

# **ACCESS PARATRANSIT**

**A SERVICE OF  
ACCESS SERVICES**

# **RIDER'S GUIDE**

Curb To Curb Service - page 14



**Operations Monitoring Center  
Is Here To  
Help You  
page 5**

20 Minute On Time Window - page 15

**Learn How To:**

Schedule A Trip - page 9

Or

File A Complaint - page 20

**EFFECTIVE April 2008**

## QUICK REFERENCE

### FOR RESERVATIONS AND CANCELLATIONS NATIONWIDE CALL

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

## IMPORTANT NOTE

If you are having a medical emergency:

**CALL 911**

Do not call Access Paratransit.

## TABLE OF CONTENTS

<b>TOPIC</b>	<b>PAGE</b>
Welcome To Access Paratransit .....	4
Immediate Service Needs.....	5
General Information	
SERVICE AREA.....	6
SHARED RIDE SERVICE.....	6
TYPES OF SERVICE .....	6
HOURS OF OPERATION.....	7
THE FARE.....	8
RIDER ID CARD.....	9
Scheduling Your Trip.....	9
TRIP SCHEDULING WORKSHEET .....	10
CHANGING OR CANCELING A TRIP.....	11
RIDER NO SHOWS.....	12
STANDING ORDERS.....	12
Travel Tips.....	13
Important Policies	
WAITING FOR YOUR RIDE .....	14
RIDING ON THE VEHICLE.....	15
MOBILITY DEVICES.....	17
SERVICE ANIMALS.....	17
PERSONAL CARE ASSISTANTS (PCA).....	18
TRAVELING WITH CHILDREN.....	18
TRAVELING WITH ANIMALS.....	19
CARRY ON PACKAGES.....	19
LOST AND FOUND POLICY.....	19
CHANGE OF INFORMATION.....	20
FILING COMPLAINTS.....	20
RIDER CONDUCT.....	25
Santa Clarita And Antelope Valley Areas.....	26
Additional Service Information	
OUT OF AREA VISITORS RIDING PRIVILEGES.....	28
SOUTHERN CALIFORNIA ADA PARATRANSIT.....	29
PUBLIC MEETINGS.....	30
TRANSIT OPTIONS.....	30
SERVICE CITIES.....	31

# WELCOME TO ACCESS PARATRANSIT!

Access Paratransit 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 Paratransit.

Please note that Access Paratransit Policies and Procedures may change. Riders will be notified of changes through Rider Alerts and/or other Access Paratransit public announcements. Please make sure Access Services 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 30 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](http://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 Paratransit.

By considering all your transportation options - the bus, dial-a-ride, and Access Paratransit - you can gain greater independence. For information regarding other transportation options please call RIDEINFO at 1-800-431-7882

**COMMENDATIONS, COMPLAINTS OR COMMENTS**  
(see page 20)

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

**IMMEDIATE SERVICE PROBLEMS**

**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 ASI 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 Paratransit drivers or vehicles. They may be available to give you a ride faster than an ASI vehicle

OMC operators can send a “wait-only” vehicle to stay with you until appropriate transportation arrives. For ASI 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](http://www.asila.org) or contact Customer Service.

## **GENERAL INFORMATION**

### **SERVICE AREA**

Access Paratransit 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 Paratransit 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 Paratransit.

## **ACCESS PARATRANSIT TYPES OF SERVICE**

### **NEXT DAY SERVICE**

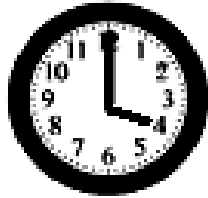
You may request a ride for any time tomorrow by calling today between 6:00 a.m. and 10:00 p.m. Next Day Service, the primary service of Access Paratransit, is required by the ADA.

### **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 12)

**HOURS OF OPERATION**  
**ACCESS PARATRANSIT VEHICLES**

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



**4:00AM**



**12:00AM**

**to**  
**7 DAYS A WEEK**

In some areas the bus runs late. Where and during the hours that it does run, Access Paratransit 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 Paratransit accepts calls for reservations during the following hours:



**6:00AM**



**10:00PM**

**to**  
**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 26 and 27.

## THE FARE

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

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	\$1.80
20 or greater	\$2.70



Fares for trips with a scheduled pick up between 9:00 p.m. and 5:00 a.m. within the Access Paratransit service area (except in the Antelope and Santa Clarita Valleys) are a flat rate of \$1.50.

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

MTA tokens are available for purchase at numerous retail locations throughout Los Angeles County. Please contact the MTA at 1-800-COMMUTE (1-800-266-6883) or [www.metro.net](http://www.metro.net) for locations.

Coupons may be purchased by mail through the Access Services Customer Service Center. The 90¢ coupons are sold in \$18.00 booklets. To purchase coupons, please send a check or money order payable to Access Services with a self-addressed, stamped envelope to:

Access Services Customer Service  
P.O. Box 71684  
Los Angeles, CA 90071-0684

Please write your Access ID number on your check or money order. Access Paratransit cannot accept cash or credit cards for coupon payment. Please allow 7-10 business days to receive your coupon booklet(s).

Coupon booklets may also be purchased from local transit agencies. Please call Access Services Customer Service at 1-800-827-0829 (press 1) for the agency nearest you.

### **RIDER IDENTIFICATION (ID) CARDS**

All Access Paratransit riders are given a free identification (ID) card when they become eligible. **Riders must show their valid Access Paratransit identification card to the driver at the time of boarding.** If you lose your identification card, please call Customer Service immediately. Identification cards will be replaced for a \$3.00 fee.

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

### **SCHEDULING YOUR TRIP**

To schedule a trip on Access Paratransit, call 1-800-883-1298. You will hear a choice of Service Regions to choose from. These numbers are listed in the Quick Reference on page 2 or look for the city on the regional guide starting on page 31.

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 Paratransit's operating hours (See page 7). 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 Paratransit trip, please be prepared to provide the following information in the following order:

1. Access Paratransit ID number. (See page 9)
2. Exact pick-up address. (See page 14)
3. Exact drop-off address. (See page 14)
4. Mobility device or service animal (if applicable). (See page 17)
5. Total number of passengers (PCAs or guests) traveling. (See page 18)
  - 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 15)
  - If so, provide your call out phone number for that trip.
8. Requested pick-up time and date. (See page 9)
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 Paratransit, **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. ASI 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 Paratransit.**

## **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.

**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 Paratransit 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 Paratransit 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 **as soon as you know or at least 2 hours in advance**.
- 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  
 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 9)

## TRAVEL TIPS

### PEAK PERIODS

Access Paratransit 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 PARATRANSIT VEHICLE**

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

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

**Generally, Access Paratransit 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 Paratransit 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 Paratransit 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, pagers, 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 Paratransit 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 5 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 12)

**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 Paratransit 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 Paratransit 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 Paratransit 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 Paratransit 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 Paratransit 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 Paratransit 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 Paratransit, 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 Paratransit 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 Paratransit. Remember to inform the Access Paratransit 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 Paratransit.

## **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 Paratransit 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 Paratransit 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 Paratransit 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 Paratransit 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 Paratransit 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 Paratransit is not responsible for lost or damaged items.

If you leave an item on an Access Paratransit 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 Services Inc. (ASI)**

#### **Why Should I File A Complaint With ASI?**

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

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

#### **When Should I File A Complaint With ASI?**

Please file a complaint with ASI 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 ASI 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 ASI?**

Complaints can be filed in one of three ways:

#### **1. CALL**

ASI Customer Service Department

**Monday – Friday, 8:00AM to 5:00PM**

Phone: 1-800-827-0829 (Press 1)

TDD: 1-800-827-1359

## 2. WRITE

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

## 3. INTERNET

[www.asila.org](http://www.asila.org).

### 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 ASI 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 (ie. 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 ASI 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 ASI and its providers.
2. What happens to your complaint after it is entered into ASI's 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](http://www.asila.org)).

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

ASI 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](http://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 4<sup>th</sup> request a fee will apply to obtain a copy.

If you require assistance using ASI's complaint process, besides asking ASI 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 Paratransit 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 Paratransit 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, including weekends and holidays between 8:00 a.m. and 5:00 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 10:30 p.m.
Saturday	7:00 a.m. to 10:30 p.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: \$5.70

Santa Clarita to Antelope Valley: \$6.00

## **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 7:00 p.m.

\*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 - \$1.75  
Antelope Valley to Los Angeles: \$6.70  
Antelope Valley to Santa Clarita: \$6.00

## **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 & 5:30PM  
Fare: \$5.70 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: \$6.70 per trip (including transfer)

**OUT-OF-AREA VISITOR RIDING PRIVILEGES**

As an Access Paratransit 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 Paratransit 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](http://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 PARATRANSIT SERVICE REGIONS**

**TOLL FREE NUMBER**

**1-800-883-1295**

**EASTERN REGION – SELECT 1**

ALHAMBRA  
ALTADENA  
ATWATER VILLAGE  
ARCADIA  
AVOCADO HEIGHTS  
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 HEIGHTS  
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 NIETOS  
\*WHITTIER

**WEST/CENTRAL REGION –  
SELECT 2**

BEL AIR  
BEVERLY HILLS

BRENTWOOD  
CENTURY CITY  
CHEVIOUT 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**

\*AGOURA 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 Paratransit may serve only parts of the cities noted**

# Access Paratransit Service Areas

