

1 How do I add money to my VTA ACCESS Paratransit account?

You can add money to your paratransit account over the phone, by mail or in person. To add value over the phone, call (408) 321-2300 and, use your credit or debit card to add funds. You can also add funds by mailing a check to VTA ACCESS Paratransit. Funds may also be added in person at 3331 N. First Street, San Jose, CA 95134 with a credit card, debit card or check. Checks should be made out to VTA.

2 What is my Account Balance?

All account balances from Outreach & Escorts, Inc. have been transferred to VTA ACCESS Paratransit. Your beginning balance with VTA ACCESS Paratransit should match the balance you had prior to the transfer. To find out your account balance please call VTA ACCESS Paratransit at (408) 321-2300.

3 Can I receive a monthly account statement?

Contact VTA ACCESS Paratransit at (408) 321-2300 to request activity information/statements dating from November 4, 2016 ongoing. To request a statement prior to November 4, 2016, please contact Outreach & Escorts, Inc.

4 What is the status of my eligibility application?

To find out about the status of your VTA ACCESS Paratransit application please contact the Eligibility Department directly at (408) 321-2381. Staff are actively responding to individuals who have applied for paratransit service. If your completed application takes longer than 21 days, you shall be granted presumptive eligibility until you have been informed of your eligibility decision and may schedule service on the 22nd day.

5 How do I sign up for the subscription service?

VTA ACCESS Paratransit is currently increasing subscription trip availability. For customers who request routine trips to the same destination on a regular schedule the subscription trip may be beneficial. To find out if you qualify for this service please call (408) 321-2300 or email paratransit@vta.org.