

THE TRANSIT *Connection*



Useful information for ACCESS customers

1st Quarter • 2015 Edition

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A *Quick Look*

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General ACCESS *Information*

- To listen to a recorded version of The Transit Connection in English or Spanish, please call **714-560-5608**.
- For ACCESS reservations/information, call **1-877-OCTA-ADA (628-2232)**.
- **ELIGIBILITY UPDATES** -
Please call **714-560-5956**, to report a new address, a change in your telephone number, or to update your emergency contact information.



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For Your Safety

It is important to OCTA that all customers are safe while traveling on our buses. Here are a few tips for keeping safe:

Customer Conduct:

Violent, illegal or disruptive conduct is not allowed aboard the vehicle. OCTA has policies for handling customers whose conduct interferes with the safe operation of ACCESS vehicles. If a driver reports inappropriate behavior by a customer or parent, care provider, etc., and the conduct continues to interfere with the safe operation of an ACCESS vehicle, a service suspension may occur. OCTA will work with parents, care providers, school or employment personnel or anyone immediately involved with the customer to educate that customer on appropriate behavior aboard public transportation.

Service Animals:

If you require the use of a service animal, please remember all service animals must be leashed or harnessed and kept with their owner at all times. Service animals need to be under the complete control of the ACCESS customer they serve at all times. Service animals cannot occupy seats and must remain on the floor at all times, making sure not to block the aisle, path of travel, access doors or lift. Aggressive behavior of service animals will not be tolerated and ACCESS service may be refused if a service animal is disruptive.



Mobility Devices:

Many ACCESS customers use mobility devices. Here are guidelines when using a mobility device on an ACCESS bus:

- Customers traveling in a scooter are advised to transfer to a seat in the vehicle.
- OCTA wheelchair lift platforms can accommodate wheelchairs within the footprint of 30 inches wide by 48 inches in length and 700 pounds (*which includes body weight and mobility device.*) OCTA may carry a wheelchair and occupant that exceed these guidelines only if the lift and vehicle can safely accommodate them.
- OCTA keeps a record of the mobility device used at your in-person assessment. If you change your mobility device, you must call ACCESS eligibility at 714-560-5956 to alert OCTA of this change.



ACCESS Fun Facts

- There are more than 31,000 ACCESS eligible clients.
- More than 1.4 million trips were provided in 2014.
- ACCESS vehicles traveled more than 10 million miles in 2014! That's enough miles to travel around the Earth's equator over 400 times!



Orange County Transportation Authority
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P.O. Box 14184
Orange, CA 92863 -1584

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OCTA's *Lost and Found*



Did you know OCTA has a lost and found? Every day people leave behind wallets, purses, backpacks, cell phones and clothing when they exit the bus. All of these lost items are carefully collected and stored in a warehouse in Anaheim.

OCTA's Lost and Found is operated by the Orange County Adult Achievement Center (OCAAC) which is a non-profit organization that provides services for developmentally disabled adults. Each item found on an OCTA bus is tagged with a date, description, bus route and electronically recorded. Every item is kept for three months and if not claimed will be sold, recycled or donated to benefit OCAAC.



If you believe you have left an item on the bus please call (714) 646-7433 (646-RIDE) option 3 to check to see if the item is in the warehouse. Lost items usually take at least two days to be received and entered into the computer database.

