

# OC ACCESS PARATRANSIT BUS SERVICE



## AT A GLANCE

### HIGHLIGHTS FOR FISCAL YEAR 2018-19:

|                             |                           |
|-----------------------------|---------------------------|
| Buses:                      | 248                       |
| Annual Passenger Boardings: | 1.4 million               |
| Eligible Customers:         | 32,825<br>(as of 10/1/18) |

### OC ACCESS CONTACT INFORMATION:

For eligibility information:  
call (714) 560-5956  
or visit [www.octa.net](http://www.octa.net)

### TO SCHEDULE A RIDE FOR OC ACCESS

Certified individuals can schedule an OC ACCESS ride from one to three days in advance, by calling (877) 628-2232. For TDD, call (800) 564-4232.

### RESERVATION HOURS:

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

OC ACCESS service is available in the same areas and during the same hours as fixed-route bus service.

Fact sheet as of 7/16/19

## OCTA'S PARATRANSIT BUS SERVICE

OC 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.

## ELIGIBILITY REQUIREMENTS

OCTA has a formal certification process that follows the Americans with Disabilities Act (ADA) guidelines and eligibility criteria.

Eligibility is determined by the ability to:

- Get to/from the bus stop
- Board/exit the bus
- Navigate the regular bus system

All applicants are evaluated using an in-person assessment before eligibility is granted.

## OC ACCESS FARES

- One-way service per passenger, per trip: \$3.60
- Companion fare for a person to accompany an OC ACCESS passenger: \$3.60

Space for companions is limited and must be requested when reserving a ride. OC ACCESS can only guarantee space for one companion.

A Personal Care Attendant (PCA) may ride at no cost when traveling with an OC ACCESS-eligible rider. Space for the PCA must be requested when making a reservation.

OCTA will make reasonable modifications to its policies, practices, and procedures, where necessary, to avoid discrimination on the basis of disability or where the individual with a disability would otherwise be unable to use OCTA services, programs or activities.



Orange County Transportation Authority

550 S. Main St  
P.O. Box 14184  
Orange, CA 92863-1584  
(714) 560-OCTA  
[www.octa.net](http://www.octa.net)

## ACCESS SERVICES

- Standard Service: Curb-to-curb service for riders certified by ACCESS.
- Subscription Service: Regular service for eligible ACCESS customers who take the same trip on a regular basis, such as to work or school.
- Same-Day Taxi Service: Taxi service provided on the same day as requested.

## OC SAME-DAY TAXI SERVICE

OC Same-Day Taxi can be used for any trip, just like OC ACCESS. This service is perfect for quick trips to locations like the grocery store, pharmacy, or the doctor's office.

### SERVICE HOURS

Daily, 6 a.m. to 8 p.m., including holidays.

### FARE

The fare is \$3.60 for up to 5 miles. Each additional mile costs \$2.75. For example, a 3-mile trip will cost \$3.60. A 7-mile trip will cost \$9.10 ( $\$3.60 + \$2.75 + \$2.75 = \$9.10$ ). The fare will be quoted when you reserve your trip(s).

### FACTS ABOUT THE SERVICE

- OC Same-Day Taxi service is a curb-to-curb service only.
- Drivers will wait for 5 minutes at the pick-up location prior to marking the trip a no-show.
- Payment must be paid in full when boarding. OC ACCESS coupons are not accepted as payment for OC Same-Day Taxi service. Cash and credit cards must be used.
- Schedule your trip(s) during the service hours on the same day.
- Due to limited resources, the requested trip time may be negotiated. For "ready now" trip requests that are granted, allow at least 1 hour for the vehicle to arrive from the time the trip was scheduled.
- This is not a shared ride service but you may bring your Personal Care Attendant (PCA), companion, or a service animal. The maximum number of passengers allowed to travel on one reservation is three (3). There is no additional fee for any accompanying passenger.
- There is no limit on the number of trips taken in a day but only two trips may be scheduled per call.
- All rides must start and end within Orange County or Long Beach (CSULB or Veterans Administration building only).

### SCHEDULING A TRIP

Use the OC Same-Day Taxi App: To sign up, e-mail your name, OC ACCESS ID number and cell phone number to [samedaytaxi@octa.net](mailto:samedaytaxi@octa.net) to get your login credentials. For more information on the OC Same-Day Taxi App, visit <http://www.octa.net/Getting-Around/Bus/ACCESS-Service/Same-Day-Taxi/>.

Use the phone: Call 877-628-2232 (TDD: 714-620-2660). If you use a mobility device, be sure to provide that information when you schedule your trip.