



THE TRANSIT Connection

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SANTA ANA, CA
PERMIT NO. 985

Orange County Transportation Authority
550 South Main Street
P.O. Box 14184
Orange, CA 92863 -1584



Useful information for ACCESS customers

2nd Quarter • 2014 Edition

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A Quick Look

BELOW

- **General ACCESS Information**
- **ACCESS Drivers Honored**

INSIDE

- **Same Day Taxi Service Provides Greater Mobility**
- **Same Day Taxi Service Popular with ACCESS Customers**

General ACCESS Information

- To listen to a recorded version of The Transit Connection in English or Spanish, please call **714-560-5608**.
- For ACCESS reservations/information, call **1-877-OCTA-ADA (628-2232)**.
- **ELIGIBILITY UPDATES -**
Please call **714-560-5956**, to report a new address, a change in your telephone number, or to update your emergency contact information.

ACCESS Drivers Honored

Four ACCESS drivers were honored for their exceptional service by the OCTA Special Needs Advisory Committee in April.



Nimol Nhek – an MV/ACCESS driver for nine years, was honored for his kindness and professionalism with all of his passengers.

Danny Luong – Also an MV/ACCESS driver, was honored for his driving – not too fast and very smooth – along with his excellent service.

Khalid Sayed – an ACCESS driver since only 2013, he was honored for his helpfulness as well as kindness when assisting passengers on and off the bus.

Sumit Kumar – A Yellow Cab/ACCESS driver, he was honored for his compassion and patience with all of his passengers.

OCTA is honored to have these excellent drivers serving our customers!

Same-Day Taxi *Service* *Provides Greater Mobility*

In 2005, OCTA implemented the Same-Day Taxi service for those unexpected and unscheduled trips ACCESS eligible riders might need. If you're not feeling well and need to see a doctor, need a quick trip to the pharmacy or the store, the Same-Day Taxi service can work for you.

Recently, OCTA staff met up with Oneyda Giusto, a long time Same-Day Taxi rider. Oneyda uses the service at least once a week for short trips. She is able to walk to the drug store down the street, but if she has large items to carry home she knows she can call Same-Day Taxi to pick her up. She also uses the service to go to the doctor when they call in the morning and need to see her later that day. She really likes the convenience of calling the same day she needs service.



Since the subsidy was increased to accommodate a five mile trip, Oneyda might decide to visit the Brea mall with her disabled daughter. They spend the afternoon walking the mall and can call Same-Day Taxi when they are ready for their ride home. This makes a nice unplanned outing for her and her daughter! "With the trip mileage increased to five miles each way, for someone on a fixed income, this was

great news," says Oneyda!

She says the drivers are courteous and friendly, the vehicles are clean and the price is good. She would definitely recommend the service to all ACCESS eligible riders!

Same Day Taxi *Service Popular with ACCESS Customers*

OCTA recently conducted a brief survey with a group of ACCESS customers who use the Same-Day Taxi service to find out what they think about the service. The results are interesting! Over half of the survey respondents used the service at least three times per week, with the most popular destinations being the store, doctor visits and the pharmacy. Results also indicate that...

- **70% are satisfied with the hours of the taxi service**
- **75% are satisfied with the on-time performance**
- **84% are satisfied with the price**
- **90% are satisfied with the cleanliness of the taxi cabs**

In addition, all survey respondents indicated they would have taken ACCESS if the Same-Day Taxi service was not available.

For those not familiar with the Same-Day Taxi service, trips are requested and provided on the same day. OCTA subsidizes up to five miles for a Same-Day Taxi trip. Customers pay the ACCESS base fare of \$3.60 for a five mile ride and any additional costs above the five mile trip are paid by the ACCESS customer in addition to the base fare of \$3.60.

Same-Day Taxi service is a nice alternative to ACCESS for quick trips and can be used for any purpose, including shopping trips, medical appointments, and a visit with friends! Subscription service is even available if trips regularly occur at the same pick-up time and location. Please check with ACCESS Eligibility at (714) 560-5956 for additional information about Same-Day Taxi subscription service.

The service is available from 7:00 AM to 5:00 PM Monday through Friday and 8:00 AM through 5:00 PM on Saturday, Sunday and holidays.

