

# INFORMATION

## QUESTIONS AND HOURS OF OPERATION

OC Bus is here to help. If you have questions or concerns you can always call the OC Bus Customer Information Center at 714-636-RIDE (7433). Bilingual operators are available to help. Hours of operation are noted to the right.

**Trip Planning**  
**Customer Service**  
**Pass Sales**

| Mon-Fri | Sat/Sun | Holidays |
|---------|---------|----------|
| 7-7     | 8-6     | 8-5      |
| 8-5     | Closed  | Closed   |
| 8-2     | Closed  | Closed   |

## CONTACTING US

If you have comments, concerns, or suggestions about OC Bus service, contact Customer Relations by:

**E-mail:** customers@octa.net  
**Web:** octa.net/comment  
**Phone:** Monday – Friday  
from 8am to 5pm  
714, 949 or 800-636-RIDE  
(7433), extension 2  
**Mail:** P.O. Box 14184  
Orange, CA 92863

## CUSTOMER CONDUCT POLICY

Violent, illegal or disruptive conduct will not be tolerated on board the vehicle. Violators will be prosecuted to the fullest extent of the law in accordance with:

- Penal Code Sections 171.7, 594, 640, 640.5 and 16590
- Public Utilities Code Section 99170

For more information, please visit [ocbus.com/customerconduct](http://ocbus.com/customerconduct)

## CUSTOMER SERVICE POLICY

OCTA is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure quality and fairness, 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. For additional information about reasonable modification requests, please visit [ocbus.com/reasonablemodification](http://ocbus.com/reasonablemodification).

## ACCESS SERVICE

ACCESS service is OCTA's paratransit service for persons with a disability resulting in functional limitations that prevent them from using the regular bus system. In order to use the service, you must schedule an ACCESS in-person assessment, please call ACCESS Eligibility at 714-560-5956 Ext. 2, and meet the Americans with Disabilities Act (ADA) criteria.

### Reserving ACCESS

To reserve or cancel an ACCESS trip, check on the status of a ride, or for general ACCESS information, call ACCESS at:

877-OCTA-ADA (628-2232)  
TDD phone for the hearing impaired  
800-564-4ADA (4232)

ACCESS Information is also available at [ocbus.com](http://ocbus.com).

### ACCESS Phone Hours

Monday through Friday  
7:00 a.m. – 5:00 p.m.  
Saturday, Sunday and Holidays  
8:00 a.m. – 5:00 p.m.

For information about older adult programs and services, contact the Office on Aging Information and Assistance Call Center at 800-510-2020 or 714-567-7500. Or visit their website at [officeonaging.ocgov.com](http://officeonaging.ocgov.com)

## CALIFORNIA SERVICE DOG FRAUD LAW

If someone attempts to pose a regular pet as a **service dog**, the maximum **penalty** is a \$1,000 fine and up to six months in jail.

- Penal code 365.7

## NOTIFICATION OF TITLE VI PROTECTION

Title VI of the Civil Rights Act of 1964 provides that “no person in the United States shall, on the grounds of race, color or nation of origin, be excluded from participation in, be denied the benefits of or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin or other protected-class interests may file a written complaint with the Orange County Transportation Authority (OCTA), the Federal Transit Administration (FTA) or the Secretary of Transportation. Further, OCTA prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by Title VI.

To file a complaint in writing or to request more information contact:

**E-mail:**  
TitleVI-Inquiries@octa.net

**Customer Relations:**  
714-636-RIDE (7433)

**Web:**  
[octa.net](http://octa.net)

**Hearing Impaired:**  
714-636-HEAR (4327) TDD

## OCTA LOST & FOUND

Address:  
11903 Woodbury Road  
Garden Grove, CA 92843  
Phone: (714) 560-5934  
Hours:  
Mon – Thurs: 8:00 a.m. – 12:30 p.m. &  
1:30 p.m. – 4:00 p.m.  
Friday Pickup by appointment only