

Access Eligibility

access

Access Services Applying for Access

- > Other Transportation Resources
- > Applying for Access
- > The In-person Assessment
- > Mail-in Application

About Access

Access is a public transportation agency dedicated to providing quality transportation for people with disabilities in Los Angeles County. Our services and programs are mandated by the Americans with Disabilities Act (ADA).

Access is essentially a curb-to-curb, shared ride paratransit service that requires reservations the day before you would like to ride. Access is comparable to buses and trains in Los Angeles County including days and times of service as well as service area. Service is provided within 3/4 mile on either side of a fixed route bus or rail line. Fares on Access are based on the distance you travel. Visit our website at accessla.org for fare information.

Eligibility for Access is based on your ability to use accessible buses and trains in Los Angeles County. Eligibility is not based solely on whether you have a disability.

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

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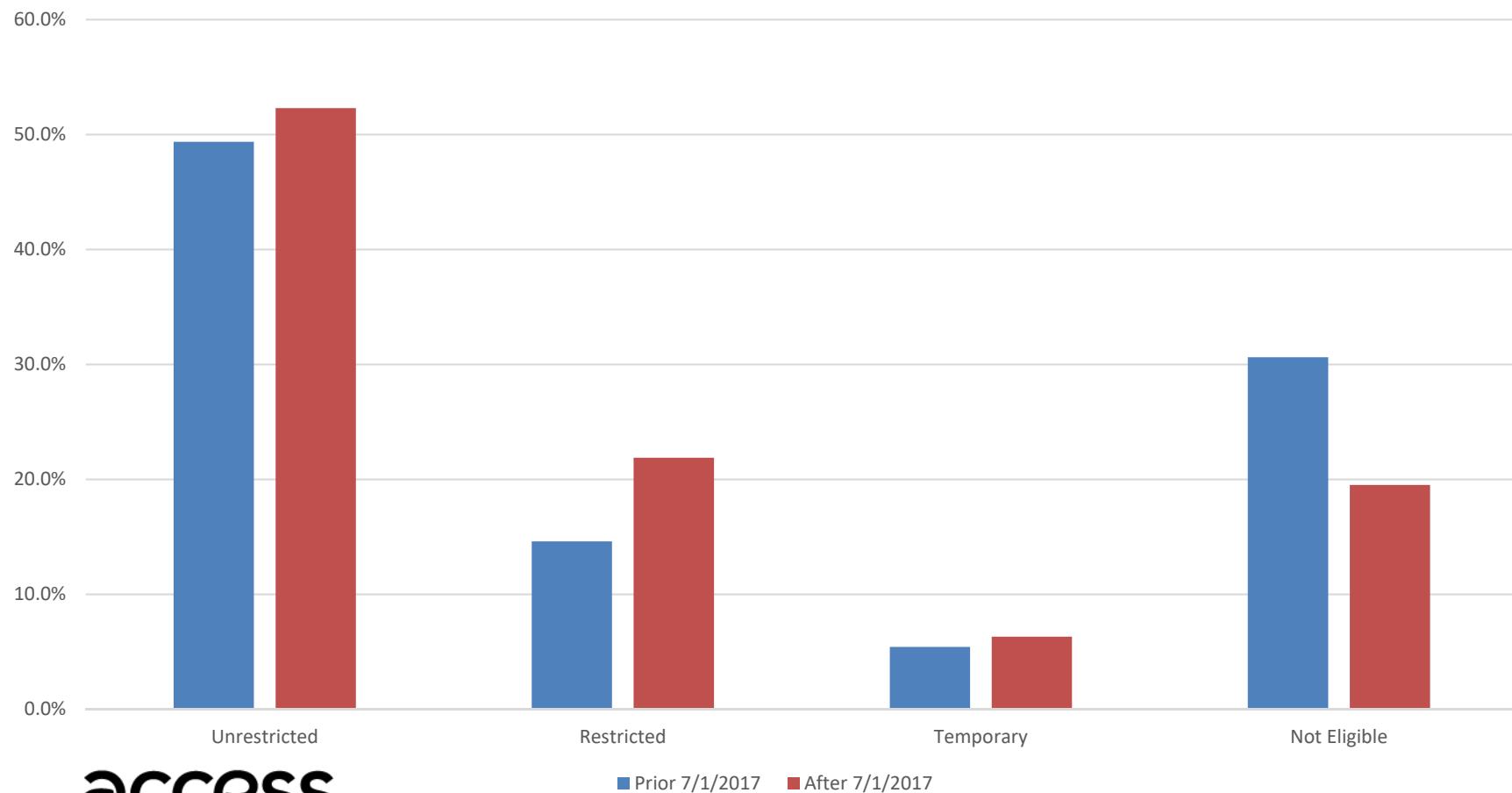
Initial Eligibility

- Individuals call 800# to inquire about Access
 - Discuss transportation needs
 - Provides brief explanation about Access
 - Access application sent or provide alternative transportation options
- Application
 - Basic personal info & emergency contact, questions related to disability, authorization for release of Information, healthcare professional contact
 - Self-addressed stamped envelope sent to Access
 - Can schedule interview after seven (7) days, usually booked within three (3) days of request. Average determination is 12 days.

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Initial Eligibility

Determination Comparison



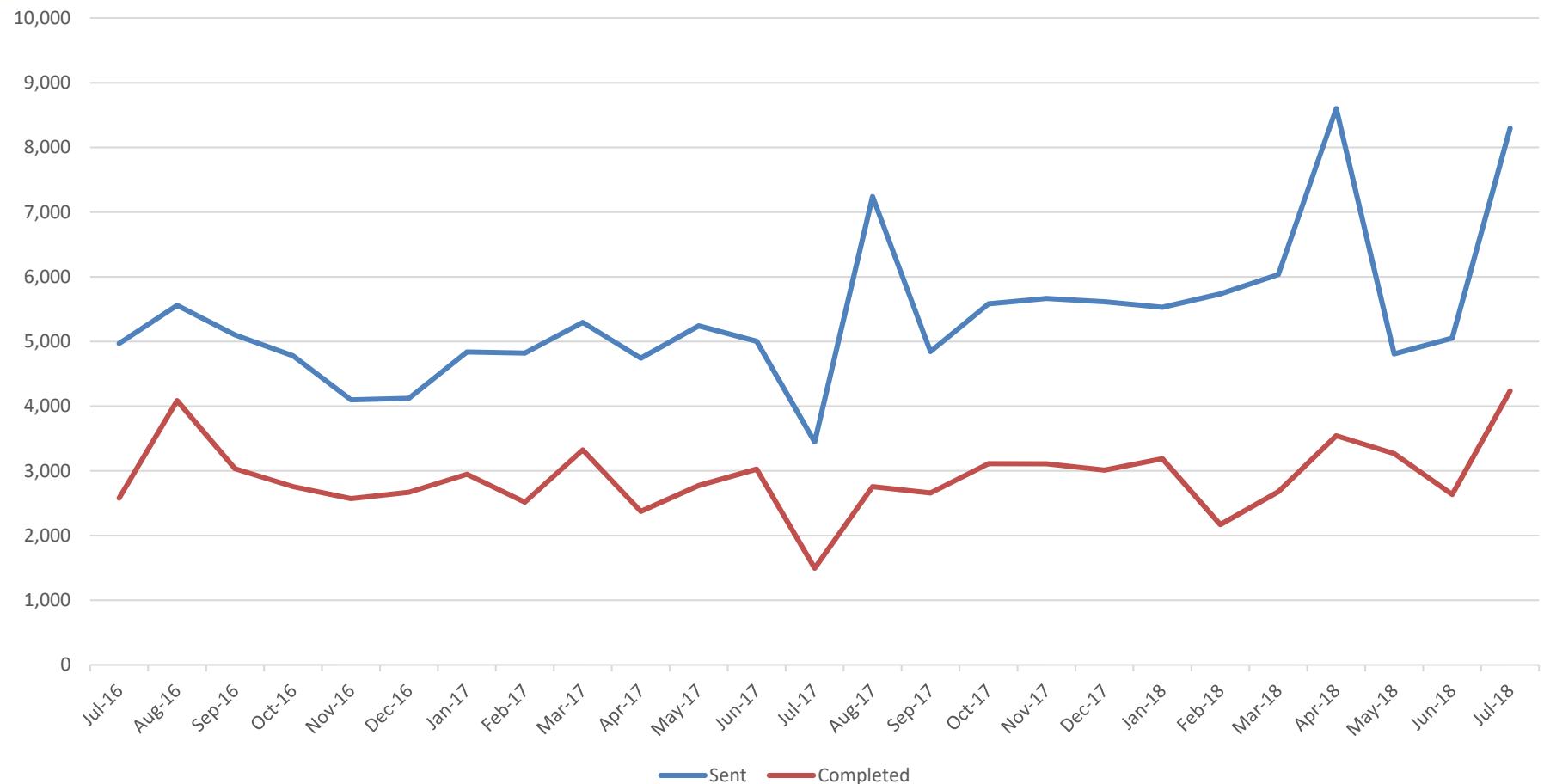
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Eligibility Renewal

- Every three (3) years
 - 45-60 days out
 - Paper application and mail-in
 - Eligibility contractor either renews or requests in-person
 - Temporary and restricted always in-person
 - Non-changing condition granted “auto” (32%)

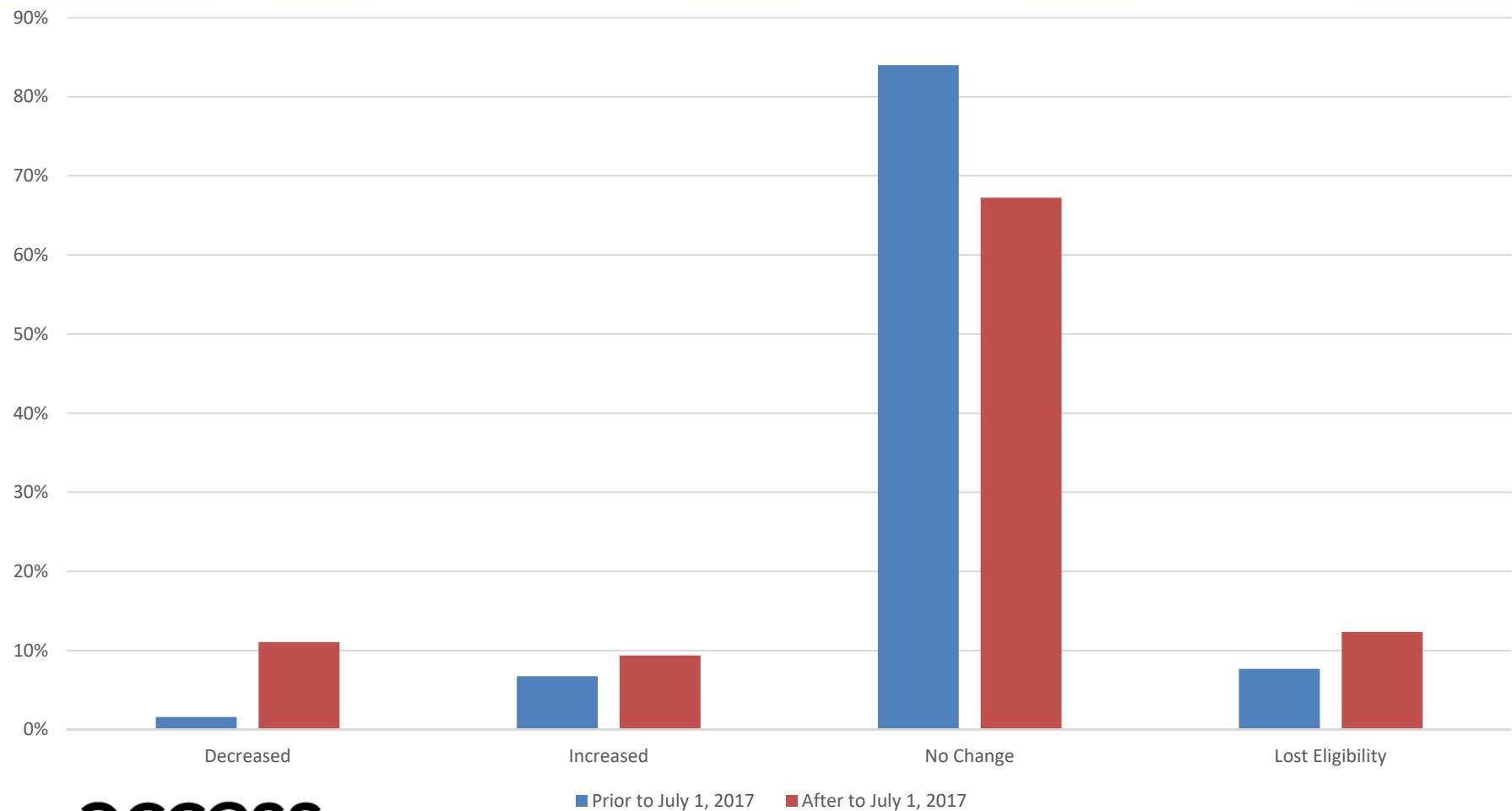
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Eligibility Renewal



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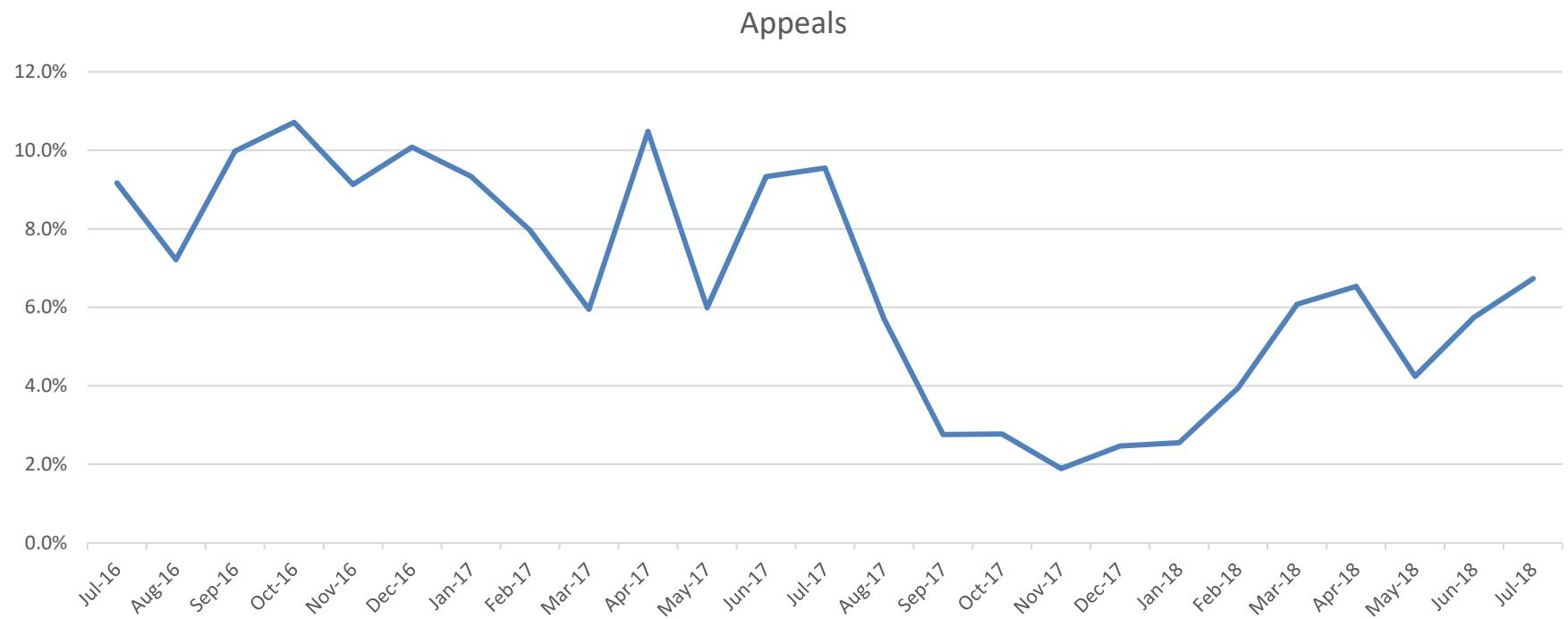
Eligibility Renewal Changes



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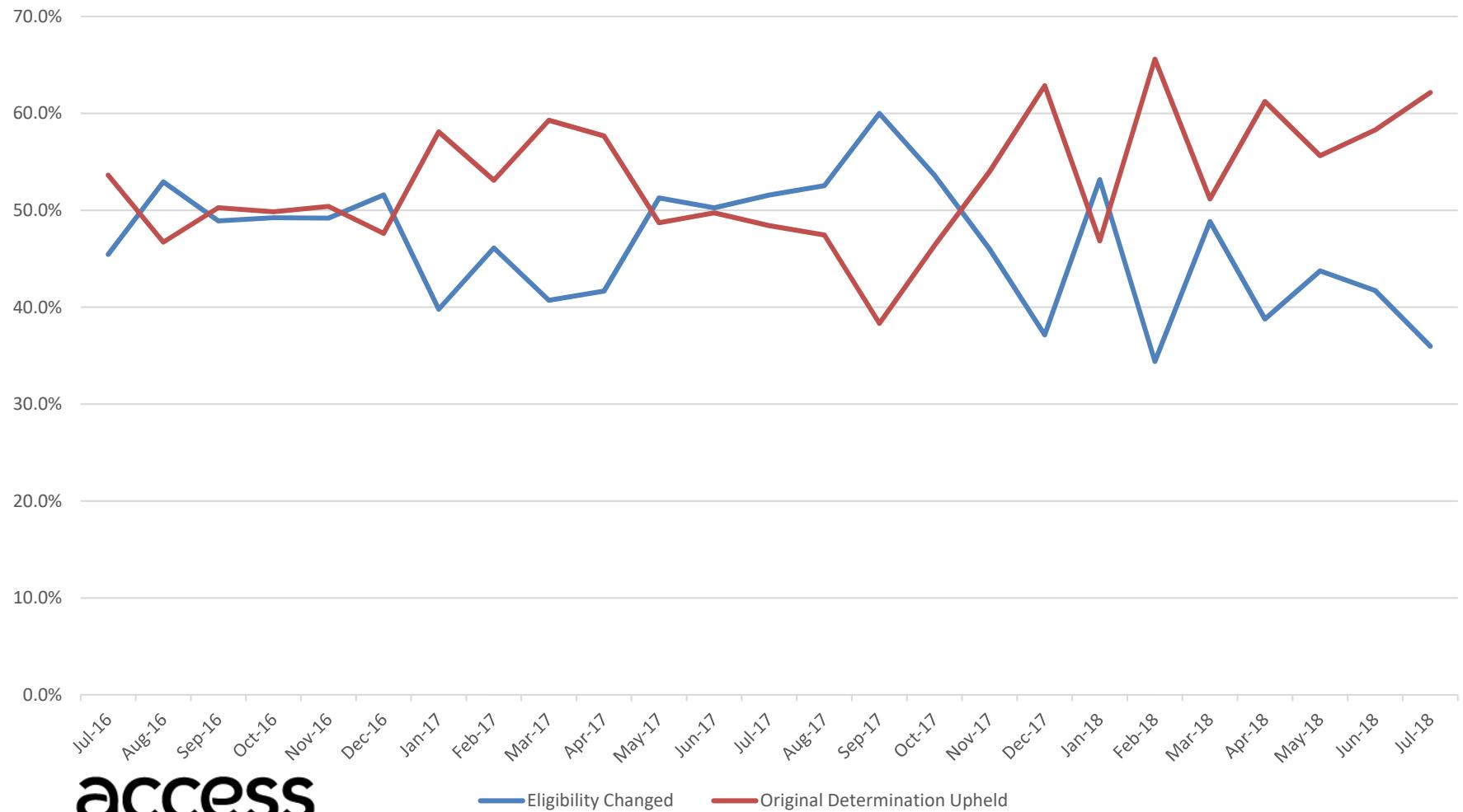
Appeals

- Available to all initial applicants and renewals
- Seen by appropriate professional



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Appeals Results



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— Eligibility Changed — Original Determination Upheld

On-Line Application

- Initial applicants and renewals
- December/January

Access Services
Online Rider ID Request

English Español ^ A 

Important Announcement
Effective **August 1, 2017** Access Services eligibility appointments will be scheduled only after your completed application is received.

You must first have a Rider ID # to apply. This web page will assign you a Rider ID #.

* Required Information

Request Rider ID #

Welcome! You can request your Rider ID # online by filling in the form below.

* First Name Middle Initial * Last Name

* Type your full address, including zip code and pick from the list Google provides

I have a different mailing address

* Primary Phone Number TDD Mobile
 Alternate Phone Number TDD Mobile
 Email Address

Please provide emergency contact information

* Emergency Contact First Name * Emergency Contact Last Name * Emergency Contact Phone Number

If Access were to mail you an Information Packet, there are options available.
Please select a preferred format.

Select a format ▼

CANCEL **SUBMIT**

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If you need help with this process, call Access Customer Service at 1.800.827-0829, option 3 (TDD 1.800.827.1359)