



Orange County Transportation Authority  
 550 South Main Street  
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PRESORTED  
 STANDARD  
 U.S. POSTAGE PAID  
 SANTA ANA, CA  
 PERMIT NO. 985

# THE TRANSIT CONNECTION

**OCACCESS**

2020 | Spring

Useful information for  
 OC ACCESS customers

## OC ACCESS Drivers Honored at Special Needs Advisory Committee Meeting!

On January 28, three OC ACCESS drivers were honored for exceptional service at the Special Needs Advisory Committee meeting. The following drivers received recognition:

**David Lara**



David has been driving for OC ACCESS for 18 years! He enjoys helping his passengers and makes sure his group pickups, especially the senior citizens, are having a great day. A customer commented that “the driver was very energetic, and they even sang Christmas songs together.” From day one, David was impressed by the family atmosphere between the OC ACCESS drivers. It is something he still experiences today. OCTA appreciates his attention to detail and the wonderful example he sets for his co-workers and trainees.

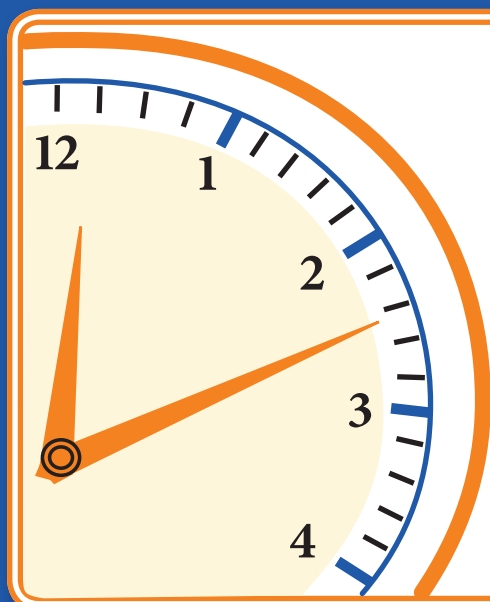
**Long Nguyen**



Long has been with Yellow Cab for one year. He is a natural with public service, as he was previously a law enforcement officer in Texas and is currently going through the hiring process to become a law enforcement officer in California. A customer shared that Long went out of his way to help her and was very kind. He took the time to explain things to her and was very informative. Long is an excellent driver and enjoys transporting and providing great service to the OC ACCESS community. He has not received a complaint in the time he has been with Yellow Cab.

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## Spring Time Change



Spring will be here very soon and daylight savings time is back! The time will spring ahead one hour on Sunday, March 8. Please keep this in mind when booking your OC ACCESS rides.



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



**Kwane Andrews**



Kwane Andrews is originally from St. Louis, Missouri. After vacationing several times in Southern California, Kwane decided to make Orange County his home. He has been driving for Yellow Cab for 8 months now. Although Kwane has been with us a short time he stands out for his exceptional ability to be a team player. He has shown himself to be a caring service provider, displaying sensitivity and empathy to his passengers. Kwane truly has the heart of a caregiver. Yellow Cab is happy to have him on the OC ACCESS team!

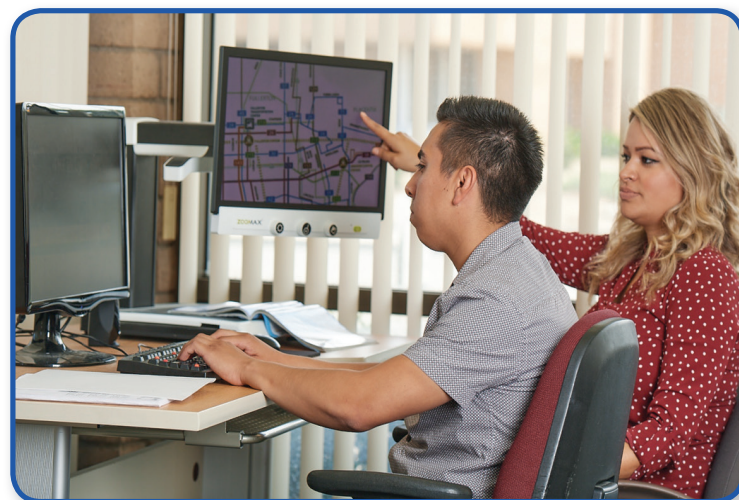
**Please be sure to congratulate these drivers if you see them on your next trip!**

## OC ACCESS Needs Your Email Address

OCTA is working towards better integrating our systems and processes to create a more convenient streamlined experience for our OC ACCESS riders. In order for our riders to get the most benefit from these developments, OC ACCESS would like to have your email address. By adding your email address to your profile, you will be able to review your trip history, add new trips, cancel or check on upcoming new trips. Please email your email information to OC ACCESS eligibility at [accesseligibility@octa.net](mailto:accesseligibility@octa.net) or call 714-560-5956 to have an eligibility staff member add this information to your profile.

Additionally, OC ACCESS will implement an automated feature in the near future, which will send you reminder emails of your booked rides. Never miss a ride again!

OCTA looks forward to the implementation of this new software program that should benefit all our OC ACCESS riders!



## OC ACCESS Driver Expectations

OCTA wants all riders to have a safe and enjoyable ride while traveling on OC ACCESS. Your OC ACCESS driver's duty is to provide safe and reliable transportation and treat riders with dignity and respect. For your benefit we would like you to know what tasks your OC ACCESS driver can and cannot perform. The ADA does allow personal care attendants (PCA's) to travel with you at no additional fee. The chart below shows the tasks a driver is able to perform.

	Driver	PCA
Assistance with the lift and/or ramp	✓	✗
Assistance with boarding and alighting	✓	✓
Securing the wheelchair and occupant	✓	✗
Assistance with seatbelts	✓	✓
Assist with the use of oxygen or other medical equipment, administering medication, or helping with personal needs	✗	✓
Enter riders residence or the location where the riders are being picked up and/or dropped off	✗	✓
Assume the controls of powered wheelchairs	✗	✓
Provide attendant type service such as: reaching into purse/pocket to collect the fare, lift the customer out of his/her mobility device, remain with the rider who, due to his/her disability, cannot be left alone without an attendant	✗	✓
Required to assist riders with packages or shopping carts	✗	✓
Take charge of a riders' service animal	✗	✓
Know the disability of the customer	✗	✓

**OCTA hopes these friendly reminders will help you to have a safe and enjoyable ride.**