

THE TRANSIT CONNECTION



OC ACCESS
SPRING 2024



DID SOMETHING UNSAFE HAPPEN ON YOUR OC ACCESS RIDE?

If you believe something unsafe happened during your OC ACCESS ride, please contact OCTA's Customer Relations Department at (800) 636-7433, TDD 7-1-1, or email customers@octa.net. Your feedback is crucial in maintaining a safe and reliable service. When reporting something unsafe, please provide specific details if possible, including:

- Full name, address, and telephone number
- OC ACCESS number
- Date and time of incident
- Vehicle number and/or driver name, if applicable
- Detailed explanation of the incident

We take your concerns very seriously and will investigate the matter thoroughly. When appropriate, we will take all necessary actions to address any issues raised, ensuring the safety and satisfaction of all our passengers.



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)

CONDITIONAL ELIGIBILITY MONITORING

OCTA is dedicated to providing safe, reliable, and timely transportation services through OC ACCESS. In order to provide the highest quality service for all riders and ensure we are fully compliant with the Americans with Disabilities Act (ADA), we regularly review our operating practices to identify areas in which we can improve our efficiency. This ongoing effort recently resulted in an initiative to monitor rides taken by riders with a conditional eligibility, aligning with ADA guidelines outlined in 49 CFR Part 37 Section 37.123.

Eligibility for paratransit service is based on individual functional abilities and limitations, not a specific age, diagnosis, or disability. 49 CFR Part 37 Section 37.123(b) specifies that those conditionally eligible are eligible only for certain trips. OC ACCESS will be monitoring rides of conditionally eligible riders to ensure compliance with eligibility conditions, ensuring eligible riders receive appropriate assistance. For verification and trip information, contact OC ACCESS Eligibility at (714) 560-5956.

SUMMER TRAVEL TIPS ON OC ACCESS

Summer is right around the corner, bringing the promise of warm weather and exciting adventures. As you gear up for your travels on OC ACCESS, here are some essential tips to ensure a smooth journey:

Beat the Heat: With rising temperatures, waiting at the curb can become uncomfortable. To avoid missing your ride and being marked as a no-show, wait in a location where you can easily spot the vehicle upon its arrival. Remember, drivers are only required to wait for five minutes before departing.

Dress Appropriately: Wear light clothing and carry a water bottle when traveling. While OC ACCESS vehicles are equipped with air conditioning, frequent stops can cause temperatures inside to occasionally rise. Staying hydrated and dressed comfortably will ensure a more pleasant journey.

Manage Your Subscriptions: Before heading out on vacation, remember to put a hold on your subscription service for any scheduled trips during your absence. Subscription trips are automatically scheduled and failing to cancel them in advance may result in unnecessary vehicles arriving at your address and a suspension of service.

Protect Your Skin: Planning to spend time outdoors? Don't forget to apply sunscreen with an SPF of 30 or higher, as recommended by the American Cancer Society. Protecting your skin from the sun's harmful rays is essential for a safe and enjoyable summer experience.

OCTA wishes everyone a safe and enjoyable summer!

OC ACCESS RESERVATIONS

OC ACCESS allows reservations to be scheduled one (1) to three (3) days in advance of the day of travel. Reservations can be made by telephone or by using the OC ACCESS online booking system.

To make a reservation by phone, call 877-628-2232 (or 711 for TDD) Monday through Friday between 7:00 a.m. and 5 p.m. or from 8:00 a.m. to 5 p.m. on Saturdays, Sundays, and holidays.

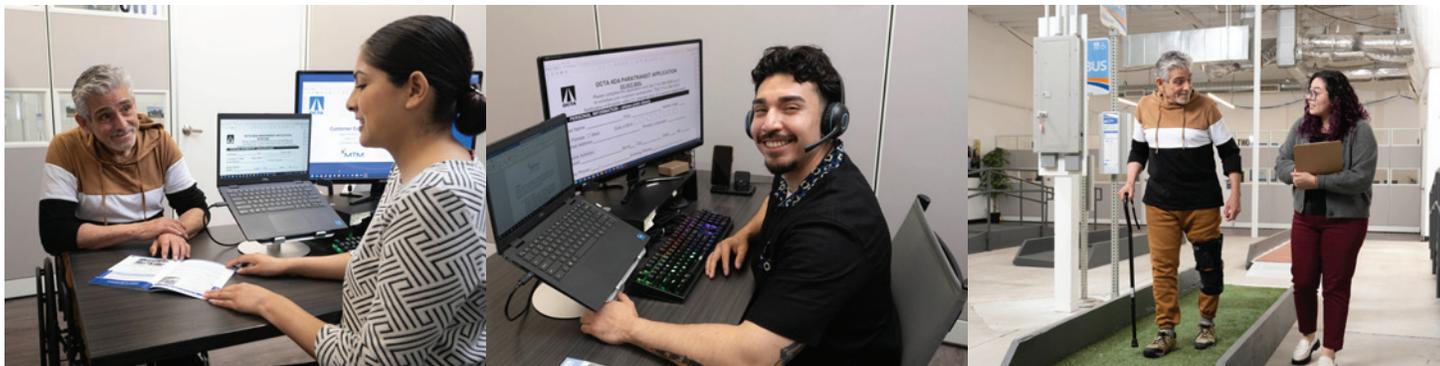
Please have the following information available before calling:

- OC ACCESS identification number
- The date you plan to travel
- The exact street address of the desired pickup location
- The exact street address of the desired destination
- Desired pick-up time OR desired arrival time (riders may only choose one)
- The best contact number for each ride
- If others are travelling with you, such as a personal care attendant, guest, or child/youth
- Type of mobility aid the rider, personal care attendant, guest or child/youth will bring, if any (such as a walker, wheelchair/scooter, or service animal)

To make a reservation online, you will need a password. Please call OC ACCESS Eligibility at 714-560-5956 to obtain your unique password. The online system allows riders the option to book rides, cancel rides, review ride history, or check the status of their OC ACCESS ride from anywhere using a computer, smartphone, or tablet. To launch the online booking system, please visit: <https://ocaccessonline.octa.net> and enter your OC ACCESS identification number and password.

However, keep in mind that the online booking system will not assist with the following:

- Booking subscription rides
- Adding restrictions
- Changing or adding mobility device equipment



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OCTA DISCONTINUES EZ WALLET SERVICE FOR OC ACCESS RIDERS

EZ Wallet launched in May 2021 as a cashless payment option for riders who wanted to pay their fare in advance. However, after an evaluation on the reliability of this payment method, this service option will be discontinued on July 31, 2024. Riders are advised not to load additional funds into their EZ Wallet purse and only use the remaining balance. For those with a balance remaining beyond July 31, 2024, we encourage you to contact OC ACCESS Eligibility at (714) 560-5956 to begin the refund process. Starting August 1, 2024, fare payment will only be accepted upon boarding and will be required in cash or OC ACCESS coupons.

Although the EZ Wallet payment method will be discontinued, riders will still be able to schedule, cancel, or check the status of their trip using OC ACCESS Online. While we regret any inconvenience this change may cause, we are committed to continuing to meet your transportation needs and look forward to introducing a cashless payment method in the future.

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.