

Change Is Coming To The ACCESS Interactive Voice Response System In January 2016!

Beginning in January 2016, the ACCESS Interactive Voice Response System (IVR) will automatically call you the evening prior to your trip between the hours of 7PM and 9PM to confirm your trip for the following day.

Please keep in mind...

If you have subscription service you will not receive a confirmation phone call. We hope this additional service will provide helpful reminders for your upcoming trips.



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

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THE TRANSIT CONNECTION

OCACCESS

2016 | 1st Quarter

Useful information for
ACCESS customers

NEW YEAR... NEW DESIGN

Happy New Year! We're changing up The Transit Connection for 2016 and hope you find the new design easy to read and full of helpful information!

— OC BUS 360 —

Proposed 2016 Bus Service Plan

As part of OC Bus 360, an initiative that looks at improving bus service from all angles, OCTA is proposing to add, reduce, and/or eliminate fixed route bus services in 2016 to optimize the efficiency and effectiveness of the overall bus system. OCTA's goal is to increase ridership by offering faster, more convenient service in high-use areas by reallocating service from low-ridership areas.



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).



— OC BUS 360 —
Proposed 2016 Bus Service Plan *(continued)*

Potential ACCESS Service Change

In accordance with Americans with Disabilities Act guidelines, ACCESS service is operated within a ¾-mile of, and during the same days and hours as, fixed route bus service. Under this draft plan, less than 2 percent of OCTA’s ACCESS trips would be outside the bus service area. ACCESS-eligible customers who need to travel outside the bus service area can use OCTA’s Same-Day Taxi Service. Customers pay the ACCESS base fare for a 5-mile ride, and any additional costs above the 5-mile trip.

To view the ACCESS areas potentially affected by the draft bus service plan, please consult the **Potential ACCESS Service Change Map** on page 3. Potentially impacted areas are highlighted in purple and turquoise. Less than 2 percent of ACCESS trips would be outside the proposed bus service area.

Your Opinion Is Important

We value your thoughts and offer several ways to share them.

To view the proposed changes and complete a survey, please visit our website:

octa.net/accessservicechange

Another opportunity for input will be provided at the public hearing on the Bus Service Plan hosted by the OCTA Board of Directors:

DATE & TIME	LOCATION
Monday January 25 th , 2016 9:00 AM	OCTA Headquarters 1 st Floor, Room 154 600 S. Main Street, Orange, CA 92863

Comments are due by January 25th and will be carefully reviewed and considered as a final proposal is developed. Contingent on the final approval of OCTA Board of Directors, the plan will be implemented in June and October 2016.

