



Orange County Transportation Authority  
 550 South Main Street  
 P.O. Box 14184  
 Orange, CA 92863-1584

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 SANTA ANNA, CA  
 PERMIT NO. 985

# THE TRANSIT CONNECTION



## INDIVIDUAL TRANSIT TRAINING: COMPREHENSIVE TRAINING FOR EVERYONE

### KEEP YOUR ELIGIBILITY INFORMATION UP TO DATE

Please remember to contact the OC ACCESS Eligibility office at **(714) 560-5956** or **TDD 7-1-1** if you have made any changes to your personal information. To provide the best service, the OC ACCESS Eligibility office needs your current phone number, emergency contacts, home address and current mobility devices. OC ACCESS strives to provide excellent customer service to all of our riders and keeping your information up to date is important for everyone.

In February 2024, OCTA will evaluate trips taken by OC ACCESS riders to identify those with potential to benefit from personalized transit training. If chosen as an ideal candidate, you can expect a call in March to explore training options, geared towards introducing you to the OC Bus service. OC Bus is an affordable, environmentally friendly, and convenient way to travel throughout Orange County. OC ACCESS riders can apply for a Reduced Free ID Card, which allows travel on OC Bus for just 25 cents a trip! Whether you're a newcomer to OC Bus or just looking to refine your bus-travel skills, OCTA offers free comprehensive one-on-one transit training in English, Spanish, Vietnamese, Korean, and Mandarin. Our transit training experts will equip you with the knowledge and confidence you need to navigate the OC Bus network like a pro. Individualized to suit the needs of each rider, training includes safety, identification of bus routes and schedules, navigating transfers and handling delays, using online resources and apps, and learning about fare payment methods. With the knowledge gained from this comprehensive transit training, you'll be well-prepared to navigate the OC Bus network with ease, enjoy a comfortable ride, and make the most of your travels within Orange County. To discuss training options or to schedule a transit training appointment, please contact our specialists at **1-888-878-7099** or email at **info@mmpcal.org**.

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.

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)

## OC ACCESS DRIVER RESPONSIBILITIES

OCTA wants all riders to have a safe and enjoyable ride while traveling on OC ACCESS. Your OC ACCESS driver is committed to delivering safe and reliable transportation while treating riders with dignity and respect. To maximize your experience, it's important to be aware of the tasks that OC ACCESS drivers can and cannot perform; some assistance may be more suitable for a personal care attendant (PCA). The accompanying chart shows the types of assistance best performed by each. OCTA does not provide a PCA. PCAs may be a relative, friend, a care provider or an employee of the rider. One PCA may accompany you at no extra cost.

	Driver	PCA
Assistance with the lift and/or ramp	✓	✗
Assistance with boarding and alighting	✓	✗
Securing the wheelchair and occupant	✓	✗
Assistance with seatbelts	✓	✓
Assist with the use of oxygen or other medical equipment, administering medication, or helping with personal needs	✗	✓
Enter rider's residence or the location where the rider is being picked up and/or dropped off	✗	✓
Assume the controls of powered wheelchairs	✗	✓
Provide attendant type service such as: reaching into purse/pocket to collect fare, lift the customer out of his/her mobility device, remain with the rider who, due to his/her disability, cannot be left alone without an attendant	✗	✓
Required to assist riders with packages or shopping carts	✗	✓
Take charge of a rider's service animal	✗	✓
Know the disability of the customer	✗	✓

## TRAVEL OPTIONS FOR THOSE OUTSIDE THE OC BUS SERVICE AREA

As part of OCTA's improved service plan for OC Bus, service is adjusted up to four times annually. These modifications have a direct impact on the OC ACCESS service area. In compliance with the ADA, OC ACCESS is available to eligible riders traveling within a 3/4-mile radius of the OC Bus fixed-route service and aligns with the same operational hours and days of service. If your address falls outside the service area, our Eligibility Department can help identify a location that you may be able use to travel on OC ACCESS. Alternatively, you can opt for the Same Day Taxi service, which is not confined to the 3/4-mile radius and can pick you up anywhere in Orange County. Same Day Taxi base fare is \$3.60 for a five (5) mile ride. Any additional costs above the five (5) mile ride are paid by the OC ACCESS-eligible rider. On the day you want to take the Same Day Taxi trip, please call OC ACCESS reservations at **(877) 628 2232**, or **TDD 7-1-1**.



### SAFETY TIP: BOARD WITH CONFIDENCE

To assure the best boarding experience, it's helpful to understand the features of your OC ACCESS vehicle.

Some are equipped with yellow handlebars for support while going up or down the stairs or a lift. If the vehicle has a ramp, the driver can assist you by providing their arm to guide you during boarding or alighting. Be mindful while entering or exiting the mini-vans and sedans to avoid hitting your head on the door frame, as they have a lower ceiling.

Passengers in wheelchairs are strongly recommended to board lift-equipped vehicles facing outward. The closest support from the ramp aligns with the vehicle, and your wheelchair's center of gravity is heaviest at the back. When boarding a vehicle with a ramp, wheelchair users can collaborate with the driver to assess their surroundings during boarding or alighting and decide on the most suitable option for that ride.