

# THE TRANSIT CONNECTION



OC ACCESS  
SPRING 2023

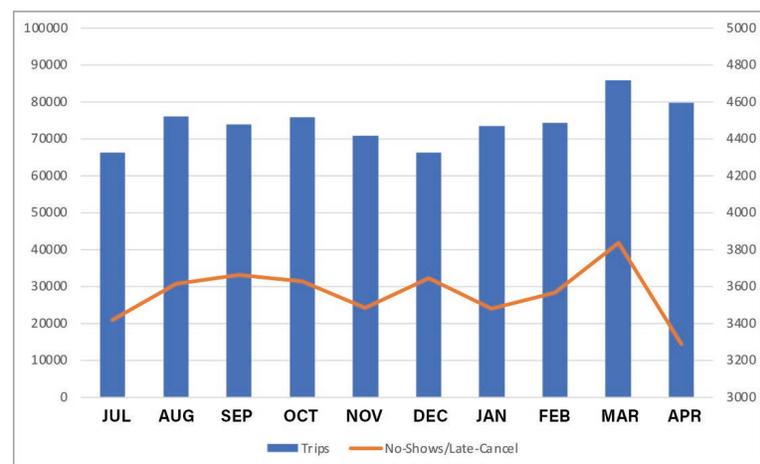


## THANK YOU FOR HELPING US KEEP ORANGE COUNTY MOVING!

The OC ACCESS service implemented the No-Show Policy in July 2022 to decrease the number of no-shows and late cancellations that lead to delays in service. A no-show is defined as a rider missing a scheduled trip or when a ride is cancelled less than one hour before the scheduled pick-up time including cancelling a trip with the driver upon arrival.

Thank you for being diligent regarding your scheduled trips and canceling unnecessary trips more than one hour from the start of the pick-up window. As you can see from the graph, your efforts have been worthwhile. The total number of no-shows and late cancellations is decreasing even as the number of trips offered continues to increase.

Thank you for helping OCTA be more efficient and allowing us to make our resources available to others who need the service!

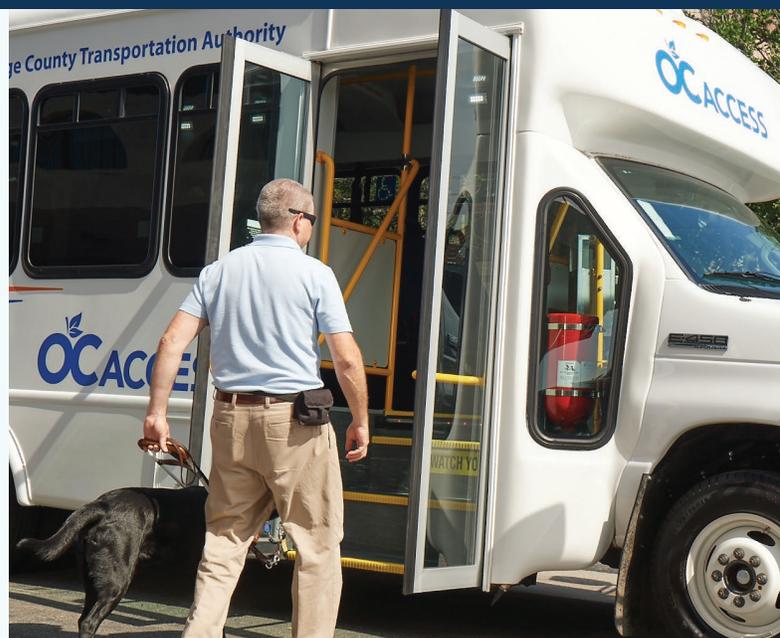


To listen to a recorded version of the Transit Connection in English or Spanish, please call 714-560-5608

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

## SAFETY TIP: SAFELY BOARDING AN OC ACCESS BUS

When boarding an OC ACCESS bus, please remember to watch your step and use any available handhold or railing near you. If additional assistance is needed, let your driver know and they will help you. This applies to those who are ambulatory as well as those who use a mobility device or aid. For your safety, please wait for the driver to approach you and follow instructions for entering the vehicle.



## RIDER CONDUCT WHILE TRAVELING ON OC ACCESS

As a reminder, all OC ACCESS riders must be respectful and courteous to drivers and others at all times. To help ensure the safety, security and comfort of OC ACCESS riders and drivers, violent, illegal, or disruptive conduct is not allowed in and around vehicles and transit facilities.

Riders must comply with the following rules of conduct:

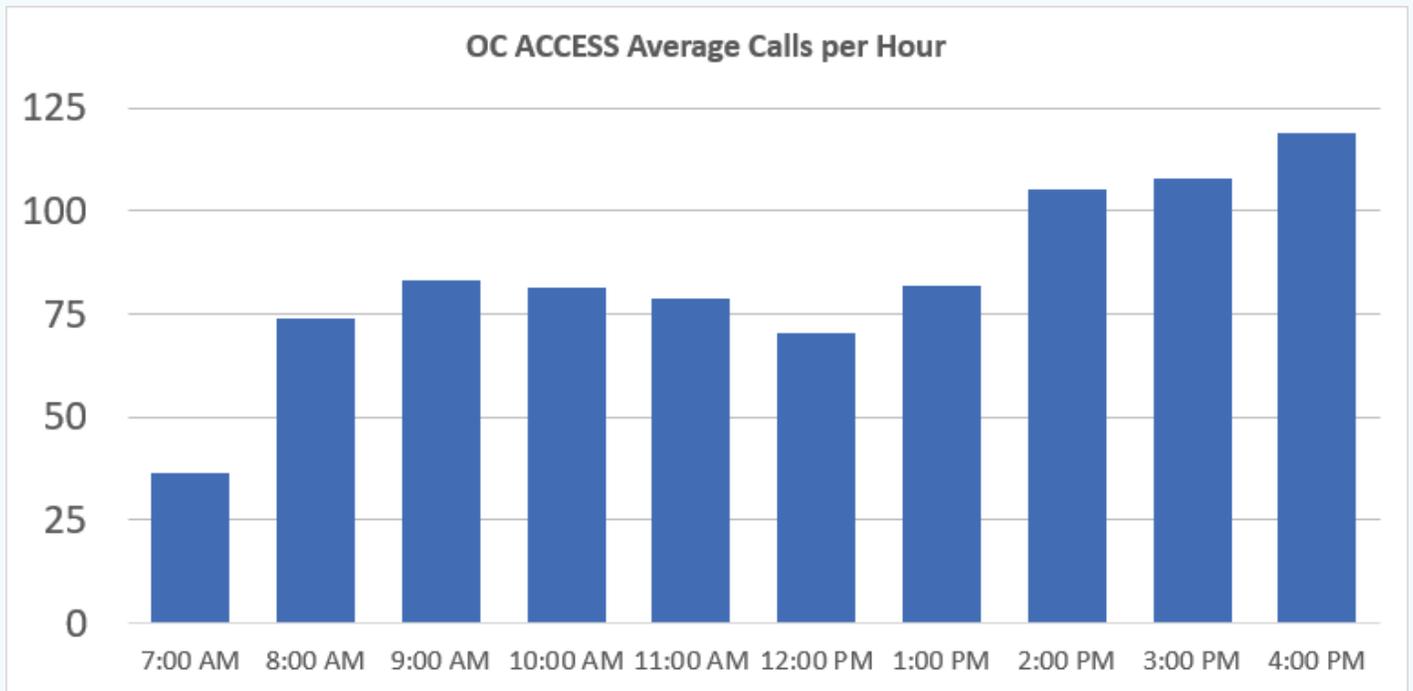
- Hazardous materials, weapons of any kind, explosives, corrosive liquids, and flammable materials are not allowed on OC ACCESS vehicles.
- Smoking and vaping, use of alcoholic beverages and illegal drugs, and riding under the influence of intoxicating alcohol or drugs, is prohibited.
- Riders must not create unsafe situations on OC ACCESS vehicles and must maintain an acceptable standard of cleanliness. Exposed body fluids and/or bloodborne pathogens are not permitted.
- No abusive, threatening, or obscene language or behavior, including sexual harassment toward riders, drivers, or other OC ACCESS service employees.
- The use of electronic equipment (music, games, etc.) shall be with headphones and kept at a low volume to avoid disturbing others.
- Eating and drinking is not allowed (unless needed due to a disability or for medical reasons).
- Riders must wear a seat belt at all times and may not remove or refuse to wear them.
- Inability to pay full fare may result in denial of service.

# OC ACCESS RESERVATION LINE HOLD TIME SOLUTIONS

The OC ACCESS team wants to provide you with the most efficient service possible when you call to schedule your trip. Call between 7 a.m. and 1 p.m. to avoid long wait times. Our highest call volume occurs between 1 p.m. and 4 p.m., as shown in the graph below.

Remember, you can also call up to three (3) days in advance to schedule your trip. The OC ACCESS Call Center is ready to take your reservation Monday through Friday from 7 a.m. to 5 p.m., and on Saturday, Sunday and holidays from 8 a.m. to 5 p.m.

You can also schedule your OC ACCESS trips online. For more information, please call OCTA Eligibility at 714-560-5956.



## OC ACCESS / 211RIDE GIFT BASKET RAFFLE

### Attention all OC ACCESS riders!

OCTA and 211RIDE are promoting the [www.211ride.org](http://www.211ride.org) one-click online transit search tool that makes it easier to find the best transportation alternatives in Orange County. 211RIDE centralizes all of Orange County's trip offerings while offering accessibility options for veterans, older adults, and individuals with disabilities to meet their mobility needs.

211RIDE is one of the first regional partnerships pulling together four 211 counties (Ventura, Orange, San Bernardino, and Riverside) to list transportation services including fixed-route and demand-response services. Individuals can create their own unique account to enhance the search tool for single and round trips, which can be pre-planned days or months ahead.

Enter the free prize drawing for a gift basket valued at more than \$60. It's easy as 1-2-3:

1. Open a 211RIDE account at [www.211Ride.org](http://www.211Ride.org);
2. Enter your OC ACCESS ID number; and
3. Plan one trip between April 1, and August 31, 2023.

The winner will be chosen on September 4, 2023 and will be notified by phone or email. Good luck!