

THE TRANSIT CONNECTION



OC ACCESS

APRIL 2025



CONDITIONAL ELIGIBILITY MONITORING: IMPORTANT INFORMATION FOR OC ACCESS RIDERS

OC ACCESS eligibility is determined by an individual's functional ability to use public transportation, in accordance with the Americans with Disabilities Act (ADA). During the certification process, some riders are granted conditional eligibility, which means they can use OC ACCESS only for specific trips based on their specific eligibility. To ensure compliance with ADA guidelines, OCTA reviews trips taken by conditionally eligible riders to confirm that they align with their approved eligibility status. If you have been granted conditional eligibility, please be aware that taking trips outside of your approved conditions may result in a suspension.

We encourage riders to consider using OC Bus, our public fixed-route service. With OC Bus, there's no need to schedule trips in advance, and you can ride for just \$0.25 with your Reduced Fare ID card. For help planning your trip, visit our Trip Planner at octa.net/trip-planner or call 1-800-636-7433.

If you have questions about your eligibility status or need to request a Reduced Fare ID card, please contact OC ACCESS Eligibility at (714) 560-5956 or email accesseligibility@octa.net.

To listen to a recorded version of the Transit Connection in English or Spanish, please call 714-560-5608.

For OC ACCESS reservations, please call 1-877-OCTA-ADA (1-877-628-2232).

GET CONNECTED TO ESSENTIAL SERVICES WITH 2-1-1 ORANGE COUNTY

211 Orange County (211OC), Orange County's resource hotline, can help connect you to vital community health and human services. Whether you need support with transportation, food, shelter, healthcare, job placement, or more, 2-1-1 is your go-to service for assistance.

How it Works

Simply dial 2-1-1 any time, 24 hours a day, to speak with a trained Information and Referral Specialist. These specialists have access to a comprehensive database with over 2,800 local government and non-profit agencies, providing thousands of services.

Specialized Programs

211OC also offers specialized programs to help you with specific needs:

- **Transportation services:** www.211RIDE.org offers a web-based tool to help you plan your trips. You can find transportation options from local agencies, check OCTA bus routes, and more. 211RIDE simplifies the trip planning process by assessing factors such as physical mobility challenges, age, trip purpose, preferred transit mode, and schedule to ensure you can get where you need to go.
- **CalFresh and Medi-Cal enrollment services:** Need help applying for food assistance (CalFresh) or health coverage (Medi-Cal)? The 2-1-1 Enrollment Team will assist you in applying over the phone.
- **Public Safety Power Shutoff (PSPS) program:** For Southern California Edison customers with access and functional needs, the PSPS program offers care coordination when power is turned off during high-wind conditions. You can receive support like battery packs, hotel vouchers, and food assistance during power outages.

We encourage you to take advantage of these services by dialing 2-1-1 or visiting www.211RIDE.org.

OCTA MOVING FORWARD WITH NEW PARATRANSIT AND MICROTRANSIT TECHNOLOGY

The Orange County Transportation Authority (OCTA) continues to move forward with procuring a new technology for paratransit and microtransit services. This new system will make it easier for OC ACCESS riders to book trips, manage schedules, and handle eligibility all in one place. Riders will be able to book rides using an app, website, or phone, which will make the process simpler and more convenient. The new system will also help make services more reliable.

OCTA is committed to keeping riders informed and involved every step of the way and will work closely with the community to ensure a smooth transition to the new system.

SAFETY TIP: ENSURING SAFE AND ACCESSIBLE OC ACCESS PICK-UPS AND DROP-OFFS

OC ACCESS drivers prioritize safety and efficiency when picking up or dropping off passengers. They are trained to follow all traffic laws and carefully assess each location to find the safest, most convenient place to stop without obstructing traffic or creating hazards.

Riders can help by being ready at their scheduled pick-up location and ensuring the area is clear of obstacles. If a designated stop is unavailable, drivers will identify the next safest location nearby. If the rider is not at the scheduled pick-up location at the scheduled time, the driver will wait for five (5) minutes before reporting the rider as a no-show. Planning ahead and allowing extra time for boarding can contribute to a smoother, safer experience for everyone.

To further enhance safety, OC ACCESS continuously reviews and updates pick-up locations to improve accessibility for riders. If you have concerns about a particular stop or suggestions for better locations, we encourage you to share your feedback at www.octa.net/getting-around/bus/oc-access/designated-stops-map/designated-stop-request-form/, contact OC ACCESS Eligibility at (714) 560-5956 or email accesseligibility@octa.net.

Working together, we can ensure a safer, more convenient transit experience for all.

OC ACCESS PEAK HOUR TRAVEL

Demand for OC ACCESS service is steadily increasing, with many riders using the service for travel to workplaces and day programs throughout Orange County. On weekdays, OC ACCESS riders are more likely to follow a typical commute schedule by scheduling trips between 7 and 9 a.m. and a return ride between 1 and 3 p.m. When using OC ACCESS for errands or recreational-based trips, please consider traveling during off-peak hours when possible to avoid traffic and commuters, such as evenings or between 10 a.m. and 12 p.m.

As a reminder, the Same Day Taxi service is also available to OC ACCESS eligible riders, which is perfect for quick trips to the grocery store or pharmacy. The Same Day Taxi service can be used, just like OC ACCESS service, for any trip type. A Same Day Taxi ride can be scheduled between 6 a.m. and 8 p.m. by calling 1-877-628-2232.



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OCTA TO INTRODUCE A NEW FARE COLLECTION SYSTEM

The Orange County Transportation Authority (OCTA) will be launching a new Rider Validation System (RVS) to modernize fare collection and enhance the rider experience in the Summer 2025. The system aims at introducing smart cards and virtual smart cards, offering features like fare capping, mobile payments, automatic fare loading, balance protection, and online account management capabilities, making transit more convenient and equitable.

More details on this initiative will be shared as OCTA moves forward with this project.

To report a new address, a change in your phone number, or to update your emergency contact information, please call OC ACCESS Eligibility at 714-560-5956.