



City of Mission Viejo
Norman P. Murray Community and Senior Center
24932 Veterans Way, Mission Viejo, CA 92692

SENIOR-DISABLED TRANSPORTATION RESOURCES

PRIVATE PROVIDERS:

1. Non-Emergency Medical Transportation

1-949-855-9766

(c/o Age Well Senior Services, Inc.)

1-800-510-2020

- Must be 60 years of age or older and reside within the South Orange County.
- Application required.
- Cost per one-way ride is \$2.00 (exact change required); care attendants ride for free.
- Non-emergency medical appointments include: therapy, dentistry, prescription pick-ups, testing, x-rays, dialysis, hearing tests, etc.
- Service within greater South Orange County including satellite destinations of Kaiser Anaheim, (Lakeview); Long Beach Veterans Hospital.
- Trip destinations outside of the designated service area are limited to **15 miles** from customer residence to facility.
- Program hours: Monday – Friday 7:00 a.m. – 6:00 p.m.; wheelchair accessible; service is not be available on major holidays.
- Website: <http://agewellseniorservices.org/>

2. Saddleback Memorial Medical Center Transportation

- **Free** transportation for cardiac rehab, oncology and radiation patients, and physical therapy patients.
- Requires doctor's authorization.
- Arrangements are made "at point of service" through doctor's office

3. American Cancer Society ("Road to Recovery")

1-800-227-2345

- Volunteer transportation services for cancer treatments – within Orange County only.
- Ambulatory patients only; no wheelchairs – walkers permitted.
- Caregiver is required if assistance is needed.
- Must call 3 business days prior to appointment.

PUBLIC TRANSPORTATION SERVICES/RESOURCES:

1. OCTA Big Bus/ Fixed Bus Route System (subject to change)

1-800-636-7433

- Seniors /Disabled – .75 cents per boarding; \$1.50 for day pass, \$8.55 for a 7-day pass, \$22.25 for a 30-day pass; other service discounts available
- Route 86 services the Norman P. Murray Community/Senior Center
- **Bus routing services** – call **1-714-636-7433**
- OCTA bus passes available on-line- www.octa.net
- Seniors must show proof of age, disability, or Medicare card to operator to get discount
- Website: http://www.octa.net/pass_fare_prices.aspx

2. OCTA / ACCESS Service (rates subject to change)

1-714-560-5956
(Eligibility & Information)

ACCESS reservations – 1-877-628-2232

- Shared ride paratransit service for individuals who are **physically and/or cognitively disabled** and **unable to use OCTA's fixed bus route** system.
- Qualified rider must also live within a ¼-mile of a OCTA fixed bus route to receive this service; call 1-714-560-5956 #3 to confirm ¼ proximity to a local bus route
- Applicants complete an OCTA ADA Paratransit Application and certify eligibility through an in-person functional assessment at the OCTA assessment center. (Note: Application and assessment appointment can be made over the phone -1-714-560-5956.)
- ACCESS approval process is approximately 21 days from assessment date
- ACCESS service is available seven days a week in the same areas and during the same hours as the fixed-bus route service; service is available countywide.
- ACCESS trips are scheduled within 60 minutes of requested time; customers are picked up within a quoted "pick-up" window; ride times generally range from 60- 90 minutes
- Must request a ride at least 1 day in advance and up to 3 days in advance
- \$3.60 per one way trip, up to 5 miles (curb to curb)
- Wheelchair accessible; call for equipment specifications
- Coupon books and additional service information available on line - www.octa.net
- Request times: Monday – Friday 7:00 AM – 5:00 PM & Saturday – Sunday and Holidays- 8:00AM – 5:00 PM
Service Times: depends on local fixed route schedule; will vary
- Website: http://www.octa.net/access_service.aspx

3. Same Day Taxi Service (ACCESS only customers)

1-877- 628-2232
1-800-564-4232 (TDD)

- Must be an ACCESS customer
- Reservations made for "same day" service
- Cab meter costs are shared (OCTA and rider)
- Service available on a first come, first served availability basis
- ACCESS customers wishing to use the same day taxi service can call their regular ACCESS reservation number at 1-877-628-2232 to schedule a ride.
- Service Times: 6:00 am- 8:00 pm Daily, including Holidays
- More information available at www.octa.net
- Website: http://www.octa.net/access_services.aspx

4. Dayle McIntosh Center Disability Resources & Advocacy

1-800-972-8285

- Customized trip planning for persons with a disability and/or low income individuals.
- Training on public transit systems for new riders and their companions.
- Referral to updated transportation resources.
- Contact: icortez@daylemc.org
- **Local Office:**
Dayle McIntosh Center- South County Office
24012 Calle De La Plata #130
Laguna Hills, CA 92653; 1-949-460-7784
Anaheim:1-714-621-3300