

THE TRANSIT CONNECTION



OC ACCESS
SUMMER 2024



SAFETY GUIDELINES FOR OC ACCESS RIDERS

To help ensure the safety and security of OC ACCESS riders and drivers, violent, illegal, or disruptive conduct is not allowed in and around vehicles and transit facilities.

Here are key safety guidelines to follow:

Boarding and Exiting: Ensure your assistive devices are in good condition. Secure personal items to avoid hazards. Accept driver assistance for safe boarding and exiting when necessary.

In-Vehicle Conduct: Stay seated with your seatbelt fastened. Follow the driver's instructions and promptly report any safety concerns.

For more information or specific inquiries regarding ADA paratransit safety, please contact the OC ACCESS Eligibility department at 714-560-5956.

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)

TEXT/EMAIL NOTIFICATIONS NOW AVAILABLE FOR OC ACCESS

The Orange County Transportation Authority (OCTA) is pleased to announce the availability of a Text/Email Notification system for OC ACCESS. This service offers a convenient way for riders to stay updated on their trips with real-time notifications.

With only one phone number, riders can opt in to receive five different types of notifications aimed at enhancing their transportation experience.

1. Trip Confirmation – Provides important trip details, confirming arrangements and preventing any misunderstandings.
2. Trip Reminder – Sent the evening before the scheduled trip, to ensure riders are prepared and aware of their upcoming trip.
3. Imminent Arrival – Alerts riders approximately five minutes before the vehicle arrives, informing riders to be ready for their vehicle at the curb.
4. No Show Notifications – Informs riders if they have missed their scheduled pickup, allowing them to make necessary adjustments.
5. Trip Cancellation – Sent immediately when a trip is canceled, providing confirmation of a canceled trip.

To sign up, riders can call the Eligibility Team at (714) 560-5956.

As OCTA continues to enhance accessible transit in Orange County, we remain committed to our mission to “Keep Orange County Moving.” The introduction of the Text/Email Alert Notification system represents another step toward improving service and accessibility for all OC ACCESS riders.

DO YOU KNOW ABOUT OCTA’S LOST AND FOUND?

If you leave an item on an OC ACCESS vehicle, please contact OCTA’s Lost and Found. There are three ways to contact the Lost and Found office:

- Complete an online form at www.octa.net/contact/lost-and-found/
- E-mail LostandFound@octa.net
- Call 714-560-5934, TDD 7-1-1

A member of the Lost and Found team will contact you via email or phone if your reported item is found. Please note that all found items are turned in to the Lost and Found office on the next business day. For example, if you left an item on an OC ACCESS vehicle on Friday and it is found, it will be delivered to the Lost and Found office on the following Monday at the earliest.

SERVICE ANIMALS

Service animals are allowed in all OC ACCESS vehicles and facilities. Service animals are defined by the ADA in 49CFR Part 37 Section 37.167(d) as any guide dog, signal dog or other animal individually trained to work or perform tasks for an individual with a disability. A rider may bring more than one service animal on the OC ACCESS vehicle, but each service animal must be specifically trained to assist with the rider's disability. Service animals cannot occupy seats and must remain on the floor without obstructing aisles, paths of travel, access doors, or lifts.

For the safety of the driver and other riders, service animals are required to be clean and well groomed; leashed or harnessed, unless the leash or harness prevents the service animal from completing the task it was trained to provide; and under the complete control of the rider at all times. Service may be refused if a service animal is deemed to pose a direct threat to the health and safety of drivers or other riders, create a seriously disruptive atmosphere, or is otherwise not under the rider's control.

For more information on service animals or to confirm that your service animal(s) have been added to your profile, please contact the Eligibility Department at 714-560-5956.

OC ACCESS DESIGNATED STOPS

Placed strategically throughout Orange County in high-traffic areas, OC ACCESS Designated Stops feature clearly identifiable signs that help ensure riders and drivers can easily recognize locations to simplify boarding and exiting. An online database that lists these stops is an excellent tool for planning trips to large facilities, campuses, John Wayne Airport, or shopping malls within the service area. The database includes a map, pictures, a written description of each location, and the option to view the stop in Google Maps Street View mode. Learn more at www.octa.net/getting-around/bus/oc-access/designated-stops-map/.



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TRAVEL TIME ON OC ACCESS

OC ACCESS is a form of public transportation which offers shared ride service for people with disabilities who, because of their disability, are unable to use fixed-route bus and rail services. Before scheduling your OC ACCESS trip, it's important to understand how long your trip may take as it is likely that other pick-ups and drop-offs may occur.

Travel time on OC ACCESS is determined by considering the equivalent ride if taken on OC Bus. This includes the time it takes to walk to the bus stop, wait for the bus, travel time on the bus, and walking to the final destination. Many rides on OC Bus include transfers and, therefore, travel time also includes the additional wait times when transferring from one OC Bus to another.

To learn more about the travel time on OC ACCESS, see the Travel Time section in the OC ACCESS Rider's Guide. To determine how long your individual trip may take, please visit www.octa.net/getting-around/trip-planner/trip-planner/.

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.