



Orange County Transportation Authority  
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 SANTA ANA, CA  
 PERMIT NO. 985

# THE TRANSIT CONNECTION

**OCACCESS**

2022 | Winter

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. The federal directive states that the following individuals are exempt from wearing a face mask on board public transit:



- Children under the age of 2.
- People with a disability who cannot wear a face mask for reasons related to their disability, including:
  - those who do not understand how to remove their face mask due to cognitive impairment
  - those that cannot remove their face mask on their own due to dexterity/mobility impairments
  - those that cannot communicate promptly to ask someone else to remove their face mask due to speech impairments or language disorders
  - those that wearing a face mask would impede the function of assistive devices/technology.

**Passengers must file a reasonable modification request and receive written approval from OCTA before traveling without a face mask.** To file a reasonable modification request, please visit: <http://octa.net/About-OCTA/ADA/Overview/>

## Cabco Vehicle Rebranding



Do not be surprised if a white taxi arrives for your next OC ACCESS or Same Day Taxi ride! Cabco has begun to update their vehicle branding for a more consistent look. For now,

only a few vehicles within their fleet have been rebranded, but over time, all vehicles will be updated. All Cabco taxi vehicles, and any other subcontracted vehicle, approved to provide OC ACCESS service will have the above placard displayed on the passenger side bottom corner of the vehicle's windshield. If you have any questions regarding a vehicle that has arrived to perform your OC ACCESS trip, please contact OC ACCESS at 877-628-2232 (for TDD, 800-564-4232), to verify the vehicle that has arrived was intended for 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 Reinstates the No-Show and Late Cancellation Policy

The Orange County Transportation Authority (OCTA) is dedicated to providing safe, reliable, and timely transportation services. Starting July 2022, OC ACCESS will be reinstating the 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.



To avoid disruptions in service due to excessive no-shows or late cancellations, please be mindful of your scheduled trips and cancel within one hour from the scheduled pickup time when you will no longer be traveling.

Customers that exhibit a pattern of excessive no-shows or late cancellations may have their service suspended if their record meets all the following criteria within the same calendar month:

- Three or more no-shows
- Ten trips or more have been booked
- The no-shows represent at least 10% of the total number of booked trips

Once the no-shows or late cancellations have been validated and the above criteria remain, a service suspension will be applied in the following manner 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

To cancel a ride, please contact OC ACCESS at 877-628-2232 (for TDD, 800-564-4232). For faster service, you can cancel your trip(s) at any time using the OC ACCESS Online web browser. To register for OC ACCESS Online, please call the Eligibility Department at (714) 560-5956.

## Transit Training Success Story: Jose

We would like to introduce you to Jose. Jose has been an active OC ACCESS rider for seven years. Prior to transit training, his transportation needs depended heavily on the OC ACCESS service to get him to and from school, appointments, and other recreational activities.



Jose was identified as an ideal candidate for transit training on the OC Bus by OCTA's Mobility Management Program. Jose was excited for the opportunity to receive individualized one-on-one transit training to use the OC Bus service. The training is designed to enhance independence through greater mobility options for all OC ACCESS riders.

Jose's training was tailored to his personal goals and experience with riding the public bus system. Before the program, Jose had only used public transportation twice in his life. The program assisted in developing his transit skills so that he wouldn't have to worry about making mistakes that could cost him time and unnecessary effort. He was introduced to the Transit App, which provides real-time bus arrival information. This technology gave him comfort in knowing that he could see how long he would have to wait at a stop before the bus arrived.

One month after completing the program, Jose stated, “the transit training I participated in gave me another option for transportation and increased my independence.” Now Jose frequently travels by bus on the weekends and enjoys catching a movie at the Outlets at Orange. Jose highly recommends that OC ACCESS riders take advantage of the program to increase their independence and become more self-reliant as he has.

To learn more about OCTA's Transit Training program, please call 1-888-878-7099

## New OC ACCESS Contractor

On January 1, 2022, First Transit became responsible for the OC ACCESS service. Although the OC ACCESS contractor has changed, you will continue to hear and see familiar staff members when scheduling or taking a trip with OC ACCESS. First Transit has established an agreement with Cabco to continue using subcontracted taxi resources during peak hours and overnight. Over the next few weeks, First Transit will also begin using two new taxi subcontractors, SMS and Butterfli, for additional resources.