

# OC ACCESS PARATRANSIT SERVICE



## AT A GLANCE

### HIGHLIGHTS FOR FISCAL YEAR 2022-23:

Buses:	248
Annual Passenger Boardings:	972,105
Eligible Customers:	27,710 (as of 6/30/23)

### 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 one to three days in advance, by calling (877) 628-2232. For TDD, call 7-1-1.

### 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 8/10/23

## OCTA'S PARATRANSIT SERVICE

OC ACCESS is the Orange County Transportation Authority's (OCTA) shared ride paratransit service. It's available for people unable to use 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 a one-page application and in-person assessment before eligibility is granted.

## OC ACCESS FARES

- Eligible Rider (Adult): \$3.60 (19 years and older)
- Eligible Rider (Youth): No charge (6 to 18 years old)
- Personal Care Attendant (PCA): No charge
- Guest: \$3.60 (6 years and older)
- Guest (Child): No charge (5 years and younger)

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.

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

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)

## SERVICE TYPES

- Standard Service: Curb-to-curb service.
- Subscription Service: Available for eligible OC ACCESS riders who take the same trip on a regular basis, such as to work or school. Subscription trips are booked in advance, and once approved, the OC ACCESS-eligible rider does not need to contact OC ACCESS in advance to schedule the trip.

## SAME DAY TAXI SERVICE

- Same Day Taxi Service: Premium ADA service provided on the same day as requested.
- 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.
- 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.

## SCHEDULING A TRIP

Call 877-628-2232 (TDD: 7-1-1).

If you use a mobility device, be sure to provide that information when you schedule your trip.

## FARE

The fare is \$3.60 for up to 5 miles. Each additional mile costs \$3.20. For example, a 3-mile trip will cost \$3.60. A 7-mile trip will cost \$10 ( $\$3.60 + \$3.20 + \$3.20 = \$10$ ). The fare will be quoted when you reserve your trip(s).

## FACTS ABOUT THE SERVICE

- 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 as a no-show.
- Payment must be paid in full when boarding. OC ACCESS coupons are not accepted as payment for Same Day Taxi service. Cash and/or credit cards must be used.
- This is not a shared ride service but you may bring your PCA and companion. The maximum number of passengers allowed to travel on one reservation is three (3). There is no additional fee for an accompanying PCA or companion.
- 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).