



ACCESS Service

ACCESS Service (General Information)

ACCESS is a shared-ride paratransit service that is available to qualified applicants whose physical or cognitive limitations prevent them from utilizing OCTA's regular fixed route bus service.

ACCESS service is provided within a $\frac{3}{4}$ mile of, and during similar hours as, OCTA's regular fixed route service. ACCESS scheduling guidelines include scheduling trips within 60 minutes of the requested time, picking up customers within a quoted 30-minute pick-up window. OC ACCESS travel time is comparable to the level of service and ride time provided on OCTA's fixed-route.

ACCESS Fares

The base fare for ACCESS service is \$3.60 per passenger for each one-way trip within Orange County.

Eligibility

Eligibility is determined by 3 factors:

- Individual's ability to get to/from the bus stop
- Individual's ability to board/exit the bus
- Individual's cognitive ability to navigate the regular bus system.

Operational issues not used to determine eligibility, include:

- Age
- Distance
- Overcrowded buses
- Lack of bus service to an area

Operational issues are not considered in the eligibility process. These are issues that affect any individual, whether they suffer from a disability or not. The individual's disability (ies) and how it affects their functional ability to use regular bus service is the only criterion used in determining eligibility.

ACCESS eligibility may be granted for up to 5 years. Customers wishing to continue ACCESS service must reapply and complete the eligibility process prior to their eligibility expiration date in order to prevent a lapse in ACCESS service.

Certification Process

The certification process consists of a completed application and a **one hour** in-person functional assessment. If using a mobility device, please bring the device to the interview. ACCESS service may be made available to and from the in-person functional assessment upon request. The entire assessment process may take from 3 to 4 hours, including the commute. Photo ID is needed to verify customers for the in-person assessment.

Individuals are notified by mail regarding their eligibility determination within 21 calendar days after the functional assessment, if a determination is not provided, presumptive eligibility will be granted until a final determination is given. If found to be eligible for ACCESS service, the customer receives an ACCESS identification number and a Rider's Guide describing the ACCESS service and booking process in more detail.

For additional information or assistance, please contact the ACCESS eligibility department at (714) 560-5956 ext. 3, or review the OCTA website at www.octa.net

To apply for OCTA Paratransit Service, call the OCTA ACCESS Eligibility Contractor to schedule your in-person assessment at (714) 560-5956 ext. 2, TDD (714) 560-5474.



OCTA ADA PARATRANSIT APPLICATION

DO NOT MAIL

Please complete the application and call (714) 560-5956 ext 2 to schedule your in-person assessment. TDD (714) 560-5474

Notification of Eligibility within 21 calendar days of in-person assessment

1. PERSONAL INFORMATION – please print clearly

Last Name: _____ First: _____ Middle Initial: _____

Female Male

Date of Birth

- -

Email Address: _____ Primary Language: _____

Home Address

Street _____ Apt # _____ City _____ State _____ Zip _____

Day Phone (____) _____ - _____ Evening Phone(____) _____ - _____

TDD Yes No

Mailing Address (If different from above)

Street _____ Apt # _____ City _____ State _____ Zip _____

Emergency Contact

Name: _____ Relationship: _____

Day Phone (____) _____ - _____ Evening Phone(____) _____ - _____

Do you require information in an alternate format? Yes No

If yes, please indicate: Braille Large Print Other _____

Your primary language: English Spanish Other _____

2. MOBILITY INFORMATION – please print clearly

What is your disability? _____

Which of the following mobility aids or equipment do you use?

Power wheelchair

Manual wheelchair

Scooter

Crutches

Cane

Walker

Oxygen Tank

Service Animal

Other _____

Signature _____

Date _____

DO NOT MAIL THIS FORM

You must bring a valid photo identification and this completed ADA Paratransit Service application to your In-Person assessment appointment