

THE TRANSIT CONNECTION

 OCACCESS

2016 | Summer

Useful information for
ACCESS customers

It's Getting Easier to Book ACCESS Rides!

Beginning September 1, you'll have two new ways to book, cancel, and/or check your trip status.

1: Save Time With This Automated System

The OCTA Interactive Voice Response (IVR) system allows ACCESS customers, caregivers and service providers to make, cancel or check trip reservations without waiting on hold for an operator.

To use the IVR, please call 877-OCTA-ADA (628-2232) and choose "6" to use the automated system. Enter your ACCESS identification number, followed by your password*. Then, press one of the following options:

- 1 – to confirm a previously booked trip
- 2 – to cancel a trip
- 3 – TO BOOK A TRIP ****
- 4 – to check the address and/or telephone number on file
- 5 – to change your password
- 6 – for general announcements
- 0 – to reach a customer service specialist, or
- #2 – for a list of other special commands available

*For IVR, your default password is your ACCESS ID number. If you would like to create a unique password, please call ACCESS Eligibility at 714-560-5956.

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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 714-560-5956.

For ACCESS reservations and information, please call 1-877-OCTA-ADA (1-877-628-2232).



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2: Manage Trips More Easily

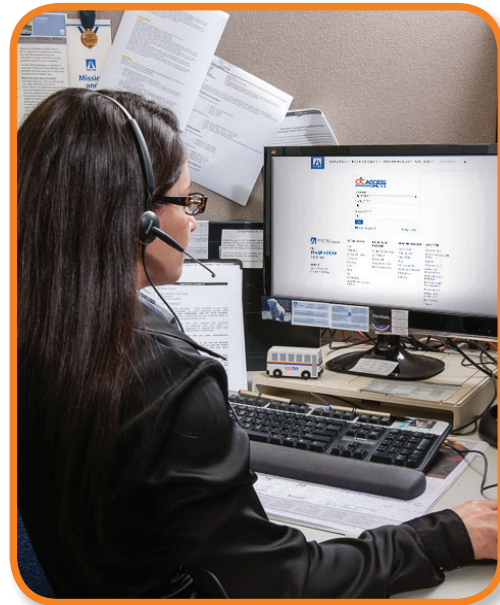
OC ACCESS Online lets you book**, cancel or check your ACCESS trips from anywhere using a computer or smartphone.

OC ACCESS Online is simple and easy to use. Start by getting your unique password from the ACCESS Reservation Operator. Then, go to the **OC ACCESS Online** website at <https://ocaccessonline.octa.net>

Next you will be asked to put in your ACCESS ID number and your password. You'll then get options to manage your ACCESS service.

**You may cancel or check on the status of your trip at any time. However, the IVR and OC ACCESS Online trip booking systems will only be available during the same hours as our phone reservations.

**7 AM to 5 PM Monday through Friday,
8 AM to 5 PM Saturday, Sunday and Holidays**



New Customer Conduct Policy

To help ensure the safety, security, comfort and convenience of all those who use our services, OCTA has developed a customer conduct policy to encourage everyone to show respect for coach operators, fellow passengers, transit vehicles and facilities.

No individual may engage in disruptive, violent, or illegal conduct while riding an OCTA vehicle. Examples of inappropriate behavior include, but are not limited to:

- Interfering with the safe operation of the vehicle
- Fare evasion
- Fighting
- Yelling
- Spitting
- Eating/drinking/smoking/vaping
- Threatening the coach operator or others
- Throwing articles or projectiles



Please inform our coach operator immediately or call 911 if you see anything suspicious such as:

- Disorderly or unlawful conduct
- Unattended packages
- Suspicious gas, vapor, odor or fluids
- Signs of customer illness or distress
- Weapons

Violators will be prosecuted to the fullest extent of the law in accordance with:

- Penal Code Sections 171.7, 594, 640, 640.5 and 16590
- Public Utilities Code Section s 99170

We value your feedback! Please give us any comments, concerns or issues with **OC ACCESS Online** at passweb@octa.net

Please visit our website at <http://octa.net/Bus/Customer-Conduct-Policy> to review the entire policy



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

PRESORTED
STANDARD
U.S. POSTAGE PAID
SANTA ANA, CA
PERMIT NO. 985



Get A Reminder Call the Night Before Your Trip

Need a reminder? We'll give you a call between 6:00 p.m. and 8:00 p.m. the night prior to your demand, non-subscription trip. To receive this service, call ACCESS reservations at 877-628-2232 or let the reservationist know when booking your ride.