

THE TRANSIT CONNECTION



OC ACCESS
DECEMBER 2024



IMPORTANT REMINDER: HAVE YOUR FARE READY WHEN BOARDING

When booking your ride, either by phone or online, the fare for your requested trip will be quoted to you. Please have that exact fare ready when boarding to ensure timely and efficient service. If you're paying with cash, please be aware that drivers are unable to provide change. Alternatively, be sure to have your OC ACCESS coupon handy. OC ACCESS coupons can be purchased at the following locations:

- Online: Available 24 hours a day at <https://passsales.octa.net>
- By Phone: (714) 560-5932
- In Store:
 - OCTA Store located at 600 S. Main Street, Orange, CA 92863
 - Neighborhood grocery stores including Vons, Pavilions, Ralphs, and Northgate Markets www.octa.net/pdf/passloc.pdf

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).

BOOK YOUR TRIPS WITH OC ACCESS ONLINE

Did you know that OC ACCESS offers a convenient online tool for riders to book, cancel, or check the status of their OC ACCESS rides? OC ACCESS Online can be used anywhere using a computer, smartphone, or tablet. Skip the phone hold times and book your rides with OC ACCESS Online today!

To obtain log-in credentials or to recover a forgotten OC ACCESS User ID or password, please call OC ACCESS Eligibility at (714) 560-5956. To launch the online booking system, visit: <https://ocaccessonline.octa.net>.

Sign In / Register



SIGN IN

If you are already registered for OC ACCESS Online, please use your OC ACCESS User ID and Password to log in to the system. For additional information about OC ACCESS Online, please contact our eligibility staff at (714) 560-5956.

English

SAFETY TIP: DISRUPTIVE CONDUCT ON BOARD IS NOT ALLOWED

Riders must be respectful and courteous to drivers and others on board at all times. To help ensure the safety, security, and comfort of your OC ACCESS ride, violent, illegal, or disruptive conduct is not allowed in and around vehicles. OCTA has developed policies for addressing riders whose conduct interferes with the safe operation of OC ACCESS vehicles. For your safety and security, all vehicles are equipped with cameras and vehicle occupants are subject to video and audio recording.

REMINDER: PAUSE YOUR SUBSCRIPTION SERVICE DURING THE HOLIDAY SEASON

As the holiday season approaches, OC ACCESS reminds you to place your subscription service on hold for any days you won't be traveling. During the holidays, there is an increase in no-shows and late cancellations, which can negatively affect OC ACCESS on-time performance and may result in a no-show suspension for riders. If you have an active subscription and don't plan on using OC ACCESS during any extensive period, including the holiday season, please contact OC ACCESS Reservations at 1-877-628-2232 ext. 1 or 711 for TDD to place your service on hold.

OC ACCESS RIDER ASSISTANCE REQUESTS

The primary responsibility of OC ACCESS drivers is to ensure the safe operation of the vehicle. Drivers are expected to assist with boarding and alighting the vehicle and with securing passengers and mobility aids and devices.

Upon request, drivers can also assist riders with navigating to and from the vehicle; this is known as door-to-door service. Door-to-door service can be provided if the path of travel is safe and accessible, but drivers will not assist with stairs, entering exterior doors or if providing this service would cause them to lose sight of the vehicle.

Throughout the duration of the ride, drivers are not expected to supervise individual riders or perform attendant-like services. When reaching the destination, drivers cannot wait with the rider to be received by a relative or care provider.

Riders who require additional assistance beyond boarding, alighting, and securement are encouraged to travel with a personal care attendant (PCA). OC ACCESS does not provide PCAs for riders, but a PCA can be a relative, friend, care provider, or a hired employee of the rider and may ride free when accompanying a rider.



REMINDER: KEEP YOUR ELIGIBILITY PROFILE CURRENT

Maintaining an up-to-date eligibility profile is an easy way to ensure a smooth and uninterrupted travel experience. OC ACCESS relies on your profile and contact information to share important updates about your eligibility and any changes to the service. If you have recently moved, are using a different mobility device, or have any other changes or questions, please contact OC ACCESS Eligibility at 714-560-5956 to let us know!

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OCTA EXPLORES NEW TECHNOLOGY FOR PARATRANSIT AND MICROTRANSIT SERVICES

The Orange County Transportation Authority (OCTA) is exploring options to enhance its paratransit and microtransit services with a new Software-as-a-Service (SaaS) solution that will provide more flexible and streamlined transportation options for riders. The goal is to simplify trip reservations, scheduling, and eligibility management for OC ACCESS riders.

The proposed software would aim to unify various services into one easy-to-use platform, allowing riders to book trips via app, website, or phone. It also seeks to improve service reliability by automating scheduling and dispatching functions, leading to more efficient trip planning and management for a smoother and more dependable rider experience.

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

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