

Access Services
Rider's Guide

Effective July 2009

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access

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

QUICK REFERENCE

FOR RESERVATIONS AND CANCELLATIONS

1-800-883-1295

You will hear the following choices of Service Regions to choose from:
(see page 31 for a listing of cities by Service Regions)

- Please select 1 for the Eastern Region
- Please select 2 for the West/Central Region
- Please select 3 for the Southern Region
- Please select 4 for the San Fernando Valley Region
- Please select 5 for the Santa Clarita Region
- Please select 6 for the Antelope Valley Region

Please note: If you need to schedule a trip for another Region let the Call-Taker know and they will transfer you to that Service Region. No need to hang-up and call again.

TDD IN ALL REGIONS
1-800-826-7280

Access Services Information Line
Available to customers 24 hours/ 7 days per week
213-270-6110

IMPORTANT NOTE

If you are having a medical emergency:

CALL 911

Do not call Access.

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WELCOME TO ACCESS!

Access is an Americans with Disabilities Act (ADA) mandated public transportation service for people unable to independently use the bus or light rail services in Los Angeles County for all or some of their trips.

This "how to" guide is designed to provide answers to questions you may have about using Access.

Please note that Access Policies and Procedures may change. Riders will be notified of changes through Rider Alerts and/or other Access public announcements. Please make sure Access Customer Service always has your current address and phone number (see page 5 for phone number).

CONSIDER YOUR OPTIONS

You may have options on how to get to where you want to go that are more flexible, convenient, and less expensive.

Use the bus or train - With your Access ID card you and your Personal Care Assistant (PCA) can use many of the local buses and trains FREE (see page 28 for a list). Since the bus runs on a regular schedule it is convenient and more flexible than paratransit. The bus does not require reservations; you can get up and go. For help scheduling a bus trip, call 1-800-COMMUTE or use the internet trip planner at www.metro.net.

Use local Dial-A-Ride - Many communities have a Dial-A-Ride that you may qualify for. Dial-A-Rides serve a local community and are usually less expensive than Access.

By considering all your transportation options - the bus, dial-a-ride, and Access - you can gain greater independence. For information regarding other transportation options please call RIDEINFO at 800-431-7882

COMMENDATIONS, COMPLAINTS OR COMMENTS
(see page 18)

ACCESS SERVICES CUSTOMER SERVICE
Monday – Friday, 8:00AM to 5:00PM
1-800-827-0829 (Press 1)
1-800-827-1359 (TDD)

IMMEDIATE SERVICE NEEDS

ACCESS SERVICES
OPERATIONS MONITORING CENTER
1-800-827-0829 (Press 2)
1-800-827-1359 (TDD)

If your vehicle has not arrived by the scheduled pick up time plus the 20-minute on-time window, please call the same Reservations number you called to schedule your ride. Ask for an estimated time of arrival (ETA) and the vehicle number that has been assigned your trip.

If the vehicle has not arrived within the given ETA, **call the Access Services Operations Monitoring Center (OMC)**. The Operations Monitoring Center has a staff dedicated to helping Access riders with immediate service needs, including ensuring no one with a scheduled ride is left stranded away from home. The Operations Monitoring Center is open 24 hours per day, 7 days a week.

The OMC maintains a Backup Response System designed to offer a “safety net” on occasions when a trip does not go as planned. OMC will contact Access providers for you to find alternatives for getting you home, including dispatching a road supervisor or other vehicle, if available. OMC can also request help from a “backup provider.” Backup providers are not Access drivers or vehicles. They may be available to give you a ride faster than an Access vehicle

OMC operators can send a “wait-only” vehicle to stay with you until appropriate transportation arrives. For Access riders using a mobility device such as a wheelchair, wait-only vehicles can offer an added sense of security.

For more details see our website at www.asila.org or contact Customer Service.

GENERAL INFORMATION

SERVICE AREA

Access provides service within $\frac{3}{4}$ mile of fixed-route bus and rail lines in Los Angeles County. This covers almost all of urban Los Angeles County and certain points outside of the county. Please refer to list of cities located at the back of this guide.

SHARED RIDE SERVICE

When planning your trip, please remember that Access is shared-ride public transportation. You should expect that there may be other passenger pick-ups and drop-offs along the way.

All riders are asked to show consideration to riders with service animals. They have the right to use Access.

TYPES OF SERVICE

NEXT DAY SERVICE

You may request a ride for any time tomorrow by calling today between 6:00 a.m. and 10:00 p.m. Next Day Service, the primary service of Access, is required by the ADA.

STANDING ORDERS

If you have a recurring ride(s), the same day(s), time(s) and pick-up/drop-off address, you may request a Standing Order. Standing Orders, if approved, will allow the provider to send a vehicle without your having to call the day before to schedule each ride. (See page 10)

HOURS OF OPERATION ACCESS VEHICLES

Access vehicles operate on the same schedule as most buses. Regular service is offered from:

**4:00AM to 12:00AM
7 DAYS A WEEK**

In some areas the bus runs late. Where and during the hours that it does run, Access is also available. This late night service is known as "Night Owl." Contact Customer Service for specific information.

Service hours for the Santa Clarita and Antelope Valley areas are different, please see page 26 and 27.

HOURS OF OPERATION RESERVATIONS DEPARTMENT

Access accepts calls for reservations during the following hours:

**6:00AM to 10:00PM
7 DAYS A WEEK**

Reservationists are available 24 hours a day to assist riders who may have questions about their rides. However, trip reservations will only be accepted between 6:00 AM and 10:00 PM.

Reservation hours for the Santa Clarita and Antelope Valley areas are different, please see page 24 and 25.

THE FARE

The Access fare must be paid at the time you get in the vehicle with the exact cash fare, Access coupons or with MTA bus tokens. **Drivers cannot give change.**

Effective July 1, 2009 Your one-way fare is based on the distance you travel. The Reservationist will tell you your fare when you schedule your trip.

<u>Distance (miles)</u>	<u>Fare</u>
0 to 19.9	\$2.25
20 or greater	\$3.00

REMINDER: Access drivers are not allowed to accept tips or gratuities. Please do not offer.

COUPONS

Access accepts the \$0.90 coupons, complementary coupons, Base Fare Coupons for trips 0 to 19.9 miles, and the Plus Zone Coupons for trips 20 miles or greater as fare payments.

- Base Fare Coupons are 10 coupons valued at \$2.25 each, for a book value of \$22.50 each.
- Plus Zone Coupons can only be used with the Base Fare Coupons and are sold as 10 coupons valued at \$0.75 each, for book value of \$7.50 each.
- Access drivers cannot accept credit card payments.
- Access drivers are not allowed to accept tips or gratuities. Please do not offer.

To buy Base Fare coupons and/or Plus Zone coupons, please send a check or money order with a self-addressed, stamped envelope to:

**Access Services Coupons
P.O. Box 71684
Los Angeles, CA 90071-0684**

Please write your Access ID number on your check or money order. A coupon order form can be found on our website, www.asila.org. Once

your payment has been received, please allow 7 - 10 business days to process your order.

Checks return for insufficient funds require re-payment of the initial order with a money order only and an additional fee of \$10 for bank charges before any future orders can be filled. Coupons are non refundable except if the rider becomes deceased. Family members can request reimbursement by sending in the remaining coupons along with a copy of the rider's death certificate. Coupons can also be purchased from local transit agencies which are as follows:

COUPON PURCHASE LOCATIONS	
<p>Access Services Inc - Corporate Office 707 Wilshire Blvd., Los Angeles, CA 90071 Contact: Finance (213) 270-6000 Tue - Thu 8:00 AM - 3:00 PM. You must have a valid ID to enter the building</p>	<p>Sales by appointment for \$500 or more only Check or money order No parking validation</p>
<p>Pomona Valley Transportation Authority 2120 Foothill Blvd. Suite 116, La Verne, CA 91750 Contact: Dalal Haddad (909) 596-7664 Mon - Fri 9:00 AM - 4:30 PM</p>	<p>Cash or money order only</p>
<p>Santa Monica's Big Blue Bus 223 Broadway, Santa Monica, CA 90401 Contact: Customer Service Rep (310) 451-5444 Mon - Fri 7:00 AM - 6:00 PM Sat 12:00 AM - 6:00 PM</p>	<p>Orders over 10 books require advance notice Cash, check, money order or credit card Customer Identification card required with check</p>
<p>City of Santa Fe Springs - Finance Counter 11710 E. Telegraph Rd., Santa Fe Springs, CA 90670 Contact: Ann Alva (562) 868-0511 Mon - Thu 7:30 AM - 5:30 PM</p>	<p>Closed Government Holidays Orders over 10 books require advance notice Cash or money order only - No Mail Orders</p>
<p>City of Azusa - Bus Pass Window 943 N. Vernon Ave, Azusa, CA 91702 Contact: Joan Helvey (626) 812-5140 Tue - Thu 7:00 AM. - 6:00 PM</p>	<p>Cash, check or money order</p>

Tokens: MTA Tokens are available for purchase at many retail locations throughout the Los Angeles County. Please contact the MTA at 1-800-COMMUTE (1-800-266-6883) or www.metro.net for locations or asila.org - other transit resources -metro.

RIDER IDENTIFICATION (ID) CARDS

All Access riders are given a free identification (ID) card when they become eligible. **Riders must show their valid Access identification card to the driver at the time of boarding.** If you lose your identification card, please call Customer Service immediately.

Do not allow anyone to use your Access Services ID card for any reason. If you do, you may be suspended from Access.

SCHEDULING YOUR TRIP

To schedule a trip on Access, call 1-800-883-1295. You will hear a choice of Service Regions to choose from. These numbers are listed in the Quick Reference or look for the city on the regional guide starting on page 29.

If you have Restricted or Trip by Trip eligibility you may only schedule trips as described in your eligibility determination letter. Repeatedly scheduling invalid trips could result in you being temporarily suspended.

You may request a pick-up for anytime during Access' operating hours (See page 4). The Reservationist may offer a pick-up time within one hour before or one hour after your requested pick up time for a Next Day trip ("Reservation Window"). If the Reservationist cannot schedule a trip for you within the Reservation Window, it is considered a "Trip Denial" and you may report it to Customer Service even if you accept the trip time offered.

EXAMPLE:

**IF YOU REQUEST A PICK-UP AT 6:00AM
YOU CAN BE OFFERED A TRIP BETWEEN 5:00AM AND 7:00AM**

Return trips should be scheduled for the latest time you think you will be able to travel. If you are ready earlier than your scheduled pick-up time, you may call to see if an earlier ride is available. **If an earlier ride is not available, you will need to keep your original pick-up time.**

Example: A rider goes to the doctor and does not know what time they will be finished, so they schedule their return trip for 4:00 PM. They are actually finished at the doctor and ready to go at 2:00PM. The rider can call to see if they can get an earlier ride, but if they cannot, they will need to keep their 4:00 PM ride home.

Trips **cannot** be scheduled to have a vehicle wait for you to drop something off or pick something up. You will need to schedule 2 separate trips.

Drivers are not allowed to change drop off locations or make intermediate stops, including fast food drive throughs.

TRIP SCHEDULING WORKSHEET

When you call to schedule an Access trip, please be prepared to provide the following information in the following order:

1. Access Rider ID number. (See page 7)
2. Exact pick-up address.
3. Exact drop-off address.
4. Mobility device or service animal (if applicable). (See pages 15-16)
5. Total number of passengers (PCAs or guests) traveling. (See page 16)
 - Mobility device or service animal for PCA or guest
6. Cross streets and/or any landmarks at pick-up address.
7. You will be asked if you want a "call out". (See page 13)
 - If so, provide your call out phone number for that trip.
8. Requested pick-up time and date.

9. Please be sure to get a **confirmation number** for your reservation before hanging up. This will help us identify your trip more easily.

IMPORTANT! When you make reservations you must specifically request a return trip to get a return trip. Return trips are not automatically scheduled.

You may book a total of 6 one-way trips per telephone call, which may be for one individual, or multiple individuals. Calls may not be transferred between providers; riders may have to call more than one provider to schedule their trips.

You may not request a specific type of vehicle except to accommodate a mobility device.

If you would like the driver to approach you at the curb pick-up, please tell the Reservationist.

Reminder: If you are on hold with Access, **do not hang up**. If you hang up and call back, you will return to the end of the phone waiting line.

CHANGING OR CANCELING A SCHEDULED PICK-UP

If you want to request a change for a trip you have already scheduled, please call the reservations number. Access is not required to accommodate trip change requests on the day of the trip.

When you discover you cannot take a scheduled trip, call reservations immediately and cancel the trip. When canceling a trip, please be prepared to give the Reservationist your Access Services ID number, name, address, scheduled pick-up time and confirmation number.

If you cancel your trip with less than two hours notice, or if you schedule a ride and do not show up for the ride, you may be charged a "No Show".

Riders who have 6 or more verified Rider No Shows in a 60-day period may be suspended from using Access.

RIDER NO SHOWS OR LATE CANCELLATIONS

A Rider No Show occurs when

- you cancel a trip less than two hours before the scheduled pick-up time or
- you do not show for a scheduled ride within 5 minutes of the driver arriving, as long as the driver arrived within your 20-minute pick-up window or
- you do not cancel your standing order trip the day before by 10:00pm

It is not a Rider No Show if the driver arrives after the 20 minute pick-up window - regardless if you are there or call to cancel the trip.

If you get 6 valid Rider No Shows in 60 days, your eligibility may be suspended. Written notice will be sent on Rider No Shows.

If the Rider No Show or Late Cancellation is for a good cause and/or due to circumstances beyond your control you may request that it be removed from your record by calling Customer Service to explain the circumstances.

Note: Riders also have the right to appeal or dispute all No-Show decisions. Please contact the Customer Service Center for more details about Rider No Shows or Late Cancellations.

STANDING ORDER TRIPS

If you have one or more recurring trips per week (same pickup time, same pickup address, same destination, etc.), you may request a "Standing Order" trip. If your request is approved, a vehicle will be sent for you automatically and you do not need to call to reserve the trip the day before.

The ADA allows Access to schedule Standing Order trips as long as the total number of Standing Order trips does not exceed 50% of the total number of trips. During certain times of the day Access may have reached that limit and will place your name on a waiting list. You will still

be able to make Next Day reservations for that trip while you wait for the Standing Order approval.

To request a Standing Order trip, please call the reservations number approximately two weeks before you would like the trip to begin. Please keep in mind the following information regarding Standing Order trips:

- A trip needs to be consistent for a minimum of six weeks.
- Trips do not have to be at the same time each day of the week. For example, you may request a 7:30AM pick-up on Mondays, a 6:30AM pick-up on Tuesdays, an 8:00AM pick-up on Wednesdays, etc.
- If you would like to request a one-time change to a Standing Order trip, you will need to cancel the trip and book a trip through the standard reservations process.
- The **"Rider Cancellation and No Show"** policy will apply to Standing Order trips. If necessary, please cancel your Standing Order trip **the day before by 10:00pm.**
- You may cancel your Standing Order trips for up to 30 consecutive calendar days at any given time. If a Standing Order ride is cancelled for longer than 30 days, it is subject to cancellation.
- Standing Order trips will be automatically canceled on the following holidays:

New Year's Day
President's Day
Memorial Day
Independence Day
Labor Day

Veteran's Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day.

- If you need a ride on any of these days, you will need to book a trip through the regular reservation process. (See page 7)

TRAVEL TIPS

PEAK PERIODS

Access is busiest on weekdays from:

7:00 AM - 10:00 AM

12:00 PM - 4:00 PM

If possible, you may wish to schedule your trips for times outside of these "peak periods" (prior to 7:00 AM, between 10:00 AM and 12:00 PM or after 4:00 PM).

TRAVEL TIME ON AN ACCESS VEHICLE

A trip on Access may take approximately as long as it would on the bus or train. The vehicle's route may not be direct to your destination due to shared rides, traffic and other factors. Access considers the trip length to be excessive where it exceeds the fixed route travel time plus other travel related factors (time to get to and from the bus and the time waiting for the bus).

When you believe that the length of time for your trip is longer than it would be on a bus or train, you may report that trip to Customer Service.

IMPORTANT POLICIES

WHERE DO I WAIT FOR THE VEHICLE?

Access is a **CURB-TO-CURB** service. Riders must meet the Access vehicles at the curb.

Access drivers cannot leave the vehicle to enter a building or come to the door for you. If assistance is needed to and from a pick-up or drop-off curb, please be prepared to have a companion or Personal Care Assistant available.

The driver will wait for you in front of or as close as possible to your scheduled pick-up location.

Access will refuse service to a specific location that cannot safely accommodate our vehicles, e.g. alleys, and underground parking.

Generally, Access will only enter publicly accessible areas where our largest vehicles are not required to back up to exit and the roadways are wide enough to maneuver safely. Access will not enter private driveways or gated community/apartment buildings. For information on whether a specific location can be accommodated call Access Customer Service for information.

VEHICLE ARRIVAL - 20 MINUTE ON TIME WINDOW

All Access trips are scheduled with a 20-minute pick-up window. That means that a vehicle is considered "on-time" if it arrives at the pick-up location up to 20 minutes past the pick-up time.

EXAMPLE:

- You have a pick-up for 11:00AM
- The vehicle is "on time" if it arrives between 11:00AM and 11:20AM.

If the vehicle arrives after the pick-up window, it is considered late. If you have a late trip, you should call the Operations Monitoring Center (OMC) see page 5 for instructions.

CALL OUTS

A call-out is an automated phone call generated by the driver which lets you know approximately when the vehicle will arrive or that it has arrived. **Although call-outs are convenient, due to technological limitations they cannot be relied upon. Regardless of whether a call-out is requested it is the rider's responsibility to be at the curb when the vehicle arrives.**

In order for call-outs to work, a correct phone number (including cell phones) for the pick-up location has to be given at the time the reservation is made. Call-outs will not work with answering machines,

paggers, voice mail, relay devices, any kind of “phone menu” where a number has to be pressed to reach the intended party or in certain “dead zones” in Los Angeles County.

Access policy requires the driver to wait 5 minutes once he or she has arrived at the pick-up location. There are times when a requested call-out may not occur, such as when the vehicle is in a dead zone, the driver forgets to press the button or if the phone number given by the rider was incorrect. In such cases, if a rider is waiting inside a building for a call-out and not at the curb, the rider risks missing the vehicle and being marked a Rider No Show.

If you have a late trip, you can call the reservation number you called to reserve the trip and ask for an Estimated Time of Arrival (ETA) along with the vehicle number that has been assigned to your trip. If the vehicle has not arrived within the given ETA, call the **Access Services Operations Monitoring Center (OMC)** at 1-800-827-0829, press 2 (see page 2 for more on the role of OMC).

HOW LONG WILL THE DRIVER WAIT FOR ME?

The driver will wait at the pick-up location **5 minutes** for you. You must be at the scheduled pick-up location at the scheduled pick-up time or you may miss your ride and be charged a Rider No Show. (See page 10)

NOTE: If a driver arrives early they must wait until the scheduled pick up time and 5 more minutes for you. A late driver should not just drive by the pick up location without stopping.

ACCESS VEHICLES

IMPORTANT: All certified Access vehicles have the following logo:



In certain cases, a “non-certified” vehicle may be sent to pick you up. If you do not see this logo, please ask the driver before you get in if they are an Access driver.

HOW DO I BOARD THE VEHICLE?

Drivers will offer assistance to you getting on and off the vehicle but cannot physically lift or pick you up. Most Access accessible vehicles have ramps, but some have lifts. You may board while standing on the lift and, if requested, the driver will ride on the lift with you to ensure your safety.

SECUREMENT ON A VEHICLE

Access requires that you use a seatbelt. If you need a seatbelt extension, please ask for one. The driver will assist you if requested.

Only drivers may position and secure riders using wheelchairs or mobility devices in a forward-facing position.

WHEELCHAIRS AND MOBILITY DEVICES

Access will make every attempt to accommodate "common" wheelchairs, scooters and other mobility devices, using the definition of the ADA. However, federal law says that these devices cannot exceed **30 inches wide, 48 inches long and 600 lbs.** in total weight (rider and mobility device).

Access may not be able to accommodate mobility devices larger than these dimensions.

IMPORTANT! If you forget to inform the Reservationist that you use a mobility device or you change to another mobility device without informing Access, the vehicle dispatched for the scheduled trip may not be able to accommodate you.

Your permanent record indicates the type of mobility device you use, if applicable. If you change mobility devices after your certification interview, you must inform Customer Service immediately.

You should inform Customer Service if Access does not send a vehicle that is accessible to the mobility device of record and which you told the Reservationist you would be using.

SERVICE ANIMALS

You are welcome to travel with your service animal aboard Access. Remember to inform the Access Reservationist when you are traveling with your service animal.

All riders are asked to show consideration to these working animals and their owners, who have the right to use Access.

PERSONAL CARE ASSISTANTS AND GUESTS

A Personal Care Assistant (PCA) is someone who assists you with your personal care. During the eligibility certification process if you were approved to have a PCA it will say so on your ID card.

As an eligible rider, you may travel with a PCA and one guest. The PCA rides free but the guest must pay the same fare as you. Additional guests may travel with you if space is available. Each guest must pay the full fare. If a guest No Shows the rider must pay the full fare for that guest. The PCA or guests must board and exit the vehicle at the same locations as the rider being assisted.

TRANSPORTING CHILDREN

If your child uses Access and is five years of age or younger, an adult attendant (PCA) must accompany the child. All eligible riders, regardless of age, must pay the fare.

When scheduling a trip please be sure to inform the Reservationist that the child rider will be traveling with an attendant.

Children 5 years of age or younger scheduled to travel with eligible riders are not charged.

IMPORTANT! Access does not provide safety seats for children. Children 5 years of age or younger or children weighing less than 60 pounds must be secured in a car safety seat when traveling on board an Access vehicle or they will not be transported. You may be ticketed by local law enforcement if your child is not in a child safety seat. It is the

responsibility of the parent or PCA, not the driver, to secure the safety seat and child.

TRANSPORTING PETS

Non-service animals may travel on Access only if the animal is in a properly secured cage or container that meets the guidelines of the package policy and does not jeopardize the health or safety of other passengers or the driver. The driver cannot assist in loading or unloading the cage or container.

Reminder: Please be considerate of riders who may be fearful of dogs or other animals.

CARRY ON PACKAGES

An eligible rider may bring packages aboard Access vehicles equivalent in size to 2 paper or 6 plastic grocery bags. The combined weight of all packages must not exceed 25 pounds. Rider or PCA must be able to maintain control of packages while on the vehicle. Drivers may help load packages on and off the vehicle to and from the curbside only.

IMPORTANT! You cannot transport hazardous materials such as weapons, fuel, corrosives, etc.

LOST & FOUND POLICY

Access is not responsible for lost or damaged items.

If you leave an item on an Access vehicle, call reservations for the region in which you were picked up and inform the Reservationist. If the item is located, you may schedule a Next Day ride to pick up the item at the lost and found department. All lost and found articles are disposed of after 60 days.

CHANGE OF INFORMATION

Please notify Customer Service if there are any of the following changes:

- Your name
- Your home address
- Your mailing address
- Your phone number
- Your mobility device
- Alternate Format Needs
 - Large Print
 - Audio Tape
 - Braille
 - Electronic Format

COMPLAINTS

Filing Complaints with Access

Why Should I File A Complaint With Access?

It is important to file a complaint with Access when you experience poor service. It will help:

- Improve your service,
- Improve the service of others, and
- Identify problem for Access and providers that need to be fixed.

When Should I File A Complaint With Access?

Please file a complaint with Access after experiencing any service problem, including but not limited to:

- ◆ Late pick-ups or “no-shows”
- ◆ Issues related to the use of a service animal
- ◆ Issues related to the use of an attendant
- ◆ Problems or mistakes in placing a reservation (e.g. trip denials, long hold times)
- ◆ Inappropriate conduct by drivers, reservationists or other personnel
- ◆ Incorrect fare is charged
- ◆ Inaccessible vehicles

- ◆ Excessive travel time for a trip as compared to the same trip on a bus plus 20 minutes
- ◆ Problems with shared rides
- ◆ Retaliation
- ◆ Obtaining a false estimated time of arrival from a provider who knew it was false
- ◆ Suspected violations of any other law (including but not limited to criminal laws and anti-discrimination statutes like the ADA and Unruh Act)
- ◆ Suspected violations of Access policy
- ◆ Abuse of the system by other riders

There is no limit on the number of complaints you can file. Complaints are taken seriously and considerable staff time is devoted to their investigation and resolution. You should exercise your reasonable judgment as to the seriousness of the matter before making your complaint.

Can Complaints Help Me With Immediate Service Problems?

No. For immediate service needs call the Operation Monitoring Center (OMC) (see page 5). To file a complaint call Customer Service.

How Do I File A Complaint With Access?

Complaints can be filed in one of three ways:

CALL

Access Customer Service Department
Monday - Friday, 8:00AM to 5:00PM
Phone: 1-800-827-0829 (Press 1)
TDD: 1-800-827-1359

INTERNET

www.asila.org

WRITE

Access Services Customer Service
P.O. Box 71684
Los Angeles 90071

What Information Should I Include In My Complaint?

Your complaint should be filed as soon as possible and should include as much information as possible. Include things like:

- Your name and contact information (address/phone/e-mail);
- Your rider ID number;
- The date, time, and location of the event you are complaining about;
- The name of any other people involved (reservationist, drivers, other Access staff, any of your friends or family members who witnessed the problem);
- A summary of the problem and any harm it caused you;
- Your preference on how you want to be responded to (i.e. phone call or writing).

COMPLAINT INFORMATION WORKSHEET

Rider's Personal Information:

Access ID #: _____

First Name: _____

Last Name: _____

Address: _____

City: _____

Zip Code: _____

Phone: _____

Person Filing Complaint: Self Family, Friend, or Advocate

If other than self - Name _____

Phone _____

[Continued Next Page]

Complaint Information:

Date of incident: _____

Time of incident: _____

Requested pick up time: _____

Agreed upon pick up time: _____

Vehicle arrival time: _____ or No arrival

Pick up address: _____

City: _____

Drop off address: _____

City: _____

People involved (reservationist, drivers, other Access staff, any of your friends or family members who witnessed the problem):

Summary of the problem and any harm it caused you

Do you want a response to this complaint? ___ Yes ___ No

If Yes, would you like ___ a written response or ___ a phone response?

Customer Service Center will give you a complaint number. Be sure to write it down. Complaint Number: _____

It is important to keep a copy of any complaint you file for your own records.

What Happens Once My Complaint Is Filed?

1. Your complaint is entered into a computer system that tracks problems with Access and its providers.
2. What happens to your complaint after it is entered into Access' computer system really depends on the facts of your situation. Global Positioning Satellite (GPS) tracking will be checked to

determine where a vehicle was and when. For more information see: "Complaint Process Flow Chart - Overview" on our website (www.asila.org).

What Happens If My Provider Retaliates Against Me For Filing A Complaint?

Access does not tolerate retaliation against riders. If you file a complaint and later feel you are retaliated against, file another complaint concerning the retaliation.

For more details on the complaint process see our website at www.asila.org or contact Customer Service

If you are not satisfied with the investigation or resolution you can file an appeal to be heard by a special Complaint Appeals Committee of riders. Complaint Appeals can be filed by contacting Customer Service.

How Can I Prove I Scheduled or Cancelled a Ride?

A rider may request a copy of the taped trip reservation or cancellation by contacting Customer Service at (800) 827-0829. It is Access Services' policy to respond to the rider within 14 calendar days of the request. The first 4 requests per year are free and can include up to 4 reservation/cancellation calls per request. After the 4th request a fee will apply to obtain a copy.

If you require assistance using Access' complaint process, besides asking Access for help, the following agencies may be able to assist you: your local Independent Living Center, your local Area Board; and/or the Client's Rights Advocate at your local Regional Center.

You also have the right to file complaints with the Federal Transit Administration.

Federal Transit Administration Office of Civil Rights, 400 7th Street S.W.
Room 9102, Washington, D.C. 20590 (888) 446-4511 (toll free)

RULES OF CONDUCT

Access has a list of common-sense rules to ensure the safety and comfort of all passengers and drivers. Violation of the Rules of Conduct may lead to a suspension of services:

- No abusive, threatening or obscene language or behavior, including sexual harassment toward riders, drivers, passengers, or other Access employees.
- Removing or refusing to wear a seatbelt
- No deliberate fare evasion.
- Rider must maintain acceptable standards of personal hygiene.
- No eating, drinking or smoking on vehicles.
- No riding under the influence of alcohol or illegal drugs.
- No weapons, firearms, explosives, flammable material, or corrosive liquids on vehicles.
- No operating or tampering with any Access equipment (driver's 2-way radio, Mobile Data Terminal, etc.) on board a vehicle.
- No radios, cassette tape players, compact disc players or other sound generating equipment (except devices used for communication purposes) are to be played aboard the vehicles. Riders may use such equipment with headphones.

IMPORTANT! Any rider engaging in physical assault or other illegal behavior may be subject to immediate suspension, and possible criminal prosecution.

SANTA CLARITA AND ANTELOPE VALLEY AREAS

Santa Clarita Area

Reservation Hours:

Reservation can be made one to seven days in advance,
Monday through Saturday 6:00 a.m. to 10:00 p.m.
Sunday 6:00 a.m. to 8:00 p.m. by calling
1-800-883-1295
or if you are out of the service area dial direct at
1- 661-294-9327

Transfer trips from Santa Clarita Valley are to be made no later than 24 hours from the scheduled pick up window.

Service Hours:

Monday through Friday	5:00 a.m. to 10:00p.m.
Saturday	5:00a.m. to 10:00p.m.
Sunday	8:00 a.m. to 8:00 p.m.

*Note: Service hours are subject to change based upon revisions made by Santa Clarita Transit to local fixed route service hours

Holiday Service:

There is no service on the following holidays:
Thanksgiving Day and Christmas Day.

Service is provided on a Sunday schedule on:

New Years' Day	Independence Day
Memorial Day	Labor Day

Weekday hours apply to all other holidays that fall on a weekday.

Fares

Within Santa Clarita - \$2.00
Santa Clarita to Los Angeles: \$6.00

Santa Clarita to Antelope Valley: \$7.00

Antelope Valley

Reservation Hours:

Monday through Sunday
8:00 a.m. to 5:00 p.m. by calling

1-800-883-1295

or

1-818-533-9020

Service Hours:

Monday through Friday	6:00 a.m. to 11:00 p.m.
Saturday and Sunday	7:00 a.m. to 9:00 p.m.

There is no service on the following holidays:

New Years	Memorial Day
Labor Day	4 th of July
Thanksgiving Day	Christmas

*Note: Service hours are subject to change based upon revisions by the Antelope Valley Transit Authority to local fixed route service hours

Fares

Within Antelope Valley - \$2.00

Antelope Valley to Los Angeles: \$ 7.00

Antelope Valley to Santa Clarita: \$7.00

Transfer Trips To and From Santa Clarita and Antelope Valley Areas

Access Services offers transfer service for riders traveling between Metropolitan Los Angeles (Northern (San Fernando Valley), Eastern, Southern and West/Central Regions) and the "North County" (Santa Clarita and Antelope Valley Regions). All such trips are done by transferring at Olive View Medical Center in Sylmar. Riders may book

their entire round trip with one phone call to the provider who does the first part of the transfer.

Example: A rider making a round trip from Torrance to Valencia and back would contact the Southern Region provider the day before travel and book the trip in one phone call:

- The trip from Torrance to Sylmar;
- The trip from Sylmar to Valencia;
- The trip from Valencia to Sylmar, and
- The trip from Sylmar back to Torrance.

The provider taking the initial call will contact the appropriate providers to arrange for the transfer vehicles.

Please keep in mind the following important points regarding transfer trips:

- Transfer trips take place Monday through Friday only. There are no transfer trips on weekends;
- Transfers between the Santa Clarita Valley and the Los Angeles Basin or between the Antelope Valley and the Los Angeles Basin will be done at Olive View Medical Center (14445 Olive View Drive, Sylmar);
- Transfer trips must be reserved the day before the trip is taken.

Trips between the Santa Clarita Valley and the Los Angeles Basin:

Transfer times at Olive View: 7:30AM, 12:30PM, 3:00PM & 5:30PM

Fare: \$6.00 per trip (including transfer)

Trips between the Antelope Valley and the Los Angeles Basin:

Transfer times at Olive View: 7:30AM, 1:00PM & 6:00PM

Fare: \$7.00 per trip (including transfer)

OUT-OF-AREA VISITOR RIDING PRIVILEGES

As an Access rider, you are eligible for ADA paratransit service outside of Los Angeles County. The ADA says you can have 21 days of visitor status (in any 12 month period) in areas outside our service area. Please call the ADA Paratransit system in the area you will be visiting for more information. Access Services will forward your ADA eligibility information to an out-of-area service provider upon request.

SOUTHERN CALIFORNIA ADA PARATRANSIT RESOURCES:

Orange County
"OCTA ACCESS"
(714) 560-5410

San Bernardino County
"Omnitrans Access Service"
(909) 379-7100

Ventura County
"SCAT Access"
(805) 485-2319

Riverside County
"RTA Intercity"
(800) 795-7887

Northern San Diego County
"North County Transit District"
(760) 966 - 6525

PUBLIC MEETINGS

Access Services holds monthly public Board Meetings and Community Advisory Committee Meetings to discuss Access service and other related issues. Please call the Customer Service Center (800-827-0829, option 1) to find out more about the meeting times and dates.

YOUR TRANSIT OPTIONS

For information on other transit options, including local Dial-A-Ride, call RIDEINFO at 800-431-7882

You and your PCA can ride the following buses or trains FREE with your Access ID card (go to www.asila.org for updated information on FREE FARES)

MTA Buses	800-266-6883
Blue Line	800-266-6883
Green Line	800-266-6883
Gold Line	800-266-6883
Red Line	800-266-6883
Beach Cities Transit	310-937-6660
Carson Transit	310-352-3250
Culver City Bus	310-253-6500
El Monte Trolley Company	626-943-1200
Foothill Transit	800-743-3463
Glendale Beeline	818-548-3960
LADOT DASH & Commuter Express	800-266-6883
MetroLink Trains	800-371-5465
Montebello Bus Lines	323-887-4545
Monterey Park Spirit Bus	626-307-1396
Norwalk Transit	562-929-5550
Palos Verdes Peninsula Transit Authority	310-544-7108
Pasadena ARTS	626-398-8973
Santa Monica's Big Blue Bus	310-451-5444
Torrance Transit	800-266-6883
West Hollywood Transit	323-848-6375
Whittier Transit	562-929-5550

If you would like to learn how to use these Transit Options, Access Services can provide you with Free Travel Training. Call Customer Service for more information.

ACCESS SERVICE REGIONS

TOLL FREE NUMBER

1-800-883-1295

EASTERN REGION - SELECT 1

ALHAMBRA
ALTADENA
ATWATER VILLAGE
ARCADIA
AVOCADO HEIGTS
ARCADIA
BALDWIN PARK
BASSETT
BOYLE HEIGHTS
*BREA
*BURBANK
CHARTER OAKS
CITY TERRACE
CLAREMONT
COMMERCE
COVINA
CYPRESS PARK
DIAMOND BAR
DUARTE
EAGLE ROCK
EAST LOS ANGELES
EL MONTE
EL SERENO
GLASSELL PARK
*GLENDALE
GLENORA
*HACEINDA HEIGTS
HIGHLAND PARK
INDUSTRY
IRWINDALE
LA CAÑADA/FLINTRIDGE
LA CRESENTA
*LA HABRA

LA PUENTE
LA VERNE
LINCOLN HEIGHTS
LOS NIETOS
MONROVIA
*MONTCLAIR
MONTEBELLO
MONTEREY PARK
MONTROSE
PASADENA
PHILLIPS RANCH
PICO RIVERA
*PLACENTIA
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
VINCE(COVINA)
WALNUT
WEST COVINA
WEST LA PUENTE VILLAGE
WEST WHITTIER LOS NIENTOS
*WHITTIER

WEST/CENTRAL REGION -
SELECT 2

BEL AIR
BEVERLY HILLS
BRENTWOOD
CENTURY CITY
CHEVIOT HILLS
CHINATOWN
COUNTRY CLUB PARK
ECHO PARK
FOX HILLS
HANCOCK PARK
HOLMBY HILLS
HOLLYWOOD
KOREA TOWN
LOS ANGELES
LOS FELIZ
MALIBU
MAR VISTA
MARINA DEL REY
MID CITY
MID WILSHIRE
MIRACLE MILE
MT. OLYMPUS
PACIFIC PALISADES
PALMS
PARK LA BREA
PLAYA DEL REY
SANTA MONICA
SAWTELLE
SILVER LAKE
TOPANGA
UCLA
VENICE
WEST HOLLYWOOD
WESTCHESTER
WEST LOS ANGELES
WESTWOOD

SOUTHERN REGION-SELECT 3

ALONDRA PARK
*ANAHEIM
ARTESIA
ATHENS
BELL
BELL GARDENS
BELLFLOWER
*BUENA PARK
CARSON
CERRITOS
COMPTON
CUDAHY
CULVER CITY
DEL AIRE
DOWNEY
EL SEGUNDO
FLORENCE
FLORENCE GRAHAM
*FULLERTON
GARDENA
HARBOR CITY
HAWAIIAN GARDENS
HAWTHORNE
HERMOSA BEACH
HUNTINGTON PARK
INGLEWOOD
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

SAN FERNANDO VALLEY
REGION-SELECT 4

*AGOORA HILLS
ARLETA
*CAL STATE NORTHRIDGE
*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 -
SELECT 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 -
SELECT 6**

*ACTON

*AQUA DULCE

*LAKE ELIZABETH

*LAKE LOS ANGELES

*LANCASTER

*LEONA VALLEY

*LITTLEROCK

*PALMDALE

*PEAR BLOSSOM

*QUARTZ HILL

***Access may serve only parts of the cities noted**

