



ACCESS

Fast Facts



Paratransit Bus Service

ACCESS is the Orange County Transportation Authority's (OCTA) shared-ride paratransit service. It's available for people unable to use regular, fixed-route bus service because of functional limitations caused by a disability.

ACCESS offers service for eligible people unable to use regular bus service because of a disability.

Who is eligible?

OCTA has a formal certification process that follows the Americans with Disabilities Act (ADA) guidelines and eligibility criteria. All applicants are evaluated using an in-person assessment before eligibility is granted.

What does it cost?

The one-way ACCESS fare is \$2.70 for a standard curb-to-curb trip where the passenger meets and exits the ACCESS vehicle without need for an escort at either end of the trip. If an escort is needed, the door service fare is an additional \$5.00 each time a customer is escorted to/from the door.

If ACCESS passenger wants to travel with a companion, the companion may

ride for the standard ACCESS fare of \$2.70. Space for companions is limited and must be requested when the reservation is made. ACCESS can only guarantee space for one companion.

If an ACCESS passenger is certified to travel with a Personal Care Attendant, the attendant may ride along at no cost when traveling with an eligible rider.

What services are provided?

- **Standard Service:** Curb-to-curb service for riders certified by ACCESS.
- **Door Service:** An additional service where the driver escorts the passenger to or from the vehicle at either end of the trip.
- **Subscription Service:** Regular service for eligible ACCESS customers who take the same trip on a regular basis, for instance to work or school.
- **Same-Day Taxi Service:** Taxi service provided on the same day as requested.

How is ACCESS Funded?

OCTA's public transit system is funded by a combination of local and state funds. Measure M, the half-cent sales tax approved by Orange County voters in 1990 for transportation improvements, helps reduce ACCESS and fixed-route bus fares for seniors and persons with disabilities.

ACCESS Same-Day Taxi Service

Same-Day Taxi Service

Same-Day Taxi Service offers ACCESS eligible riders an alternative transportation choice. Riders can call to schedule a trip on the day they wish to travel when they are ready to travel.

Who is eligible?

Anyone with current ACCESS eligibility can use Same-Day Taxi Service. Unlike ACCESS Standard, Door-to-Door and Subscription Services, you don't have to live within the 3/4 mile corridor to use Same-Day Taxi Service. Companions or personal care attendants of an ACCESS customer can travel in the same taxi as space allows at no additional fare.

Who provides this service?

OCTA contracts with a taxi operator to provide Same-Day Taxi Service.

What does it cost?

ACCESS coupons will not be accepted for Same-Day Taxi Service. Under this program, OCTA and the rider share the cost. At the start of the trip the rider pays the taxi driver \$2.70—the same fare as a regular ACCESS trip. OCTA pays the next part of the trip, reimbursing the taxi operator a flat rate of \$7.30 for the trip, regardless of length, for a total of \$10.00. At the end of the trip, the rider pays any amount left on the taxi meter over \$10.00.

Are taxis accessible?

Same-Day Taxi Service includes taxis that accommodate persons using mobility devices. Scheduling a ride in an accessible taxi will depend on vehicle availability.

Operating times

Same-Day Taxi Service operates 7 a.m - 5 p.m., Monday through Friday, and 8 a.m - 5 p.m., Saturday, Sunday and Holidays.

ACCESS 2010 Highlights (Jan. - Dec.)

Buses	248
Trips	1.3 million
Certified Passengers	27,892

ACCESS Contact Information

For ACCESS eligibility information:

Please call (714) 560-5956

To schedule a ride for ACCESS or Same-Day Taxi Service:

Certified individuals can schedule an ACCESS ride from one to three days in advance or a Same-Day Taxi ride by calling (714) 560-5888, (949) 857-7188 or (877) 628-2232. For TDD, call (800) 564-4232 during ACCESS reservation hours:

Monday–Friday	7 a.m. – 5 p.m.
Saturday, Sunday and Holidays	8 a.m. – 5 p.m.

ACCESS service is available seven days a week in the same areas and during the same hours as fixed-route bus service.

For more information, visit our Web site at www.octa.net or call (714) 560-5956.