

THE TRANSIT CONNECTION



OC ACCESS
WINTER 2023



UNDERSTANDING TRIP BOOKING ON OC ACCESS

For convenient travel, OC ACCESS offers trip booking by pick-up or appointment times. Here's how they differ.

Pick-up time:

Your reservation agent can offer a pick-up time up to one hour before or after your requested time. For example, requesting a 7:00 pick-up would result in a trip time between 6:00 and 8:00. The one-hour window is permitted by federal law.

Appointment time:

Appointment time bookings account for travel time comparable to OC Bus fixed route service. Your reservation agent will provide a pick-up time that accounts for the total time required to get to your destination by your reported appointment time. To estimate the travel time, please explore OCTA's trip planner tool via the following link: octa.net/bus/trip-planner/. This will let you estimate your pick-up time before booking your OC ACCESS trip with an appointment time.

To listen to a recorded version of the Transit Connection in English or Spanish, please call 714-560-5608

For OC ACCESS reservations, please call 1-877-OCTA-ADA (1-877-628-2232)

SAFETY TIP: ANYONE CAN USE THE LIFT

Did you know that anyone can request to use the lift for any trip? This applies to those who are ambulatory as well as those who use a mobility device or aid. If you're not feeling well, or don't want to use the stairs to board an OC ACCESS bus, let your driver know and they will help. For your safety, please wait for the driver to assist you and follow instructions for entering the vehicle.



211RIDE SOCIAL MEDIA CAMPAIGN LAUNCHED

211RIDE is actively promoting the www.211Ride.org website with new social media campaigns on Facebook and Instagram. The campaigns focus on veterans, older adults, and disabled communities to assist them with trip planning and finding local health and human services programs in their areas. For example, you could search the website for a local food pantry, view program information, and plan a trip there all from your 211RIDE account. Visit www.211Ride.org to create your OC ACCESS user account and find your next ride with ease and convenience. 211RIDE is available for Orange, Riverside, San Bernardino, and Ventura counties.

ARE YOU LIVING WITH A DISABILITY?

2-1-1
Ride



Find a low cost ride in just a few minutes and plan your own route.

211ride.org

PLEASE KEEP TRACK OF YOUR NO-SHOWS AND LATE CANCELLATIONS

To improve the service for everyone by removing unnecessary trips from the driver's route, OC ACCESS reinstated the monitoring of no-shows and late cancellations as of July 1, 2022.

The accumulation of at least three no-shows and/or late cancellations, when you have booked at least 10 trips, and the number of no-shows and/or late cancellations represent 10% or more of the total number of booked trips during the same month, may result in a possible service suspension.

As a reminder, a no-show is defined as any time you miss a scheduled trip or cancel a trip with the driver upon arrival of the vehicle, and a late cancellation is defined as a trip that is cancelled less than one hour before the scheduled pick-up time.

To avoid receiving a no-show, you can:

- ▶ Call the reservations call center to cancel your booked trip at 877-628-2232, extension 3
- ▶ Use the automated self-service by pressing extension 6 when you call the number above
- ▶ Go online using your smartphone, tablet, or computer and check on your scheduled rides coming up. Visit <https://ocaccessonline.octa.net/>

For the last two options, your unique password will be required. If you do not have your password available, contact our eligibility section to obtain it at 714-560-5956. If we all do our part, we will contribute to our service being available for everyone who needs it, when they need it

Let's keep Orange County moving!



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

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CERTIFICATION CENTER PROMOTES ALTERNATIVE TRANSPORTATION OPTIONS

A rebranded mobility resource kiosk at the OCTA Eligibility Certification Center provides alternative transportation options to prospective OC ACCESS riders. The kiosk contains flyers about OCTA's Senior Mobility Program and Transit Training Program in addition to OC 211Ride, a free online one-click trip planning tool offering information on all available transportation and human services options in Orange, Riverside, San Bernardino, and Ventura counties. Information about other countywide services, including the Dayle McIntosh Center, The Braille Institute and Orange County's Office on Aging, is also available at the kiosk.

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.