

## OCTA ACCESS Visitor Policy

**POLICY:** Orange County Transportation Authority (OCTA) ACCESS will provide complementary paratransit service to eligible visitors from outside of Orange County throughout the same period of ADA paratransit certification as in their county of residence.

### **PROCESS:**

1. Individuals from outside Orange County will be served by OCTA ACCESS Paratransit Services as ADA eligible visitors if they are unable to use accessible, fixed route transportation services due to disability-related functional limitations.
2. According to ADA regulations, an individual residing outside of the area served by OCTA ACCESS Paratransit is eligible for complementary paratransit service as a visitor:
  - a.) If the individual presents documentation of ADA paratransit eligibility from his or her home jurisdiction.
  - b.) If the individual has no such documentation (of ADA paratransit eligibility), then the individual is to provide documentation of residence outside of Orange County and, if the individual's disability is not apparent, proof of the disability. Acceptable proof of disability includes a letter from a doctor or the visitor's statement of inability to use the fixed route system.
  - c.) OCTA should provide visitor status within 24 hrs. upon receiving such request.
  - d.) OCTA should provide visitor status 21 days within a 365-day period.
3. All calls made by ADA eligible visitors to trip reservations/scheduling staff will be referred by the reservationist to the OCTA ACCESS Eligibility section at 714-560-5956 (or Text Display Telephone service at 714-560-5474).
  - a.) The visitor is to contact OCTA ACCESS Paratransit Eligibility section by phone, mail, fax, or Text Display Telephone to obtain information about ACCESS Paratransit and procedures for applying as an ADA eligible visitor.
  - b.) The visitor must provide information verifying eligibility as an ADA eligible visitor for ACCESS Paratransit.
    - 1.) This process requires that the individual provide basic identifying information such as documentation of ADA certification from

elsewhere, or evidence of disability as described in procedures 2(a) and 2(b) above.

- 2.) Trips made by ADA eligible visitors may be arranged prior to their arrival in Orange County or during their time here; this includes providing documents proving the ADA eligible visitors' eligibility as well as the expected dates of ACCESS Paratransit use.
  - 3.) OCTA ACCESS Eligibility will process the individual's request so that the visitor, if determined to be eligible, can promptly be provided ADA eligible visitor status.
- c.) The visitor will be notified of the determination regarding status as an ADA eligible visitor.
- 1) If determined eligible, OCTA ACCESS Eligibility will provide an ADA identification number, including the "Rider's Guide," and information on how to use the OCTA ACCESS Paratransit service.
- d.) For those determined to be ADA eligible visitors, OCTA ACCESS Eligibility will enter appropriate information in the ACCESS Paratransit rider information database.