

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



THE TRANSIT Connection



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Useful information for ACCESS customers

4th Quarter • 2014 Edition

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A Quick Look

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General ACCESS Information

- To listen to a recorded version of The Transit Connection in English or Spanish, please call **714-560-5608**.
- For ACCESS reservations/information, call **1-877-OCTA-ADA (628-2232)**.
- **ELIGIBILITY UPDATES -**
Please call **714-560-5956**, to report a new address, a change in your telephone number, or to update your emergency contact information.

OCTA Offers Several Ways for You to Share *Your Comments*

It is important to OCTA to provide safe, reliable and efficient service. We encourage you to let us know about your ride. ACCESS riders have the opportunity to report an incident, share a complaint or provide a compliment, and there are several ways you can share your comments with OCTA:

1. Call 714-636-7433 and press #2.

An operator will take your information including your name, ACCESS identification number, and the date, time, location and details of your comment.

2. Write a letter to:

OCTA

550 South Main Street, PO Box 14184

Orange, CA 92863-1584

Please include your name, ACCESS identification number, date, time, location and any additional details you wish to share.

3. Online at: www.octa.net/About/Contact-Us/

You can complete an online comment form.

You may request a written response from OCTA when submitting your comments. Ensuring quality service is a high priority. All customer comments received by OCTA are reviewed and ACCESS comments are researched and evaluated to assist staff in identifying trends and training opportunities.



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A Day in the Life of an ACCESS Bus

It's still dark outside at 5:00 a.m. as ACCESS driver, Mary, checks in for her daily pick-up schedule and walks to her bus to start the day. Before Mary gets into the vehicle, she does a "Pre-Trip" inspection to make sure the tires, windows, and doors are working properly. Once inside the bus, she conducts an equipment check, including testing the wheelchair lift, to make sure everything is functioning properly. Everything is in working order, so Mary pulls into a long line of ACCESS buses waiting to start their routes for the day. Mary won't return to the base until after 5:00 in the evening. Throughout the day, Mary's bus makes 20 stops to pick-up and drop-off ACCESS customers and take them where they need to go. After dropping off the last customer, Mary heads back to the ACCESS bus base. While the day is over for Mary, there is plenty of work ahead on the bus! To prepare for another day of service,



the bus first visits the fueling station. The ACCESS fleet consumes more than 120,000 gallons of fuel each month! Once the bus is fueled, all the fares and coupons are collected, the vital fluids checked, and the interior cleaned. From there, the bus exterior gets washed using recycled water. The bus is also inspected weekly to ensure all mechanical components are functioning as designed. ACCESS buses travel an average of 3,500 miles each

month. To keep them running safely and efficiently, all 248 ACCESS buses undergo a rigorous preventive maintenance program with systematic inspections every 5,000 miles and/or 200 hours of operation. During these inspections, the chassis undercarriage is steam cleaned so the bus is looking good from top to bottom! ACCESS buses receive this special treatment every day of the year so Mary, and all the drivers, can proudly travel the streets of Orange County and serve our ACCESS customers.

Please Keep Your ACCESS ID Number Handy!

When requesting an ACCESS ride, please be sure to have your unique ACCESS identification number available. OCTA does not provide identification cards for ACCESS customers. Once the driver arrives at your location, you just board the bus and enjoy your ride!

Did you know ACCESS certified customers can ride the fixed route "PUBLIC BUS" for just .25 cents? If you are interested in using the fixed route bus, you can apply for a Reduced Fare ID card and ride the fixed route bus for only .25 cents.

There are two ways to obtain a fixed route Reduced Fare ID Card:

- **In Person:** Go to the OCTA store located at 550 South Main St., Orange. You will need to provide your ACCESS ID number, complete an application, have your picture taken, pay \$4.00 fee and walk out with your Reduced Fare ID card.
- **By Mail:** Call 714-560-5596 between 8:00 am - 2:00 pm and request a Reduced Fare ID application. Complete the application and mail to:

Orange County Transportation Authority
ACCESS Certification
P.O. Box 14184
Orange, CA 92863-1584

Your current ACCESS application photo will be used on your ID card and it may take up to four weeks to receive your card in the mail.

If you are able to ride the fixed route "PUBLIC BUS" this is a great, inexpensive way to get around Orange County!

