

# THE TRANSIT CONNECTION

OCACCESS

2018 | Winter

Useful information for  
ACCESS customers

## Proper Identification Now Required for Reduced Fares

If you are 60 years and older or disabled, you can take advantage of OC Bus reduced bus fares. However, effective since October 8, 2017, you must show proper identification when purchasing your pass and to the coach operator when boarding the bus. Listed below are the acceptable types of identification cards:

- Valid drivers license
- California DMV identification card
- Medicare card
- OCTA Senior Reduced Fare ID



**To apply for an OCTA Senior Reduced Fare ID Card** you can apply in person at the OCTA store, located at 600 S. Main Street, Orange, CA 92868, or use one of the convenient options listed below:

- Online: Apply online for an OCTA Senior Reduced Fare ID number. This number can be used on our mobile app, OC Bus Mobile Pay or to purchase from OCTA through the website, by phone or by mail. You may also apply for a physical card, which will be mailed to you within 7-10 business days.
- By Mail: Download the application from our website ([www.OCTA.net](http://www.OCTA.net)) and send the completed application to: OCTA RFID P.O. Box 14184 Orange, CA 92863-1584

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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).



To apply for an OCTA Disabled Reduced Fare ID Card you must show proper identification. You will also need to show proper identification when purchasing your pass and to the coach operator when boarding the bus. The following identification cards are acceptable:

- OCTA Disabled Reduced Fare ID
- OCTA ACCESS Reduced Fare ID
- OCTA ACCESS PCA Reduced Fare ID
- Medicare card
- Service Connected Veteran ID
- Braille Institute ID
- Persons with disabilities cards from other transit agencies
- Customer receipt for a DMV Disabled Person Placard

### To apply for an OCTA Disabled Reduced Fare ID

- In Person: You can apply in person at the OCTA store, located at 600 S. Main Street, Orange, CA 92868
- By Mail: Download the application from our website ([www.OCTA.net](http://www.OCTA.net)) and send the completed application to: OCTA RFID PO Box 14184 Orange, CA 92863-1584

## ACCESS No-Show and Late Cancellation Policy

OCTA will update our No-Show and Late Cancellation policy effective March 2018. Each verified no-show or late cancellation counts as one no-show. Customers may be suspended once they have met all the following conditions:

- Accumulate three or more no-shows or late cancellations in one calendar month
- Have booked at least ten trips that month
- Have “no-showed” or “late cancelled” at least 10% of those trips

A customer will be subject to suspension only if both the minimum number of trips booked and the minimum number of no-shows are reached during that calendar month. A warning letter will be sent to the customer after meeting all of the above conditions for that same month. This letter will remind and inform the customer of the No-Show and Late Cancellation policy and appeal process as well as letting customers know their ACCESS privileges are in jeopardy of being suspended.

The suspension policy dictates the following outcome within a floating 12-month period:

First offense: 7 day suspension	Second offense: 14 day suspension	Third offense: 21 day suspension
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Additional offenses will increase the suspension by another week. Please make every effort to cancel your booked trip more than one hour before your scheduled pick-up time.

## Additional Transportation Options Available

In addition to the ACCESS service, there are several other transportation options for seniors in Orange County. OCTA provides funding to 31 cities and four non-profit agencies for the Senior Mobility Program (SMP). Each city and agency designs a transportation program that best fits the unique needs of its senior community. The primary qualifications to use the program are you must be 60 years old or older and a resident of that city. To view a description of each city and agency’s program, please go to: [octa.net/SMP](http://octa.net/SMP) and click on the city you reside in. Cost for the trip varies by city.



If you need medical transportation for non-emergency appointments, the County of Orange operates the Senior Non-Emergency Medical program. This program is for any resident in Orange County that is 60 years and older. Please contact the transportation provider listed below to register for the program. Once registered on the program, you need to make a reservation at least five days in advance and a vehicle will pick you up at your home and take you to your appointment and bring you home. There are two providers for this program. If you live in the central, north or west portion of the County, the provider is Abrazar. Age Well provides transportation to residents of southern Orange County. Listed below are the phone numbers to register.

### Abrazar

Central & West County: **714-891-9500** North County: **714-702-1433**  
Please visit: [www.abrazar.com](http://www.abrazar.com) to find cities covered by each service area.

### Age Well Senior Services

South County: **949-855-9766**



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

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## OCTA Mobility Management Program Update

The OCTA Mobility Management Program is well on its way! The program has currently provided over 140 older adults and people with cognitive and/or physical disabilities with specialized travel training to meet their specific needs. The OCTA Mobility Management Program offers two different trainings:

- Group Workshop: Training offered on location to a group of 15-20 people.
- One-on-One Travel Training: Travel training will be conducted on board the OCTA bus system.

Both trainings are provided free of charge to the participants.

Travel Training enables individuals to gain more self-reliance and independence and has absolutely NO effect on an individual's ACCESS eligibility. For more information or to host a workshop at your facility, please contact us at [mmp@octa.com](mailto:mmp@octa.com) or **714-560-5431**.