



Orange County Transportation Authority
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PRESORTED
 STANDARD
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 PERMIT NO. 985

THE TRANSIT CONNECTION

OCACCESS

2017 | Summer

Useful information for
 ACCESS customers

Summer Travel Tips

Summer is here and warm weather, vacations, and other summer activities may affect your travel on ACCESS. We would like to offer a few tips to make sure your summer travel plans go smoothly.....



- 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 automatically scheduled and the bus will continue to arrive while you are on vacation unless the trips are placed on hold in advance.
- When temperatures rise, waiting for the bus at the curb can get uncomfortable, causing customers to seek shade or wait indoors until the bus arrives. Drivers may miss a pick-up if a customer is not waiting by the curb, so please make sure you are still able to observe when the bus arrives and board within five minutes of its' arrival to avoid being passed by and marked a no show for the trip.
- Wear light clothing and bring a bottle of water when traveling. ACCESS buses are air conditioned, however, temperatures on board the bus may rise as the doors and lift are opened at additional stops.
- The American Cancer Society recommends using a sunscreen with a sun protection factor (SPF) of 30 or higher if you plan to be outside.

The OC Fair Express is Back!

The OC Fair is back from July 14 through August 13! The OC Fair Express provides direct bus service to and from the OC Fair from 9 convenient Orange County locations and drops you off at the Yellow Gate entrance at the Fair. The cost is \$2 each way, \$.75 for seniors and the disabled and \$.25 each way with your ACCESS Reduced Fare ID card. With your paid OCTA fare you will receive a coupon for \$3 admission to the Fair!

The OC Fair Express will run on Saturdays and Sundays at the following locations:

- **Huntington Beach**
– Goldenwest Transportation Center
- **Fullerton** – Fullerton Park and Ride
- **Laguna Hills** – Laguna Hills Transportation Center
- **San Juan Capistrano**
– Junipero Serra Park and Ride
- **Anaheim** – ARTIC + Anaheim Canyon Metrolink Station
- **Irvine** – Irvine Metrolink Station
- **Orange** – The Village at Orange
- **Santa Ana** – The Depot at Santa Ana

Please go to www.ocfairexpress.com for more information.

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 714-560-5956.

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



ACCESS Drivers Honored at the Special Needs Advisory Committee Meeting

On April 25, 2017 the quarterly Special Needs Advisory Committee (SNAC) meeting was held at OCTA headquarters. A brand new ACCESS vehicle with the new logo and colors was on display in the parking lot for members to view. During the meeting four ACCESS drivers were recognized for their exceptional service.

Thomas Hildreth

Thomas started working for OCTA ACCESS in 2014. One of the compliments he received earlier this year involved an upset customer who wanted to get off the bus. Another passenger on the bus called in to compliment Thomas' handling of the situation, saying that Thomas was very patient and able to resolve the situation and calm the upset passenger.



Charles Lucero

Charles has been working for OCTA ACCESS since 2005. This last quarter alone, Charles has received compliments, which all stated how Charles is safe, kind, helpful and everything a driver should be. He is known for his punctuality and going above and beyond in helping our passengers.



Michael Brown

Michael has been working for OCTA ACCESS since 2004. ACCESS customers have stated that he is a wonderful gentleman and a great conversationalist. Customers have also gone on to state that he is a pleasure to ride with due to his kind demeanor and punctuality. He is known for his punctuality and going above and beyond in helping our passengers.



Tom Phung

Tom has been working for OCTA ACCESS since 2007. Customers say that Tom provides great customer service. He knows how to drive the bus and is always punctual. A customer has asked if they could have Tom as their driver on all trips. The customer also went on to say, that he goes above and beyond to make sure she has a good ride.



Same Day Taxi Program



If you are a certified ACCESS customer, you are able to use our Same Day Taxi Service. This service is provided on the same day as requested.

OCTA will subsidize up to (5) miles on a Same Day Taxi trip. You pay the regular ACCESS fare of \$3.60 (cash or credit card) for approximately a 5-mile ride and any additional costs above the 5-mile trip.

For example, for a 4-mile ride, you pay only \$3.60. For an 8-mile ride, you pay \$3.60 plus the cost of the 3 miles beyond what is subsidized. This service is perfect for quick local trips to locations like the grocery store, pharmacy or doctor. Like ACCESS, Same-Day Taxi service can be used for any trip type.

How to Use Same-Day Taxi Service

- You must have current ACCESS eligibility to use this service.
- Book this service the same day you require a trip.
- For round-trip travel, book your return ride at the same time you book your first trip.
- The fare will be quoted when you reserve a Same-Day Taxi service trip.
- There is no 30-minute window; the taxi will give you a pick-up time based upon availability.
- All rides must be within Orange County.
- Coupons are not accepted – cash or credit cards must be used.
- This is not a shared ride, but you may bring a Personal Care Attendant, companion or a service animal.
- If you use a mobility device, be sure to let the ACCESS reservations operator know as not all vehicles in the fleet are accessible.

Scheduling a Ride

This service is available from 7:00 a.m. to 8:00 p.m., Monday through Friday, and from 8:00 a.m. to 8:00 p.m. on Saturdays, Sundays and holidays.

To book a Same-Day Taxi trip, please call the ACCESS reservations operator at 877-628-2232, ext. 7. For TDD, call 800-564-4232.