



ACCESS Service

ACCESS Service (General Information)

ACCESS is a shared-ride paratransit service that is made 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 service/scheduling guidelines include scheduling trips within 60 minutes of the requested time, picking up customers within a quoted 30 minute pick-up window and ride times generally not exceeding 90 minutes for each trip.

ACCESS Fares

The standard ACCESS fare is \$3.60 per passenger for each ONE-WAY trip within Orange County. If you book a round trip, remember to calculate the amount for both ways.

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
- Weather conditions
- 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 4 to 6 hours. Photo ID is needed to verify customers for the in-person assessment.

Individuals are notified by mail regarding their eligibility determination. If found to be eligible for ACCESS service, customers receive 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 section at (714) 560-5956 ext.2, or review the OCTA website at www.octa.net

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



OCTA ADA PARATRANSIT APPLICATION

After completing this application, call OCTA ACCESS Eligibility Contractor to schedule your in-person assessment at (714) 560-5956 ext. 2, TDD (714) 560-5474.

1. PERSONAL INFORMATION – please print clearly

Last Name: _____ First: _____ Middle Initial: _____

Female Male Date of Birth --

*Social Security (Last 4 digits only)

*The Federal Act of 1974 requires that disclosure of your social security number is voluntary. If given, it will be used for identification purposes only.

Home Address

Street _____ City _____ State _____ Zip _____

Day Phone (____) _____ - _____ TDD Yes No

Evening Phone (____) _____ - _____

Mailing Address (If different from above)

Street _____ City _____ State _____ Zip _____

Emergency Contact

Name: _____

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 _____

VERY IMPORTANT! – DO NOT MAIL
You must bring a valid photo identification and this completed ADA paratransit service application to your in-person assessment appointment.