



Orange County Transportation Authority
 550 South Main Street
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PRESORTED
 STANDARD
 U.S. POSTAGE PAID
 SANTA ANA, CA
 PERMIT NO. 985

THE TRANSIT CONNECTION

OCACCESS

2020 | Fall

Useful information for
 OC ACCESS customers

COVID-19 Safety Update

OCTA is requiring all passengers to wear a protective face covering when boarding and traveling on the OC ACCESS and Same Day Taxi service. This safety initiative follows guidance from federal, state and local health experts and government leaders. Face coverings can help slow the spread of coronavirus (COVID-19) and help protect the health of fellow passengers and drivers. Face coverings are available for free to passengers at the OCTA Store located at 600 S. Main Street in Orange. The OCTA Store is open with temporary modified business hours – weekdays from 10 a.m. to 2 p.m.



OCTA continues to take proactive measures to safeguard the health of OC ACCESS riders through enhanced cleaning of its vehicles, applying anti-viral disinfectant daily, and taking extra time to clean surfaces that are touched most frequently. OCTA encourages social distancing by only allowing a reduced number of people on the vehicle at any time. In addition, hand sanitizer dispensers are available on all OC ACCESS vehicles.

For the most up-to-date information on how OCTA is doing its part to help keep everyone safe while using the service, please visit <https://www.octa.net/Your-Safety-Is-Our-Priority/>

Cold Weather Tips for OC ACCESS Riders



As we head into the fall and winter months when rainy weather, the time change, and cooler days and nights may create complications in your ability to wait at the curb for a scheduled pick-up, we would like to give you a few tips:

- Make sure to layer your clothing and have an umbrella with you;
- You must be ready and waiting to go at the start of your 30 minute pick-up window;
- If the driver arrives before your pick-up window and you are ready and would like to go at that time, you may do so;
- Upon vehicle arrival, the driver will wait five minutes from your scheduled time before marking you a “No-Show”

If it’s raining and you’re under a shelter, it’s your responsibility to be in plain view to eliminate the possibility of being marked a “No-Show”. We hope these tips help you through the winter season.

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).



Be Prepared When Making an OC ACCESS Reservation!

OC ACCESS provides customers with the flexibility of booking a trip up to three days in advance, or at least one day before the date of travel. To book a trip over the phone, call OC ACCESS Reservations at 1-877-628-2232, for TDD 1-800-564-4232. The OC ACCESS Reservation line is open Monday through Friday from 7am to 5pm, and on Saturday, Sunday, and Holidays from 8am to 5pm.

Before calling to place your reservation, please have the following information ready:

- Your OC ACCESS identification number
- Pick-up address (This must be the exact city, street address and cross streets)
- Destination address (This must be the exact city, street address and cross streets)
- The time you would like to be picked up from your pick-up address (e.g. from home) or the time you would like to arrive at your destination (e.g. doctor's office). You may not request both a pick-up time and an arrival time. You may only choose one or the other.
- If you will be utilizing a mobility aid such as a walker, wheelchair or service animal

Having this information ready in advance will ensure your ride is scheduled accurately and in a timely manner.

OC ACCESS Fare Policy Friendly Reminder

OCTA would like to remind our valued OC ACCESS riders on some key points of the current OC ACCESS Fare Policy. As stated in the Fare Policy of the OC ACCESS Rider's Guide:

- Eligible riders must pay their fare when boarding the vehicle. The current base fare for OC ACCESS is \$3.60.
- The correct fare must be paid in cash, coupons, or any combination equal to the fare.
- OC ACCESS riders must pay the exact fare as drivers are unable to provide change.
- Riders without the correct fare will not be transported and will be marked as a No-Show.
- Riders who establish a "pattern and practice" of not paying the correct fare upon boarding may have their service suspended.

Effective January 2021, OC ACCESS will implement measures to better enforce the fare policy. OC ACCESS riders who fail to abide by these policies can expect to receive a fare evasion warning letter detailing any incident where the rider failed to pay the appropriate fare.

If you have any questions regarding the OC ACCESS Fare Policy, please call OC ACCESS Eligibility @ 714-560-5956.

FREE Virtual Transit Training Workshops

OCTA's Mobility Management Program is proud to introduce FREE virtual transit training workshops to all Orange County residents. Join us for a free 90-minute presentation and learn everything you need to know to safely ride public transportation. This comprehensive presentation includes interactive quizzes and a Q & A session.



Training will cover:

- Bus Riding Basics – everything you will need to make riding easy
- Fare Options – what it costs to ride OC Bus
- Payment Methods – where to buy passes, and range of payment options
- Trip Planning – overview of easy online tools to plan your trip
- Schedule Updates – learn where to find route schedule changes
- ADA Accessibility – discover accessibility options for OC Bus
- New COVID-19 Safety Guidelines – what we are doing to keep everyone safe

To participate, all you will need is:

- Internet Access
- Email Address
- Computer (laptop or desktop) or a Tablet

Virtual transit workshops are available in the morning and afternoon on the following dates:

November 17, 2020

December 8, 2020

January 12, 2021

February 9, 2021

Registration is required to participate.

Please call 1-888-878-7099 for more information and register today!

** Free bus passes are available for all who participate**