

## Los Angeles County (Multi-city) Transportation Resources

### **ACCESS SERVICES, INC. (Los Angeles County)**

**Phone:** (800) 827-0829

*For individuals with hearing & communication disabilities:* (800) 827-1359

**Website:** <http://accessla.org/home/>

**Services:** Transportation service throughout Los Angeles County for individuals with disabilities. Call the toll-free number and an Access Services operator will send application and information packet. After receiving the application, an interview will be scheduled with an Access Services evaluator to determine eligibility for system use. Children must be over 6 years of age to enroll.

#### General Information:

- Access is a curb-to-curb shared-ride service.
- Several riders will be transported at one time in the same vehicle.
- It is not a cab service, emergency medical or social service transportation, door-to-door service, or private transportation service.
- Access provides service within  $\frac{3}{4}$  mile radius of fixed-route bus and rail line in Los Angeles County.
- Access operates on the same schedule as most buses. Regular service is offered from 4:00 AM to 12:00 AM, 7 days a week.
- As a shared-ride service, your travel time will be similar to that of a fixed-route bus, not a car or taxi.
- Your one-way fare is based on the distance you travel with a maximum fare of \$3.25 (except to/from and in Antelope and Santa Clarita Valleys). The Reservationist will tell you your fare when you schedule your trip.

#### Rates:

0 to 19.9 miles \$2.50

20 or more miles \$3.25

miles

**IMPORTANT:** Access may not be able to transport a wheelchair or mobility device larger than 30" wide and 48" long and weighing more than 600lbs when occupied.

See website or contact Access Services to obtain:

- Access Rider's Guide
- Information about eligibility
- Travel Training Application
- Information on how to file a complaint

## **LOS ANGELES METROPOLITAN TRANSPORTATION AUTHORITY (MTA)**

**Phone:** (800) 266-6883

**Website:** <https://www.metro.net/>

**Services:** Bus services.

**Rates:** Reduced Fares with Metro's Disabled ID Card.

To obtain Metro's Disabled ID Card, you must provide proof of eligibility or a Medicare card. Applications are available at any Metro Customer Center or online. Completed applications, a full-face photo, required documentation and a \$2 fee can be submitted at any Metro Customer Center.

To further assist those with visual impairments, Metro provides Braille-encoded and large type "Metro Flash Books" for signaling the correct bus. For more information, please call (213) 922-7023.

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## **METROLINK (Regional Rail)**

**Phone:** (800) 371-5465

Please call 800-371-LINK(5465), or 800-698-4TDD(4833) for speech and hearing-impaired customers.

**Website:** <https://metrolinktrains.com/>

**Services:** Train services with accommodations:

- Each train car has a fully accessible restroom.
- A personal care attendant rides free with a passenger who is disabled.
- Service animals are welcome.
- Passengers requiring boarding assistance should wait at the top of the access ramp located at the end of the platform.

With a 48-hour advance request, a Metrolink Representative can provide assistance at the station.

**Rates:** Reduced fares available for people with disabilities. Please present proof of eligibility to the fare inspector upon request:

- L.A. County Transit Operators Association ID Card
  - Reduced fare ID Card from other transit systems
  - Medicare ID Card
  - DMV placard ID Card
  - Los Angeles County Access Services ID Card holders ride at no cost
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## **METRO MICRO**

**Phone:** (323) 466-3876 (323-GO-METRO)

**Website:** <https://micro.metro.net/>

**Services:**

- Service is provided in a vehicle that will make short trips within several zones in Los Angeles County
- Short, local trips using small vehicles (up to 10 passengers)
- Trips are scheduled on-demand or booked in advance (up to 7 days), instead of having to plan a trip around the bus route schedule
- Book trips with the Metro Micro mobile app, on the website, or by calling 323-GO-METRO

**Rates:** \$1 (does not include transfer to bus or rail)

- Can pay using TAP card or credit card attached to Metro Micro account
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**PUBLIC WORKS LOS ANGELES COUNTY**

**Address:** 900 S. Fremont Avenue  
Alhambra, CA

**Phone:** (626) 458-5100

**Website:** <https://pw.lacounty.gov/transit/>

**Services:**

- Provides transportation services for eligible seniors and disabled residents of the unincorporated areas of Los Angeles County. The interactive map allows you to select your city to be directed to your city's paratransit/Dial-A-Ride services.
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**SOCAL 511**

**Phone:** Dial - 511

**Website:** [www.Go511.com](http://www.Go511.com)

**Services:**

- People can call Southern California 511 from anywhere in Los Angeles, Orange, Riverside, San Bernardino and Ventura counties from a landline or a cell phone. Simple instructions will guide you to the information you need – use a touch-tone keypad or say what you want and 511 will provide you with the information requested.
- The website offers simple menus to help people find information quickly and plan the right route for their commute. The site offers an interactive live traffic map to view traffic in the area or visit “Buses and Trains” to find the right transit service for your trip.