



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

2021 | Summer

Useful information for
 OC ACCESS customers

COVID-19 Safety Update

Wearing a face mask continues to be a federal requirement on all public transit, including OC Bus, OC Flex, OC ACCESS, and Metrolink. You must wear a face mask when waiting for or riding any public transit vehicle. Face masks can help slow the spread of COVID-19 and protect the health of fellow passengers and drivers. 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 octa.net/covid.



As a reminder, please place your face mask over your nose and mouth. It should fit snugly against the sides of your face. By wearing your face mask properly, you can help keep everyone safe.

Face masks are available for free to passengers on board all OCTA buses and at the OCTA Store, 600 S. Main Street in Orange, during modified business hours, weekdays from 10 a.m. to 2 p.m.

If you have any questions regarding the federal mask requirement, please contact OC ACCESS Eligibility at 714-560-5956.

Take a Survey for a Chance to Win an OC ACCESS Fare Coupon Book

OCTA is participating in a nationwide customer paratransit survey, and we need your help. Please take the survey by July 23, 2021. You will be automatically entered to win one of ten OC ACCESS fare coupon books valued at \$36.



There are three ways to access the survey:

- Online at octa.net/AccessSurvey
- Via printed survey that will be mailed to you
- Via printed survey in OC ACCESS vehicles

Thank you for your time and feedback. The results will help us improve our service to you.

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).



OC ACCESS No-Show and Late Cancellation Policy Reminder

OC ACCESS would like to remind our OC ACCESS riders of our No-Show and Late Cancellation policy. Section 37.125(h) of the ADA regulations allows OCTA to suspend riders who establish a “pattern or practice” of missing scheduled trips. Each verified no-show or late cancellation counts as one No-Show.

A No-Show is defined as:

- A customer missing a scheduled trip

A late cancellation is defined as:

- A trip that is cancelled less than one hour before the scheduled pick-up time
- A customer cancelling with a driver upon arrival of a vehicle



Customers may be suspended after they meet all the following conditions:

- Accumulate three or more no-shows in one calendar month
- Have taken at least ten trips that month
- Have no-showed or late cancelled at least 10% of those trips

A warning letter will be sent to the customer after meeting all the above conditions for that same month, to remind and inform the customer of the No-Show policy and appeal process and that their OC ACCESS privileges are in jeopardy of being suspended. The No-Show suspension policy dictates the following outcome within a rolling 12-month period:

First Offense:	7-day suspension
Second Offense:	14-day suspension
Third Offense:	21-day suspension
Fourth Offense:	28-day suspension, maximum

Please be aware of the No-Show and Late Cancellation Policy to avoid any disruption to your OC ACCESS service.

FREE Virtual Transit Training Workshops

OCTA’s Mobility Management Program is offering FREE virtual transit training workshops to all Orange County residents. Join us for a free 60-minute presentation and learn everything you need to know about riding public transportation safely. This comprehensive presentation includes interactive exercises, Q & A session and raffle prizes.

All you will need to participate is:

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

Virtual transit workshops are scheduled the second Tuesday of the month at 11am – 12pm.

Upcoming workshops are scheduled for:

August 10, 2021
September 14, 2021
October 12, 2021

Registration is required to participate.

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

The deadline to RSVP is 4 days prior to the workshop.

FREE Multi-Language Virtual Transit Training Available!

As we emerge from the pandemic, we are delivering our transit training in various formats and languages. Transit Training Workshops are now being offered in English, Spanish, Korean, Vietnamese, and Traditional Chinese to all Orange County Residents. To find the training program that best suits you or your communities needs please call 888-878-7099. Free bus fare available to all who participate.

[OCbus.com/TransitTraining](https://ocbus.com/TransitTraining)