



Access
ADA Eligibility

Los Angeles County
Commission on Disabilities

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Topics of Discussion

Access Overview

- How to Apply
- Transportation
- Eligibility
- Program Changes
- Appeals
- Statistics

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Access Services

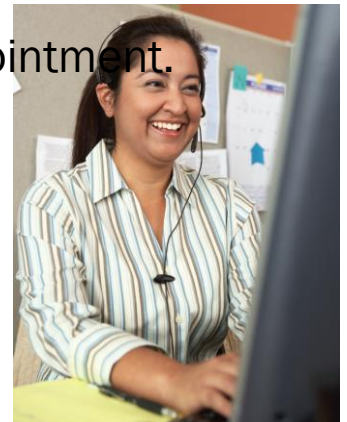
How To Apply

1. Request an Access Identification Number by calling Customer Service and an application will be mailed
2. Once the application is received, fill it out completely and submit it in the self enclosed pre-stamped envelope.
3. After mailing, wait 7 days and call to schedule your in-person appointment.

Or:

1. Go online to receive an Access Identification Number AND fill out the on-line application (beginning July 1, 2019).
2. Wait 3 business days and call to schedule your in-person appointment.

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Access Eligibility

Transportation

- Transportation to Eligibility Center
 - To and From trips (Free)
 - Applicant can also provide their own transportation

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Access Eligibility

Locations

- Commerce (Main Location)
 - Antelope Valley
 - Santa Clarita

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Understanding Eligibility

Who is Eligible?

- **Applicants with Functional Disabilities:**
 - Cognitive
 - Visual & Auditory Impairment
 - Physical
 - Medical



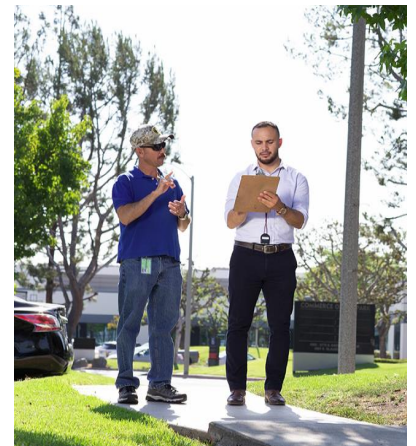
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Understanding Eligibility

Who is Eligible?

- **Persons with disabilities who cannot independently:**
 - Get to and from the bus
 - Boarding and alighting an accessible bus
 - Understand which bus to get on
 - Understand when to get off the bus

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Changes Introduced to Eligibility

- Enhanced applications
- Professional medical verification
- Eligibility for mobility device users

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Eligibility Process

Safety Orientation Video



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Eligibility Process

Marketing/Tethering



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Eligibility Process

Interview and Transit Walk - Indoor / Outdoor



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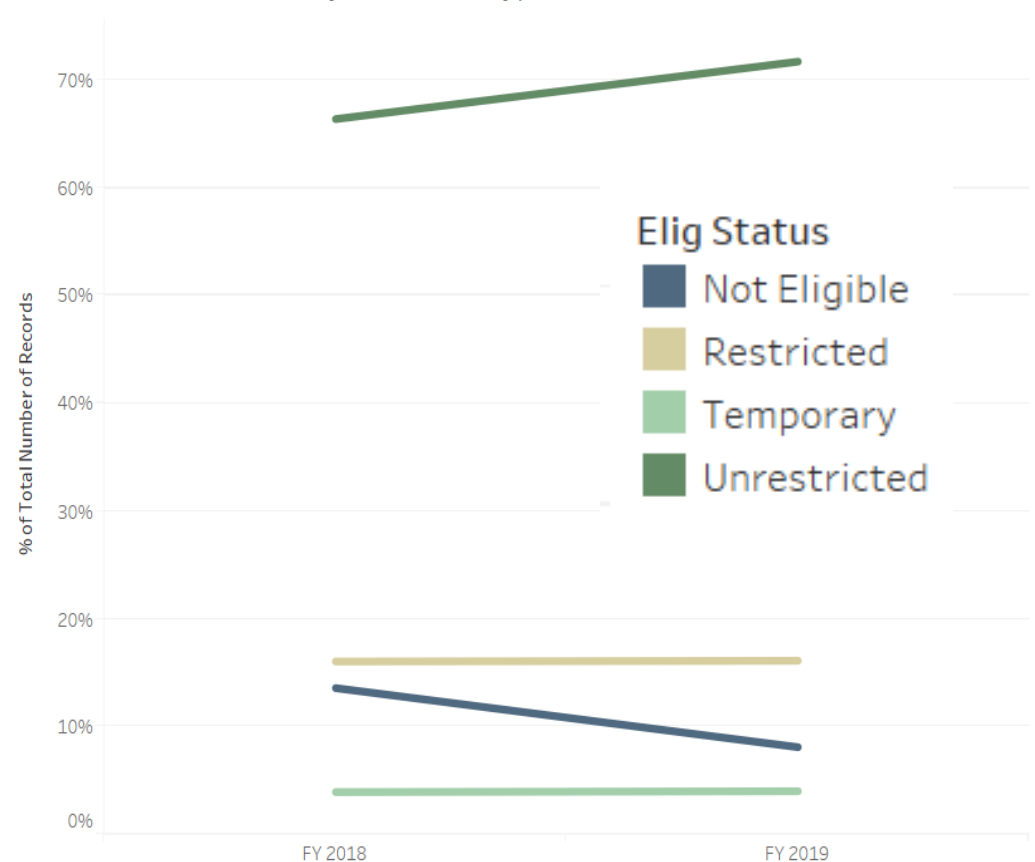
Access Services – Los Angeles, CA

Trends Jan 2018 – May 2019

- 70% (55,312)
Unrestricted
- 16% (12,756)
Restricted
- 4% (3,165)
Temporary
- 10% (7,964)
Not Eligible

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Determination Trends by Interview Type



Access Services – Los Angeles, CA

How To Appeal

ACCESS SERVICES APPEAL FORM

You can request an appeal within 60 days from the date on your determination letter. Please print clearly and provide the following information below.

ID Number: _____

Full Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Primary #: () - Alternative #: () -

Mobility Device? ☐ Yes If yes, what type: _____

Describe your disability: (please write on reverse if needed)

Explain why you think the transit evaluation decision is incorrect. (Optional)

Signature: _____ Date: _____

Person Completing Form (other than appellant)

Full Name: _____ Relationship: _____

Address: _____

City: _____ State: _____ Zip: _____

Primary #: () - Alternative #: () -

Signature: _____ Date: _____

Mail to: Access Services
ATTN: Appeals
P.O. Box 5728, El Monte, CA 91734
Email: EligDept@accessla.org

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Access Services – Los Angeles, CA

Applicant Who Appealed

Appellants whose
eligibility
improved

Appellants whose
eligibility did not change

FY 2017	45%	1,508	55%	1837
FY 2018	45%	632	55%	770
FY 2019	37%	584	63%	995

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Access Services – Los Angeles, CA

Post Eligibility Evaluation Follow Up Calls

- **Follow up Calls to those who completed the evaluation process**
 - Inquire with applicant how their eligibility experience was.
 - Can offer other transportation services

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The image features five decorative dashed arrows of different colors: purple, orange, green, blue, and yellow. These arrows are arranged in a circular pattern around the central text, pointing outwards in various directions. The purple arrow is at the top left, the orange at the top, the green at the top right, the blue at the right, and the yellow at the bottom.

Thank you

A decorative dashed orange arrow pointing upwards and to the right, located to the left of the word 'access'.

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Online Reservations

**Los Angeles County
Commission on Disabilities**

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Project Introduction

What is Online Reservations?

- > Book a trip to/from a previously visited address, edit an existing trip or cancel your trips online
- > View and manage your upcoming trips
- > Available via smartphone, computer or tablet

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Project Timeline

Date	Milestone
------	-----------

Aug-2018	Internal Staff Testing
----------	------------------------

Sep-2018	Beta Group – 12 Eastern and West Central Region Customers
----------	---

Jan-2019	Beta Group – 21 Southern Region Customers
----------	---

Apr-2019	Implemented Branding and Design
----------	---------------------------------

May-2019	Launch To All Eastern, West Central and Southern Region Customers
----------	---

Oct-2019	Launch to Northern and Santa Clarita Region Customers
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Dec-2019	Launch to Antelope Valley Region Customers
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Current Progress

- > 515 users to date
 - > 105 with self reported visual impairment
 - > 409 with self reported physical impairment
 - > 98 with self reported cognitive impairment
 - > 16 with self reported hearing impairment
- > Rate of repeat users: 84%
- > 226 trips booked per day on average

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Future Enhancements

- > Allow customers to book to a new address
- > Combine Online Reservations with our existing ETA app, Where's My Ride

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How to Register

- > Register for a Rider360 account on the Access website, if you do not already have one: www.accessla.org
- > Select the Online Reservations option
- > For questions and support, email onlinereservations@accessla.org or call our support line at 213-270-6185

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Online Reservations

Sign Out

^A vA

Contact Access



Welcome, **Joycelyn Winters**, Rider Id: **1**

[Sign out](#) if you are not Joycelyn.

You have **1 scheduled trip** in the Eastern, West Central, and Southern regions.

Schedule a new trip with [Express Booking](#), [Regular Booking](#), or call **1.800.883.1295** or TDD **1.800.826.7280** if you have questions.

Scheduled Trips

April 25, 2019 @ 6:20 AM No. 943226

[View](#)

[Edit](#)

[Cancel](#)

P 111 N HILL ST, Los Angeles

D 1520 SAN PABLO ST, Los Angeles

Passengers: **1**

Fare: **\$2.75**

[Express Booking](#)

[Regular Booking](#)

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Online Reservations

Sign Out

^A vA

Contact Access



Schedule A Trip



Request Date & Time



Help

Date

April 25, 2019

Time

06:30 AM

Continue

Cancel

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Schedule A Trip

**P** Pick-up Address**i** Help

Pick-up Address

111 N HILL ST, Los Angeles



Cross Street

1ST

Address Instructions

F-COURTHOUSE

Continue

Cancel



Schedule A Trip

**D** Drop-off Address

Help

Drop-off Address

1520 SAN PABLO ST, Los Angeles



Cross Street

ALCAZAR ST

Address Instructions

MEDICAL FACILITY

Continue

Cancel



Schedule A Trip



Passenger Info

Total Number of Passengers

☒ 1☐ 2☐ 3

Number of Service Animals

☒ None☐ 1



Schedule A Trip



Passenger & Load Details

Help

Primary Passenger – Joycelyn Winters

Space Requirements

Ambulatory riders age 8 or younger must use a car seat

Ambulatory



Adaptive Equipment (optional)

Cane

Crutches

Oxygen Tank

Walker

White Cane

Instructions (optional)

If you need assistance boarding or alighting the vehicle, please call 1.800.883.1295 or TDD 1.800.826.7280.

Maximum length: 40 characters

Continue

Cancel



Schedule A Trip



Trip Schedule

[i Help](#)

Your requested pick-up time:

6:30 am

[Change](#)

We can pick you up at (select one)

[07:05 am](#)[06:20 am](#)[Accept and Continue](#)[Cancel](#)



Schedule A Trip



Passenger Call-out

[i Help](#)

Call-out Request

Your Phone Number

Please provide a direct phone number that can be used to reach you at your scheduled pickup time.

Schedule A Trip



Review

 Help

Please review the reservation details.
Click "Schedule Trip" button below to confirm and save it.



Trip Date & Time:

Pick-up Time: June 7, 2019 @ 6:15 AM

Change



Pick-up Address:

1717 N VERDUGO RD, Glendale

Change



Drop-off Address:

500 N BRAND BLVD, Glendale

Change



Passenger Info:

Total: 1

Change



Passenger & Load Details:

Primary Passenger – Moises h Smith (Wheel Chair)

Change



Callouts:

Call me: (240) 543-8527

Change

Fare:

\$2.75

The fare is calculated according to the following:

Fare Mileage: 3.4 mi.

Fare Passengers: 1

Schedule Trip

Cancel

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Online Reservations

Sign Out

^A ▼A

Contact Access



Schedule A Trip

Booking Confirmed

Thank you! Your trip has been booked.

Your booking confirmation number is **986052**

[Print Details](#)

[Finish](#)

[Book Return Trip](#)

[Book Another Trip](#)

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Online Reservations

Sign Out

^A vA

Contact Access



Welcome, **Joycelyn Winters**, Rider Id: **1**

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Thank you

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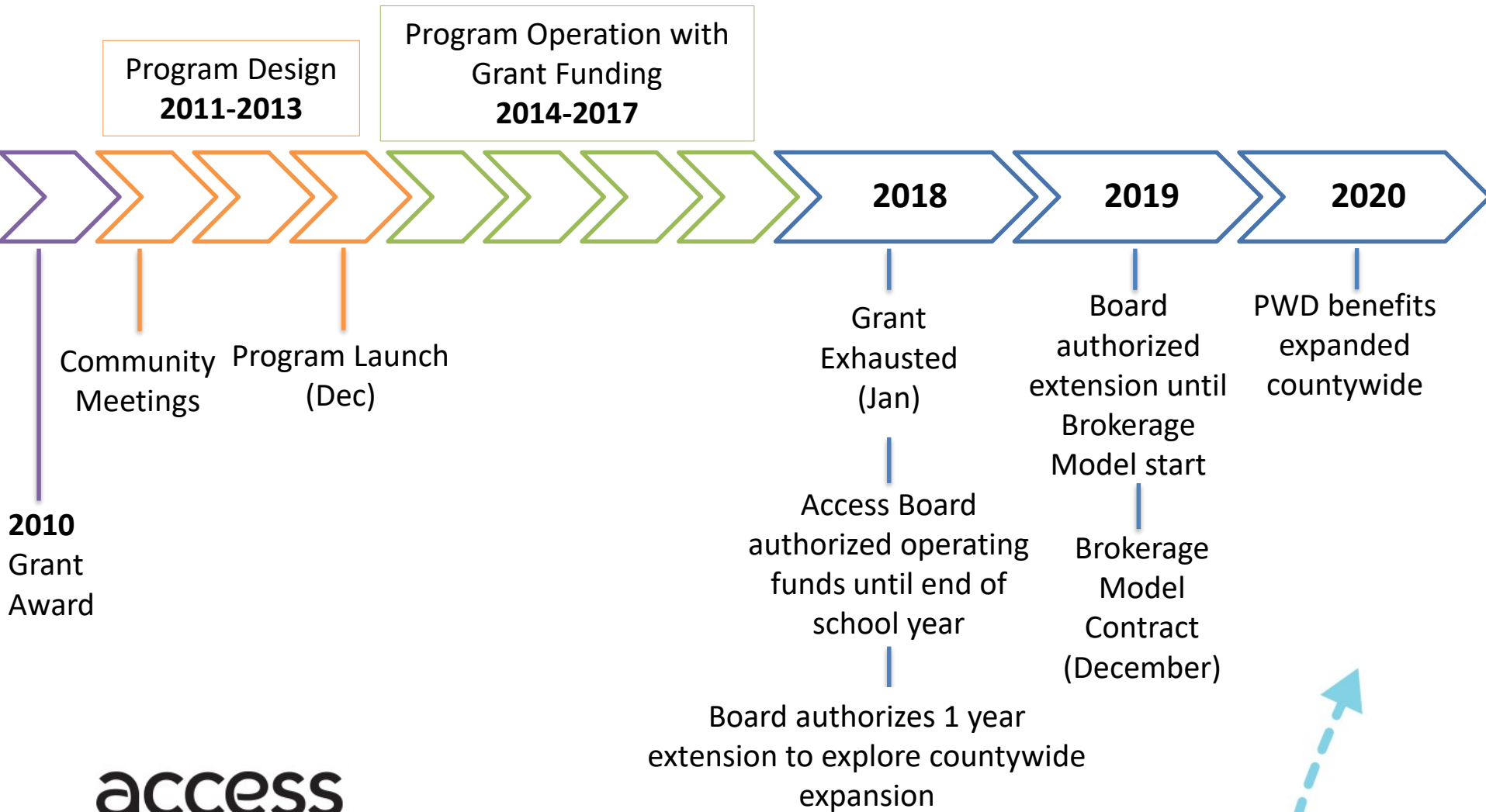


Parents with Disabilities
Program Update

Los Angeles County
Commission on Disabilities

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PWD Program History



Program Features

- Paratransit with modifications for child-care transportation:
 - Linked or Connected Trips
 - Reduced Fare
 - Limited Same Day Trips
 - Trips Scheduled to Arrival
 - Extended Dwell Times (10 minutes / 20 minutes)
 - Non Share Ride service
 - Beyond the Curb service
- Available in the Northern Region
- Gives parents the opportunity to ensure their childrens' education, health, and social needs

Current Status / Program Findings

- Monthly trip average: 511 trips
- School trips make up 54% of total PWD trips
- Linked trips improve school drop-offs and pick-ups
- Significantly improved school attendance
- Same day trips in instances of non-emergency health issues (4%) of total trips
- Provides convenient means of transportation to hospital appointments

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Program Update

- Customer Meetings
 - Meetings monthly since July 2018
 - Gathered testimonials and video interviews from PWD customers
 - Reservation Line survey: (213) 270-6180

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Potential Partnerships

- Los Angeles Unified School District
 - With Board and Executive Levels
 - Able to convey the benefits of an Access-LAUSD partnership
 - Lead benefit: To increase student attendance & school funds

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Next Steps

- Service extension – Goal: Extend PWD Benefits across L.A. County
- Operate in current form until brokerage model launch & program expansion
 - Brokerage Model:
 - Contractor for Access to coordinate transportation with multiple services (i.e. NEMT, taxi, TNC)
 - Opportunity to expand transport options.
 - April 2019 – RFP Released
 - July 2019 – Proposals due
 - September 2019 – Contract Award
 - December 2019 – Program Start
- Efforts to develop PWD partnerships to ongoing

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Thank you

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