

# THE TRANSIT CONNECTION



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.

## OC BUS CELEBRATES 50 YEARS OF SERVICE

For 50 years, OC Bus has provided essential mobility to residents throughout the county for journeys to work, school, appointments and recreation.

There have been many OC Bus milestones over the years. One of the most noteworthy was the establishment of the OCTA Access service, now known as OC ACCESS, in 1993. That year, OCTA increased and enhanced services for those with disabilities by launching ADA paratransit services, which transitioned both Dial-A-Ride and Dial-A-Lift services.

Learn how OC Bus has helped Orange County grow and thrive since 1972, innovating and evolving to connect riders to destinations throughout Orange County, at [ocbus.com/50](http://ocbus.com/50).



## INDIVIDUAL TRANSIT TRAINING

Did you know that OCTA provides training for individuals on how to ride OC Bus? Our Transit Training Program is the perfect solution for those who want to develop confident bus-riding skills before heading out to explore Orange County. In addition to English, training is available upon request in Korean, Mandarin, Spanish, and Vietnamese. During this free training program, an instructor will identify your individual transit needs and goals and develop a customized training program to familiarize you with OC Bus to ensure a safe, confident journey.

To learn more about our transit training options, please call 888-878-7099.

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

## What to Expect

- ▶ An instructor will meet with you to discuss your experience with transit, limitations, concerns, and goals.
- ▶ Training will provide information regarding reduced fares, local routes, trip planning and ADA accessibility.
- ▶ With the help of the instructor, you will decide on a destination, identify a route and ride the bus together.
- ▶ Participants who complete the training program will receive a complimentary 30-day bus pass.

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

## ADDITIONAL SENIOR TRANSPORTATION OPTIONS

In addition to OC ACCESS, there are several other transportation options for seniors in Orange County. OCTA provides funding to 32 cities and three non-profit agencies for the Senior Mobility Program (SMP). Each city and agency design a transportation program that best fits the unique needs of its senior community. To use this program, you must be at least 60 years old and a resident of that city. To view a description of each city's program, please go to: [octa.net/smp](http://octa.net/smp) and scroll towards the bottom of the page. Services and cost vary by program.

If you need medical transportation for non-emergency appointments, the County of Orange operates the Senior Non-Emergency Medical Transportation program. Any Orange County resident 60 years and older is eligible. Please contact the appropriate transportation provider listed below to register for the program. Once registered, make a reservation at least five days in advance to get round-trip service from your home to your appointment. Residents in the central, north, or west Orange County are served by Abrazar. Age Well provides transportation to residents of southern Orange County.

### Listed below are the phone numbers to register:

#### **Abrazar**

Central & West County: 714-891-9500  
North County: 714-702-1433  
Please visit: [abrazar.com](http://abrazar.com)  
to find cities covered by each service area

#### **Age Well Senior Services**

South County: 949-855-9766  
[agewellseniorservices.org](http://agewellseniorservices.org)

## OC ACCESS RESERVATIONS MADE EASY

Schedule your OC ACCESS trip faster and easier using the Familiar Destination feature. You can now call the OC ACCESS Eligibility team at 714-560-5956 (TTY 714-560-5474) to add your favorite locations to your profile. These suggested choices are only labels in our system, but you can save any address to the client choices listed. This is another great way to save time when scheduling your next OC ACCESS trip.

- C1 – Client Choice #1
- C2 – Client Choice #2
- CA – Client Alternate
- CD – Client Doctor
- CF – Friend or Relative
- CM – Mailing Address
- CP – Client Program
- CS – School
- CW – Work or Workshop

## UNDERSTANDING OC ACCESS TRAVEL TIMES AND SHARED RIDES

Before scheduling an OC ACCESS trip, it's important to understand how long your trip may take. OC ACCESS is a form of public transportation which offers shared ride service for persons with disabilities who, because of their disability, are unable to use fixed-route bus and rail services. OC ACCESS travel time 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. Since OC ACCESS is a shared ride service, it may be possible that you will not be taken directly to your destination and other riders may be picked up and dropped off first. To learn more about the travel time you can expect for your individual trip, please visit [octa.net/tripplanner](http://octa.net/tripplanner) and enter your starting and ending locations.



## PLAN YOUR NEXT TRIP WITH OC 211RIDE

Now there's an easy way to figure out your best way to travel, even when you need to move across counties.

211RIDE is a free one-click online trip planning tool offering information about available transportation options in Orange, Riverside, San Bernardino, and Ventura counties. This service is available through a regional partnership among OCTA and local 211 providers. The online tool simplifies trip planning based on factors such as physical mobility challenges, age, trip purpose, preferred transit mode and schedule. 211RIDE helps you choose the most appropriate transit mode by evaluating fixed-route transit, demand-response transit, taxi and other private transportation services, paratransit, volunteer transportation service networks and carpools/vanpools. OC ACCESS riders can create an account and enter their OC ACCESS ID number to create customized travel plans based upon their needs. This is the most comprehensive trip planning tool for riders, and trips can even be scheduled across counties! To access 211Ride, visit [211ride.org](http://211ride.org) or call 2-1-1 Orange County to be connected with a live Information and Referral Specialist.