



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

# THE TRANSIT CONNECTION

**OC ACCESS**

2018 | Fall

Useful information for  
ACCESS customers

## OC ACCESS Revised No-Show Policy

OC ACCESS has adopted a new no-show policy to continue to follow the FTA's guidelines and recommendations. Please review the policy highlights below to make sure you are familiar with the policy and to insure your continued OC ACCESS service.

- Have had three or more no-shows/late-cancellations in one calendar month
- Booked at least ten trips that month
- No-showed/late-cancelled at least 10% of those trips

To avoid having your services suspended, please cancel previously booked trips that are no longer necessary, at least one hour prior to the start of your 30-minute pickup window.



Should you meet all the above criteria, the following actions will be applied:

<b>First offense</b> .....	7-day suspension
<b>Second offense</b> .....	14-day suspension
<b>Third offense</b> .....	21-day suspension
<b>Fourth offense</b> .....	28-day suspension, maximum

To review the entire No-Show policy please refer to your OC ACCESS Rider's Guide dated August 2018.

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



## Cold Weather Tips For OC ACCESS Riders

As we head into the fall and winter months when rainy weather, the time change, and cooler days and nights may create complications in your ability to wait at the curb for a scheduled pick-up, we would like to give you a few tips:

- **Make sure to layer your clothing and have an umbrella with you;**
- **You must be ready and waiting to go at the start of your 30-minute pick up window;**
- **If the driver arrives before your pick-up window and you are ready and would like to go at that time, you may do so;**
- **Upon vehicle arrival, the driver will wait five minutes from your scheduled time before marking you a "No-Show".**

If it is raining and you are under a shelter, it is your responsibility to be in plain view to eliminate the possibility of being marked a "No-Show". We hope these tips help you through this winter season.

## Improvements Have Been Made to Your OC Same Day Taxi Service!



OC Same Day Taxi service is a great option for OC ACCESS customers who need to make a trip that wasn't preplanned, or for quick trips to locations like the grocery store, pharmacy, or the doctor's office. The hours of operation have been extended, so now you can request a ride between 6:00 am and 8:00 pm, every day of the week, including holidays. You can also schedule a ride for a specific time. For example, at 10:00 AM you can call

or use the OC Same Day Taxi app to schedule a taxi to pick you up at 6:00 PM. Your trip just needs to be scheduled and taken on the same day. That also allows you to plan and schedule all your trips for the day at one time if that works best for you.

To schedule your OC Same Day Taxi trip by phone, dial 877-628-2232 option #7 (TDD: 714-620-2660), or use your OC Same Day Taxi app. If you use a mobility device, be sure to provide that information when you schedule your trip. To sign up for the mobile app, e-mail your name, OC ACCESS ID number and cell phone number to [samedaytaxi@octa.net](mailto:samedaytaxi@octa.net) to get your login credentials. For more information about OC Same-Day Taxi, visit <http://www.octa.net/Getting-Around/Bus/ACCESS-Service/Same-Day-Taxi/>.

### A Few Facts About the Service:

- It is a curb-to-curb service only.
- Drivers will wait for 5 minutes at the pick-up location prior to marking the trip a no-show.
- Payment for your trip must be paid in full while boarding. OC ACCESS coupons are not accepted as payment. Cash or credit cards must be used.
- This is not a shared ride service, but you may bring your Personal Care Attendant (PCA), companion and/or service animal. The maximum number of passengers allowed to travel on one reservation is three (3). There is no additional fee for any accompanying passenger.
- There is no limit on the number of trips you can take in a day, but you can only schedule up to two trips per call.
- Due to limited resources, your requested trip time may be negotiated. For ready now trip requests that are granted, you should allow at least one (1) hour for the vehicle to arrive from the time the trip was scheduled.

## Did You Know?

❓ Did you know you can purchase OC ACCESS Coupons at your local markets such as Vons, Pavilions, Ralphs and Northgate Markets?

You can purchase a booklet of 10 coupons for \$36.00. Please call the store ahead of time to verify their supply of OC ACCESS coupons.



❓ Did you know your OC ACCESS Reduced Fare ID Card allows you to use OCTA fixed route service (public bus) for \$.25 per ride?

You will swipe your OC ACCESS Reduced Fare ID Card on the OCTA fixed route service and pay \$.25 per ride.

❓ Did you know the Same Day taxi does not take coupons?

Same Day Taxi rides can be paid using cash, debit card or credit cards, OC ACCESS coupons are not accepted.

❓ Did you know if you book an OC ACCESS ride through the IVR system you will receive a call back the night before your scheduled ride for the next day?

Please make sure your call back telephone number is up to date.

❓ Did you know that when you book your rides on OC ACCESS Online, the location field is Google maps based?

When you start typing the address of your destination or point of origin, the system will immediately start matching an address using Google maps and it will fill in the rest of your address. You can even cut and paste an address from any other sources and the system will look up that address.

❓ Did you know that you can transport more than one service animal on the OC ACCESS vehicle?

However, confirm that your service animals have been added to your profile with the Eligibility department. These service animals must have been trained to help you in a specific way due to your disability and they must remain under your control at all times.