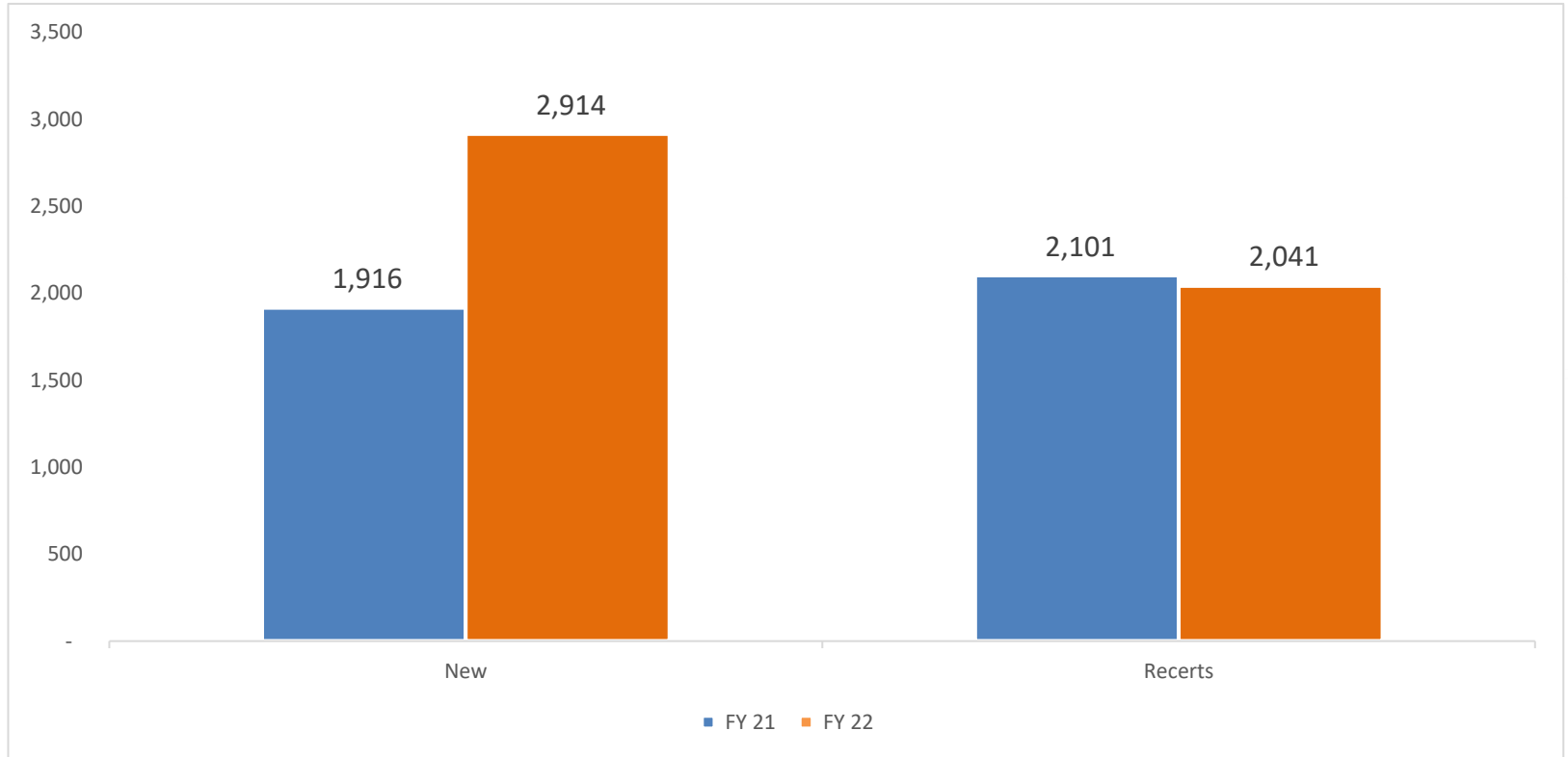




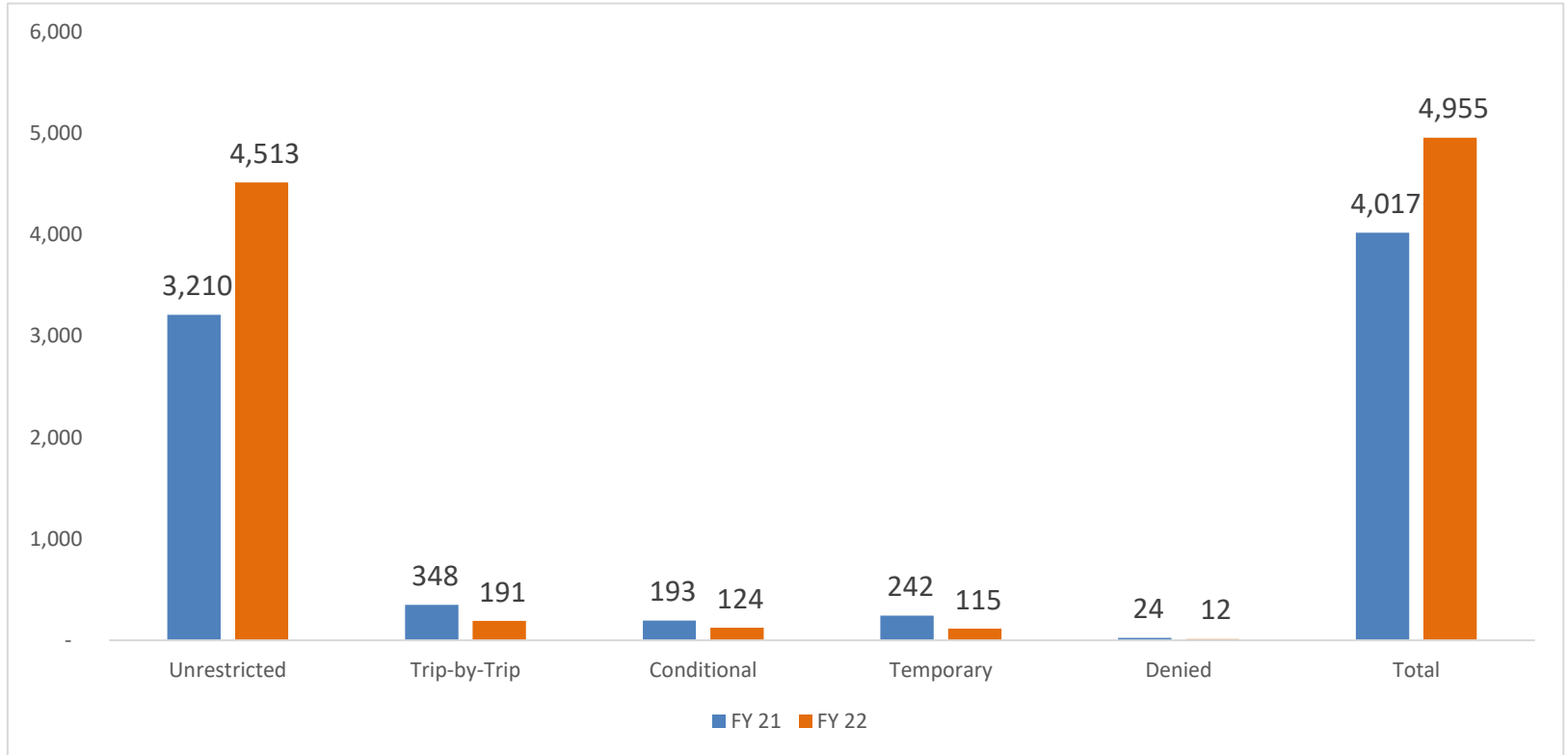
OC ACCESS Eligibility and Mobility Management Update

Accessible Transit Advisory Committee
July 26, 2022

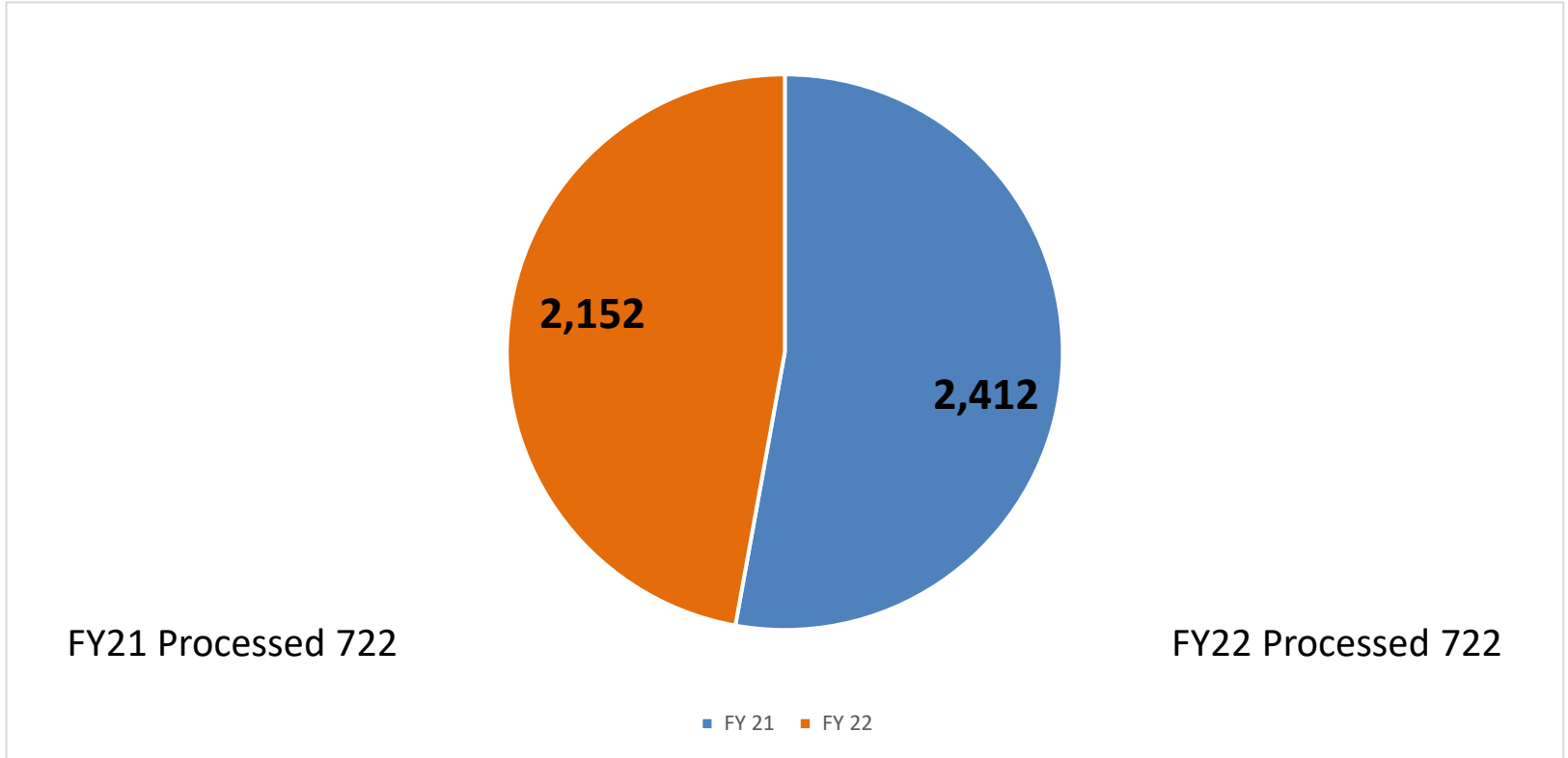
NEW CERTIFICATIONS AND RECERTIFICATIONS



CERTIFICATIONS BY CATEGORY



AUTO-RENEWALS





ELIGIBILITY APPEALS BOARD

- Objective three-person board:
 - OCTA Director of Operations or designee (Authority employee)
 - Two members of the Accessible Transit Advisory Committee (ATAC) including the chairman or designee (member of the committee).
- The length of serving on the appeals panel by the ATAC Committee members will be in conjunction with their length of service on the Committee



ELIGIBILITY APPEALS BOARD POLICY

Purpose:

- To comply with the ADA Certification Eligibility Appeals Board process
- Applies to the paratransit service operated by OCTA

Background:

- The Americans with Disabilities (ADA) of 1990 requires an eligibility appeals process:
 - Be established by each operator of complementary paratransit service
 - Provide an applicant, who disagrees with the initial eligibility determination, the opportunity to have the determination reviewed by official(s) other than the person who originally determined his/her eligibility.



ELIGIBILITY APPEALS BOARD - ROLES & RESPONSIBILITIES

- Must complete OC ACCESS Appeals Board training
- Understand the ADA Eligibility process
- Demonstrate professionalism and provide excellent customer service
- Provide fair, reasonable, and impartial decisions
- Always maintain confidentiality

211 RIDE CO-OP AGREEMENT



2.1.1

Orange County

- New 2-year agreement July 1, 2022
- Web-based trip planning tool to find local community services, including food, counseling, and medical care on www.211ride.org
- Login and save trip preferences using OC ACCESS ID number
- Enhancements:
 - Media campaign to increase web traffic
 - New partner agency portal with 10 agencies sharing caller's information and request(s)