



Orange County Transportation Authority
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THE TRANSIT CONNECTION

OCACCESS

2017 | Winter

Useful information for
ACCESS customers

OC Bus 360° Service Changes

On October 9, 2016 OCTA rolled out extensive changes to the OC Bus System. These changes are part of OC Bus 360°, a plan to optimize the efficiency and effectiveness of the overall bus system by introducing improvements, reallocating resources to meet demand and exploring new and alternative service options.

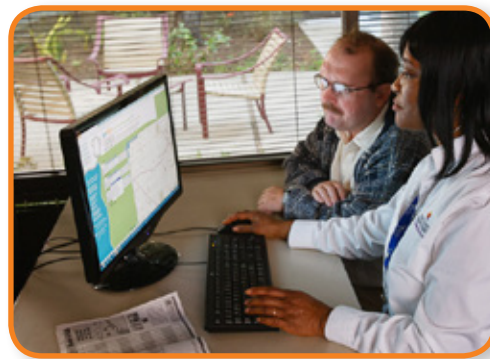


In some areas where ridership was low, bus routes have been discontinued to enhance the efficiency of the overall system. Routes 191 and 193 in San Clemente and Mission Viejo, route 175 in Irvine, routes 187 and 188 in Laguna Hills and route 20 that runs from La Habra to Yorba Linda have been eliminated. Route 26 was cut back on the east end to Yorba Linda Blvd at Rose Drive, but frequency was improved on the remainder of the route. Other routes that were partially reduced are routes 82 in Rancho Santa Margarita, route 85 in Laguna Niguel, and route 87 lost service on Saturday. A booklet describing a full list of all the routes that were either eliminated or modified was mailed out to those ACCESS passengers who were affected. Please go online to <http://www.octa.net/Bus/Routes-and-Schedules/Service-Improvements/October-2016-Service-Change/> for more detailed information or contact ACCESS Eligibility. These service reductions can affect your ACCESS service. With the elimination of these routes, you might now be out of the ACCESS service area. If you are now out of the service area, OCTA has several options available for you.

As a reminder, ACCESS is provided within a 3/4 mile corridor on either side, and during similar hours as, OCTA's regular fixed-route service (per Department of Transportation's (DOT) Rules and Regulations, 49 CFR, part 37.131(a)).

Online Booking is Here and Ready to Use!

OCTA's new online booking system gives you the flexibility to book or cancel your ACCESS ride, view your ride history and upcoming rides from anywhere using a computer or smartphone. The website address to start using online booking is <https://ocaccessonline.octa.net>. You will need your client ID number and your unique password. To receive your unique password, please contact OCTA Eligibility at 714-560-5956. The online booking system is available to use during the same hours as our phone reservations.



7 AM to 5 PM Monday through Friday, 8 AM to 5 PM Saturday, Sunday and Holidays. However, to cancel or check on your rides, you can access the online system at any time. Keep in mind that to avoid a late cancellation, you must cancel your previously booked trip at least one hour prior to the start of your 30-minute pickup window.

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 714-560-5956.

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



Available Options if you are out of the ACCESS Service Area

After the October 9, 2016 service changes, if you find you are now out of the ACCESS service area, OCTA has options for you. OCTA offers the Same-Day-Taxi Program to ACCESS eligible customers. You pay the ACCESS base fare of \$3.60 for a trip up to five miles; any additional costs above the five-mile trip are paid by the ACCESS customer. For example, for a four mile ride you would pay only the ACCESS base fare of \$3.60. For a ride eight miles long, you would pay the ACCESS base fare of \$3.60 plus the cost of the three miles beyond what is subsidized. This service is perfect for quick local trips to locations such as the pharmacy or shopping.



Some considerations and highlights of the Same-Day-Taxi Service:

- You must have current ACCESS eligibility to use this service.
- You book this service on the same day you wish to travel.
- You book through ACCESS reservations at 877-628-2232, ext. 7. For TDD call 800-564-4232.
- You can book your return trip at the same time you book your first trip for round-trip travel.
- This service is available from 7 AM to 8 PM 7 days per week.
- Payment is due upon boarding the taxi and ACCESS coupons are not accepted. Cash and credit cards can be used.
- Please be sure to let the ACCESS reservations operator know if you use a mobility device to ensure an accessible vehicle is dispatched for your trip.
- Please inform the ACCESS reservations operator if the trip is to transfer to or from ACCESS service.

Several cities have started their own transportation service to help residents travel to appointments and activities in their city. Please contact the city you reside in to find out if your city has additional options.

