



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

PRESORTED
 STANDARD
 U.S. POSTAGE PAID
 SANTA ANA, CA
 PERMIT NO. 985

THE TRANSIT CONNECTION

OC ACCESS

2019 | Fall

Useful information for
 OC ACCESS customers

OC ACCESS “ible” Vehicles



OC ACCESS operates white cutaway vehicles with an OCTA logo and/or OC ACCESS logo printed on the sides. Taxis come in a variety of sizes, as pictured, and some are equipped with lifts or ramps. All taxis used to provide OC ACCESS service, and the drivers, are certified and have an OCTA placard placed in the front window.



To serve OC ACCESS customers efficiently and to be in compliance with Federal Transportation Administration rules and regulations, requests for a dedicated vehicle or specific type of vehicle are not permitted.



If you are ambulatory, but are having mobility challenges, you can request the use of the ramp or lift when the vehicle arrives. It is a good idea to contact OCTA ADA Eligibility at 714-560-5956 to add this note to your profile.

OCTA’s Travel Training Program is Here to Stay

Great News! OCTA’s Travel Training program has been renewed for another 3 years. Travel Training is a service designed to teach people with disabilities and seniors how to travel safely and independently on OCBus. Learn how to ride one-on-one or with a small group of friends or family to take full advantage of the .25 cent bus fare available to all OC ACCESS customers. The training is absolutely free and all who complete the training will receive a free 30-day Bus Pass!

Call today to schedule your first training appointment!
 Phone: 888-878-7099



Participating in this training program gives you more options for independence. It will not affect your current or future OC ACCESS eligibility.

To listen to a recorded version of The Transit Connection in English or Spanish, please call 714-560-5608.

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.

For OC ACCESS reservations and information, please call 1-877-OCTA-ADA (1-877-628-2232).



Tired of Waiting On Hold To Schedule Your OC ACCESS Trip?

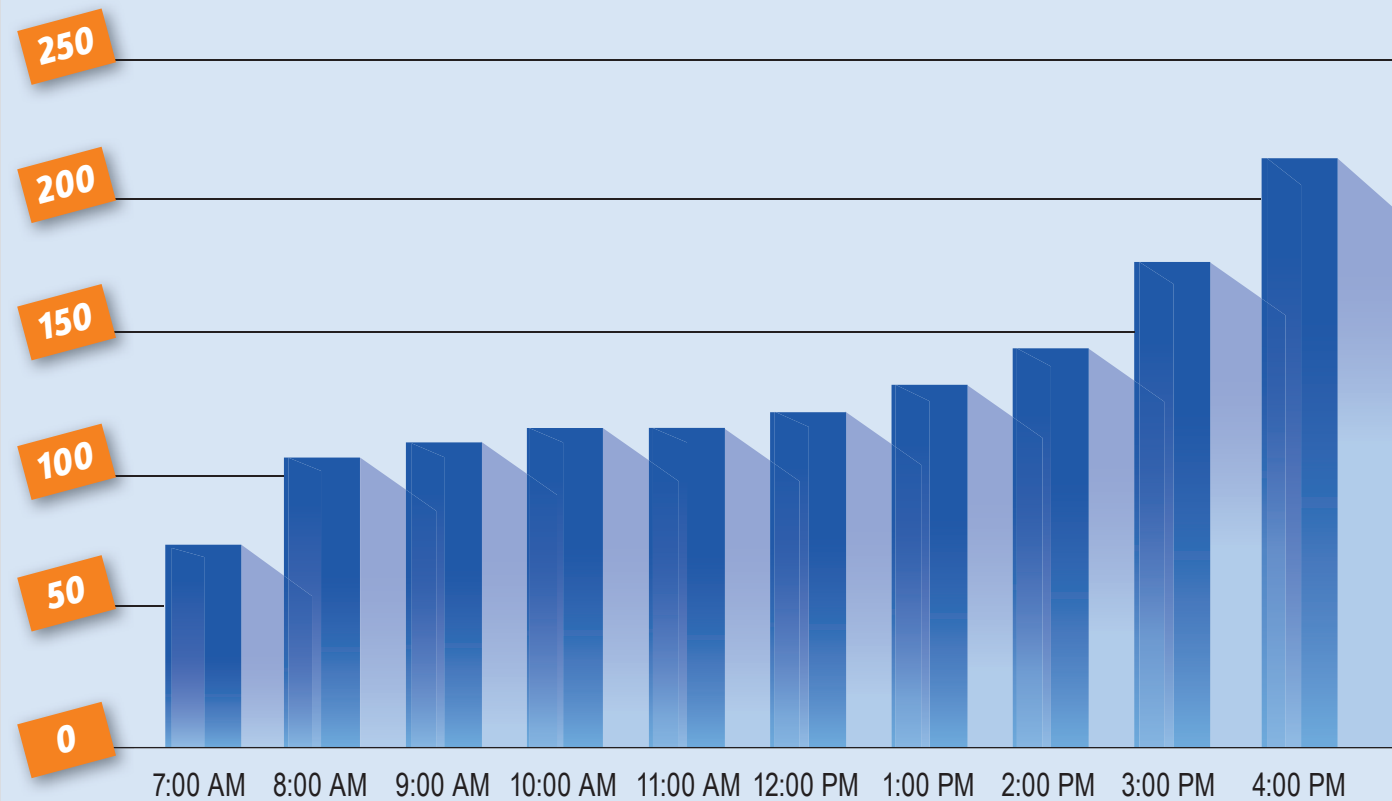


The OC ACCESS team wants to provide you with the most efficient service possible when you call to schedule your trip. To avoid long hold times, it's best to call between 7 AM and 3 PM, as we experience our highest call volumes between 3 PM and 5 PM as shown in the blue graph below.

You can always call up to three (3) days in advance to schedule your trip. The OC ACCESS Call Center is ready to take your reservation Monday through Friday from 7 AM to 5 PM, and on Saturday, Sunday and Holidays from 8 AM to 5 PM.

OC ACCESS trips may also be scheduled online. For more information, please call OCTA ADA Eligibility at 714-560-5956.

OC ACCESS Average Calls per Hour



Do You Know About OCTA's Lost and Found?

If you left an item on a vehicle while using any OC ACCESS service, please contact OCTA Lost and Found. There are three ways to contact OCTA's Lost and Found office:

- complete an online form at octa.net/lostandfound
- email lostandfound@octa.net
- call 714-560-5934



Lost and Found staff will email or call you if your reported item was turned in. Please keep in mind that all items found are delivered to Lost and Found the next business weekday.

So, if your item was left on an OC ACCESS vehicle on Friday, the earliest it could be delivered to OCTA is the following Monday.

You will need to provide:

- A detailed description of the item
- Date and time you were traveling

After you contact Lost and Found about your missing property, wait until you are notified by OCTA staff that your item was found and is available for you to pick up. You will be given a claim number and you must have that number when you arrive at the Lost and Found office. A photo ID issued from a recognized governmental agency will be required to claim any found items.

OCTA does its best to find and return items to their owner; however, OCTA is not responsible for any item left behind.

Phone Number:

714-560-5934

Address:

11903 Woodbury Road
Garden Grove, CA 92843

New Hours:

Monday – Thursday
8:00 AM – 12:30 PM, 1:30 PM – 4:00 PM
Friday Pickup May Be Available By
Appointment Only

Location: Cross streets are Harbor Blvd. and Woodbury Road. OCBus routes 43, 60, 543, and 560 are within walking distance.