

Just a Reminder...



The Martin Luther King, Jr. and President's Day holidays are approaching and many facilities and businesses close to observe the holidays. ACCESS subscription customers traveling to/from day programs or facilities closed for a holiday should remember to cancel those rides to avoid No Shows.



Orange County Transportation Authority
550 South Main Street
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ACCESS Fare Increases January 4

Due to the rising costs of providing fixed route bus and ACCESS service, the Orange County Transportation Authority recently approved a fare increase. Effective January 4, 2009, the one-way ACCESS fare for standard curb service will increase to \$2.70. This is only the second time in 18 years that OCTA fares have been raised.

"OCTA's bus system is a vital resource to the people of this county. While no one would like to raise fares, it's necessary at this time to maintain the service and keep up with rising expenses," said OCTA Chairman Chris Norby.

For additional fare change information, please review the enclosed brochure.

Coupons Offer Convenience

ACCESS coupons are available for purchase in books of 10 for \$27.00. Coupons at the previous fare of \$2.25 will still be accepted and passengers may pay the additional .45 cents in cash. ACCESS coupons may be purchased online at www.octa.net, by phone at 714-560-5932, or by mail at OCTA Pass Sales Office, P.O. Box 8957, Brea, CA 92822-5957. Coupons may also be purchased at the OCTA Store, located at 550 South Main Street in the City of Orange.

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New ACCESS Vehicles Hit the Road

Shiny white paint, bright orange and blue stripes, and that new car smell! That's right...there are a lot of new buses in town! OCTA is in the process of replacing more than 200 ACCESS buses. Customers won't notice much difference in the look of their ACCESS bus since OCTA continues to use the same type of vehicle – a Ford F-series with an Aerotech body. Before any of these new buses hit the road, they undergo a long and thorough process to ensure they meet all specifications and have the necessary equipment to provide a safe and reliable ride.

ACCESS buses are built in Salina, Kansas. From there, they are shipped to Chino, California to install cameras, radios, fareboxes, data terminals, and the OCTA stripes and logo. Once that's complete, the vehicles are delivered to OCTA for final inspection.

ACCESS buses operate an average of 3,500 miles per month and a maintenance team of more than 70 keeps them looking and running like

new. ACCESS drivers must inspect their bus before leaving the base each day, checking to make sure all equipment is in good working order.

According to Dale Fuchs, OCTA's ACCESS Maintenance Administrator, "our customers will benefit from these new vehicles. Not only are they new and more reliable, they operate on gasoline – which means they're much quieter than the diesel buses!"



It's all in the Details for Veolia's William Waiters



William Waiters, center, is congratulated by Veolia's Erik Zandhuis and Special Needs Committee Chair Mallory Vega.

Veolia Road Supervisor, William Waiters, was recently recognized by the OCTA Special Needs in Transit Committee for his exceptional service. As Erik Zandhuis, Project Director for Veolia, put it "Bill Waiters approaches his career in the same professional manner that he did when he was in the armed forces – details, details, details!"

For this reason, when Bill arrives at one of the many group centers serviced in Orange County, or at any one of the numerous daily stops, there are happy faces. They know they'll be getting timely service that day.

William started working as a supervisor for ACCESS in 2003. Before joining the ACCESS program, William worked with three different companies as a quality manager and is retired from the U.S. Marine Corps. It's easy to see how these experiences developed the traits William uses to approach his job as a supervisor day in and day out.

If you see William Waiters while traveling on ACCESS, please join me in congratulating him for his outstanding service to the passengers of Orange County.

Contributed by Erik Zandhuis, Veolia Project Director

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