



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

THE TRANSIT CONNECTION



SAME DAY TAXI

SAFETY TIP – BE AWARE OF YOUR SURROUNDINGS!

It's a good idea to familiarize yourself with your pick-up location surroundings before you travel. When traveling from an unfamiliar location, use tools such as Google Maps to determine a convenient place to wait for your vehicle before you schedule your ride. Provide landmarks to the reservation agent to help the driver locate you. When possible, wait at a location that's visible from the curb that provides shelter from sun and inclement weather.

Beginning December 1, 2023, Same-Day Taxi will shift to a fully on-demand service! When you're ready to travel, call Same-Day Taxi reservations at 877-628-2232, ext. 7 to book your ride. You'll get a pick-up time within two hours from the time of your call. This change will decrease wait times and allow you to plan your trips more easily using Same-Day Taxi.



Same-Day Taxi service is available to all OC ACCESS eligible riders. It's a flexible transit option for same-day rides or quick, local trips. Just like OC ACCESS, Same-Day Taxi can be used for any trip type. Same-Day Taxi service riders pay the base fare of \$3.60 for the first five miles of the trip. For any additional mileage beyond five miles, the rider pays the taxi meter rate per mile. For example, for a four-mile ride, a rider only pays the base fare of \$3.60. For an eight-mile ride, a rider would pay the base fare of \$3.60 plus the cost of the three miles beyond what is subsidized. Same-Day Taxi service is offered between 6 a.m. and 8 p.m., seven days a week. For more information about Same-Day Taxi, please visit: octa.net/getting-around/bus/oc-access/same-day-service.

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.

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)

REMINDER – SUBSCRIPTION SERVICE

Just a friendly reminder to place your subscription service on hold in advance for days you will not be traveling. Historically, OC ACCESS experiences a high rate of no-shows and late cancellations during the holiday season. Increased no-shows and late cancellations have a negative impact on system performance and can lead to a no-show suspension and loss of subscription service for you. If you have an active subscription and don't plan on riding OC ACCESS during the holiday season, please call OC ACCESS Reservations at 1-877-628-2232 ext. 1 or 711 for TDD and place your subscription service on hold.



211OC CAMPAIGN RESULTS

During the summer of 2023, OCTA and 211OC launched a special campaign to encourage OC ACCESS riders to use the one-click transit search tool, www.211ride.org. This website provides an invaluable community resource for a wide range of services, from transportation and housing to mental health support, food services and more. On September 7, 2023, one lucky OC ACCESS rider, who created a new account with www.211ride.org between April and August 2023, was selected to receive the 211OC/OCTA gift basket. The OC ACCESS rider stated they found the website easy to navigate and said it provided alternative transit options from their home. For more information about these services, please call 2-1-1 or visit the website www.211ride.org and create a new account.

DRIVERS RECOGNIZED AT OCTA'S ACCESSIBLE TRANSIT ADVISORY COMMITTEE



Carlos Arias Melo (pictured left) has been performing OC ACCESS and Same Day Taxi service since May 2019. On Tuesday, September 5, 2023, Carlos displayed compassion, professionalism, and attentiveness when transporting a rider who became ill during the ride. The rider's grandmother called OCTA Customer Relations to express her gratitude for Carlos' attention to her granddaughter, and his commitment to her well-being, even if it meant altering his route. On October 24, 2023, Carlos was honored with the OC ACCESS Driver Exceptional Service Award by OCTA's Accessible Transit Advisory Committee, with appreciation for the care he shows to riders each day.

Alan Martinez (pictured right) is a relatively new driver for OC ACCESS, who has been performing service since April 2023. In his short tenure, Alan has proven to be an exceptional driver. Two separate riders called OCTA Customer Relations to highlight Alan's politeness, professionalism, and impeccable driving skills. Both riders noted that Alan was both helpful and efficient, which ensured great service and a punctual ride. On October 24, 2023, Alan was honored with the OC ACCESS Driver Exceptional Service Award by OCTA's Accessible Transit Advisory Committee, with gratitude for his exceptional service.

