

# THE TRANSIT CONNECTION



**OC ACCESS**  
SUMMER 2023



## SUBSCRIPTION SERVICE

Is there a trip you take again and again? Consider our subscription service.

Subscription service may be available for riders who travel consistently on (a) specific day(s) of the week, at the same time, and to and/or from the same destination. The purpose of subscription service is to provide a convenient solution for riders with consistent travel, and to enable OC ACCESS to create efficient routes for riders who have similar travel patterns. To submit a request for a subscription ride, please call OC ACCESS reservations at 877-628-2232 ext. 1 or 711 for TDD.

Riders with an active subscription can put their subscription rides on hold for up to one (1) month. When ready to resume service, riders must call OC ACCESS reservations seven (7) days in advance to reinstate the subscription. If a hold is needed for longer than one (1) month, riders may be asked to reapply for subscription service. Additionally, please note that subscription trips are subject to the OC ACCESS No Show Policy. If a subscription rider receives one (1) service suspension in a floating 12-month period, the subscription will be cancelled.

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)

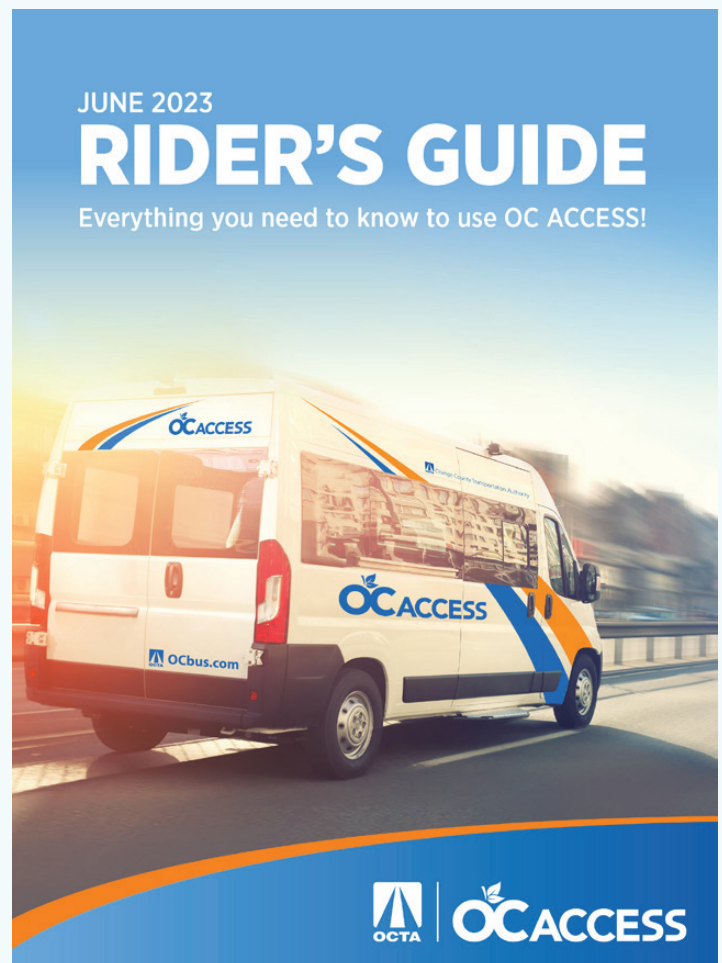
# NEW RIDER'S GUIDE

The OC ACCESS Rider's Guide has been revised to help you learn how to use OC ACCESS, which may be different from other transportation services that you have used in the past. OC ACCESS is part of the comprehensive public transportation system serving Orange County. OC ACCESS is the shared-ride complementary paratransit service of Orange County Transportation Authority (OCTA) provided in compliance with the provisions of the Americans with Disabilities Act of 1990 (ADA) and the final rule for 49 CFR Parts 27, 37, and 38 issued by the U.S. Department of Transportation (DOT) in the 9/6/1991 Federal Register.

This guide will help you understand some key elements about the OC ACCESS service including:

- How to plan for a trip and make a reservation.
- How to make your ride a pleasant experience.
- How to find alternative transportation services when your needs exceed what the OC ACCESS service is designed to provide.

Upon request, the information found in the Rider's Guide can be provided in alternate formats including Spanish, Braille, and audio. Please contact OCTA's Eligibility Department at 714-560-5956 or by email at [accesseligibility@octa.net](mailto:accesseligibility@octa.net). OC ACCESS will do its best to provide the requested alternate format within a reasonable time. This information will also be available on the OCTA website at [www.OCTA.net](http://www.OCTA.net).



## ADA PARATRANSIT VISITORS POLICY

Did you know that as an OC ACCESS rider, you can travel as a visitor to other counties within the United States without recertifying your eligibility? The ADA allows complimentary paratransit service to you for any combination of 21 days within a 365-day period, beginning with the first use of the service. To get services at your desired destination, call OCTA's Eligibility Department at (714) 560-5956 or 711 for TDD.

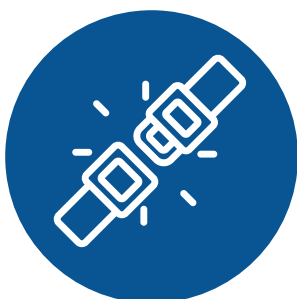
Los Angeles County is the most frequently visited destination by OC ACCESS riders. For OC ACCESS riders to travel to Los Angeles County, they must transfer at an address within a ¾-mile radius of fixed-route service in Orange County and Los Angeles County. Popular locations to transfer include:

- Brea Mall – The Spa at The Glenn or Upper-Level Food Court
- Buena Park Mall – Main Entrance
- Disneyland (Anaheim) – East Shuttle @ 1313 S. Harbor Blvd.
- Knott's Berry Farm (Buena Park) – Crescent & Grand or @ the Ticket Booth
- Long Beach VA Hospital – Building 126, Main Entrance

For more information about the ADA Paratransit Visitors Policy, reference pages 56-58 in the OC ACCESS Rider's Guide (June 2023) or call OCTA's Eligibility Department at the number listed above.

## SAFETY TIP – BUCKLE UP ON OC ACCESS

California law and OC ACCESS policy require every passenger traveling on OC ACCESS to wear a seat belt for the duration of their ride. If you refuse to use a seatbelt, service will be denied. If you need assistance buckling your seatbelt, the driver will be happy to help. Please note that unfastening the seatbelt while the vehicle is in motion can interfere with the safe operation of the OC ACCESS vehicle and may result in a service suspension.







## TRAVEL WITH YOUR BELONGINGS SAFELY

When traveling on OC ACCESS, please keep your belongings close, either on your lap or under the seat. Per the OC ACCESS Rider's Guide, a rider may bring only two (2) bags up to 12" wide x 7" deep x 17" high, the approximate size of a standard paper grocery bag. You, or your personal care attendant (PCA) and/or guest, must always have full control of your items for the safety of all passengers onboard. Items that are wet, leaking, or considered hazardous will not be permitted. Drivers are not required to assist riders with packages or personal items, so please be sure to only bring items that you or your companions can manage.

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.