwood

Southern Region (Press 3)

Alondra Park	Hawthorne	Rancho Dominguez
* Anaheim	Hermosa Beach	Rancho Palos Verdes
Artesia	Huntington Park	Redondo Beach
Athens	Inglewood	Rolling Hills Estates
Bell	Ladera Heights	Rosewood
Bell Gardens	Lakewood	San Pedro
Bellflower	* La Mirada	Santa Fe Springs
* Buena Park	* La Palma	* Seal Beach
Carson	Lawndale	Signal Hill
Cerritos	Lennox	South Gate
Compton	Lomita	Torrance
Cudahy	Long Beach	Vernon
Culver City	* Los Alamitos	Walnut Park (HP)
Del Aire	* Los Angeles	Watts
Downey	Lynwood	Westmont
El Segundo	Manhattan Beach	Willowbrook
Florence	Maywood	Wilmington
Florence Graham	Norwalk	Windsor Hills
* Fullerton	Palos Verdes Estates	
Gardena	Palms	
Harbor City	Paramount	
Hawaiian Gardens		

Northern Region (Press 4)

- | | | |
|-------------------|------------------|--------------------|
| * Agoura Hills | Panorama City | * West Hills |
| Arleta | Porter Ranch | * Westlake Village |
| * Cal State | Reseda | * Winnetka |
| Northridge | * San Fernando | Woodland Hills |
| * Calabasas | * Shadow Hills | |
| Canoga Park | * Sherman Oaks | |
| * Chatsworth | Studio City | |
| Encino | Sunland | |
| Granada Hills | * Sun Valley | |
| * Hidden Hill | * Sylmar | |
| * Mission Hills | Tarzana | |
| * North Hills | * Toluca Lake | |
| * North Hollywood | * Topanga Canyon | |
| * Northridge | Universal City | |
| Pacoima | Van Nuys | |

Santa Clarita Region (Press 5)

- | | |
|----------------|-------------------|
| Canyon Country | * Santa Clarita |
| * Castaic | * Saugus |
| * Del Valle | * Stevenson Ranch |
| Lang | * Sulphur Springs |
| * Mint Canyon | * Val Verde |
| * Newhall | * Valencia |
| Pico | |
| Pinetree | |

Antelope Valley Region (Press 6)

- | | |
|--------------------|----------------|
| * Acton | * Palmdale |
| * Aqua Dulce | * Pear Blossom |
| * Lake Elizabeth | * Quartz Hill |
| * Lake Los Angeles | |
| * Lancaster | |
| * Leona Valley | |
| * Littlerock | |

access

Access Services
PO Box 5728
El Monte, CA 91734
accessla.org