



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

**OCACCESS**

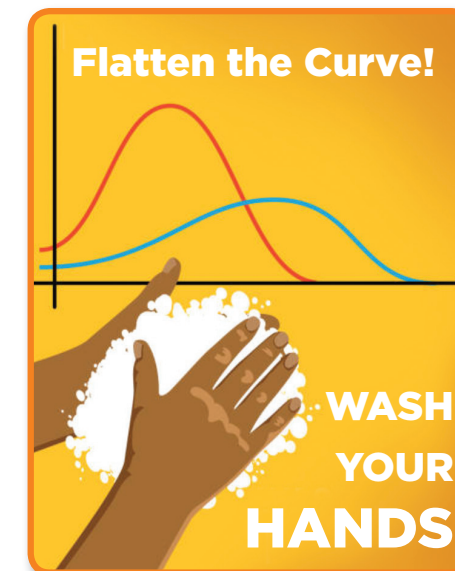
2020 | Summer

Useful information for  
 OC ACCESS customers

## Your Safety Is Our Priority

OCTA is taking proactive measures to safeguard the health of OC ACCESS riders by enhancing the 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 OC ACCESS vehicles.

The following are recommendations from the Centers for Disease Control and Prevention on steps you can take to protect yourself from the virus:



- Wash your hands frequently with soap and water for at least 20 seconds.
- Do not touch your face.
- Clean and disinfect items and surfaces you touch frequently.
- Cough or sneeze into your elbow or use a tissue.

While no one can predict when the pandemic will subside, OCTA will continue to take guidance from federal, state, and local health experts, as well as government leaders to navigate this unprecedented situation.

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

## OCTA's Travel Training Program Has Gone Digital!

OCTA's Travel Training Program is now offering Live Online Workshops on how to ride the bus. This workshop will cover all public transit fundamentals such as how to plan, pay, and ride on OC Bus. The program will also include special safety considerations and guidelines for utilizing the public transportation system during these uncertain times. Training is free, and all participants will receive free bus fare for completing the workshop.

Do not miss out on the opportunity to provide your community with the essential skills necessary to maintain their independence and mobility. Call or email for more information.

Call: 714-560-5431 • Email: [mmp@octa.net](mailto:mmp@octa.net)

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).



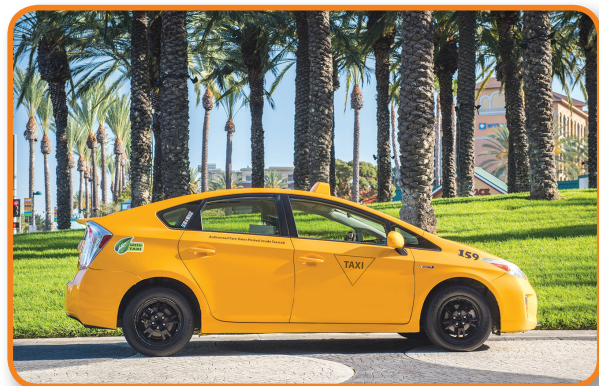
## Orange County Transportation Authority Selects a New Eligibility Determination Contractor

Following a competitive bidding process, OCTA is proud to announce the selection of Medical Transportation Management (MTM) to conduct the functional assessments on behalf of OCTA to determine applicants' eligibility for the OC ACCESS program.

MTM is a nationwide organization that operates 15 ADA eligibility assessment programs. The OCTA program represents MTM's third assessment program in Southern California; MTM also performs similar duties for Access Services in Los Angeles and the San Diego Metropolitan Transit System's (MTS) Access paratransit program.

MTM will begin to conduct eligibility determination assessments starting July 1, 2020. To schedule an eligibility assessment please call 714-560-5956 ext. #2.

## OC ACCESS Has A New Same-Day Taxi Provider



OCTA offers a premium Same-Day Taxi service to OC ACCESS eligible riders. OCTA subsidizes up to five miles for a Same-Day Taxi trip. You pay the OC ACCESS base fare of \$3.60 for a five-mile ride; any additional costs above the five-mile trip are paid by the OC ACCESS rider in addition to the base fare of \$3.60.

OCTA had contracted with Yellow Cab of Greater Orange County (YC) to operate the Same-Day Taxi service for nearly 16 years before a decision was made by YC in early-May 2020 to cease operations in Orange County. As of June 1, 2020, California Yellow Cab (CYC) is operating the Same-Day Taxi service. With the exception of the Same-Day Taxi App being discontinued, no changes have been made to the Same-Day Taxi service and CYC is committed to ensuring riders continue to receive quality service.

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To make a reservation you will call the same number 877-628-2232 extension #7. For TDD call 800-564-4232. Same-Day Taxi is a non-shared ride service. You may travel with a personal care attendant (PCA), service animal, or companion at no additional cost. This service is available from 6 AM to 8 PM 7 days a week, including holidays. Please be prepared to pay with cash or credit card upon boarding. OC ACCESS coupons are not accepted.



## Summer Travel Tips on OC ACCESS

Summer is here and the warm weather has arrived! We'd like to offer a few tips to make sure your travel on OC ACCESS goes off without a hitch...

- When temperatures rise, waiting for the vehicle at the curb can get uncomfortable, causing riders to seek shade or wait indoors until the vehicle arrives. To avoid being missed and marked a no show for your trip, please make sure you wait somewhere that allows you to observe the vehicle when it arrives. The driver is only required to wait five minutes before they are allowed to depart from the location.
- Wear light clothing and bring a bottle of water when traveling. OC ACCESS vehicles are equipped with air-conditioning; however, temperatures on-board the vehicles increase due to the doors frequently being opened at additional stops.
- Before leaving on vacation, be sure to place a hold on your subscription service for any trips that may occur while you are out of town. Subscription trips are reservations that are automatically scheduled and do not require you to call in. If you do not cancel in advance, a vehicle will still arrive at your address and may cause you to accumulate no shows on your record.
- The American Cancer Society recommends using a sunscreen with a sun protection factor (SPF) of 30 or higher if you plan to be outside.

**OCTA wishes everyone a safe and enjoyable summer!**