



Orange County Transportation Authority  
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 SANTA ANA, CA  
 PERMIT NO. 985

# THE TRANSIT CONNECTION

OCACCESS

2017 | Fall

Useful information for  
 ACCESS customers

## Bus Service Changes Coming

In 2015, the OCTA Board of Directors launched OC Bus 360°, a plan that examines bus service from all angles. During the initial implementation of this comprehensive plan, OC Bus 360° provided better service in high-demand areas by reallocating existing resources, improved passenger experiences through technology, stimulated ridership with pricing changes, and created fresh marketing and branding to attract new riders.

On October 8, 2017 there was a service change for the fixed route bus. The changes were minimal and did not affect your ACCESS service. There will be another more significant service change on February 10, 2018 that could affect your ACCESS service.



The routes that will be eliminated effective February 10, 2018 are:

**Route 212 from Irvine to San Juan Capistrano.** This route includes the John Wayne Airport, Shops at Mission Viejo and the Laguna Hills Transportation Center.

**Route 216 from Costa Mesa to San Juan Capistrano.** This route includes the Shops at Mission Viejo and the Laguna Hills Transportation Center.

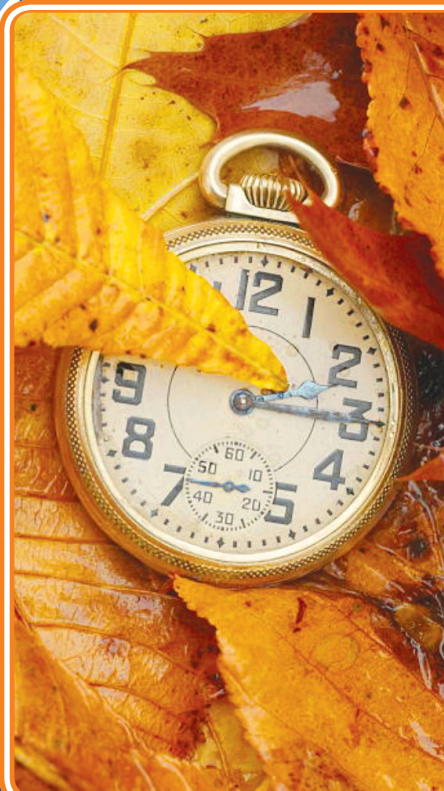
**Route 177 from Foothill Ranch to Laguna Hills.** Sunday service will be eliminated. This route includes the Laguna Hills Transportation Center.

For more information please visit our website at:  
<http://octa.net/Bus/Proposed-February-2018-Bus-Service-Plan/>

## Time Change Reminder

Daylight savings time just ended and with nightfall arriving earlier, please be sure to wait for vehicles in a well-lit area. This helps ensure safety and helps drivers more easily locate passengers.

All of us at OCTA wish  
 you safe travels and a  
 Happy Holiday Season!



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

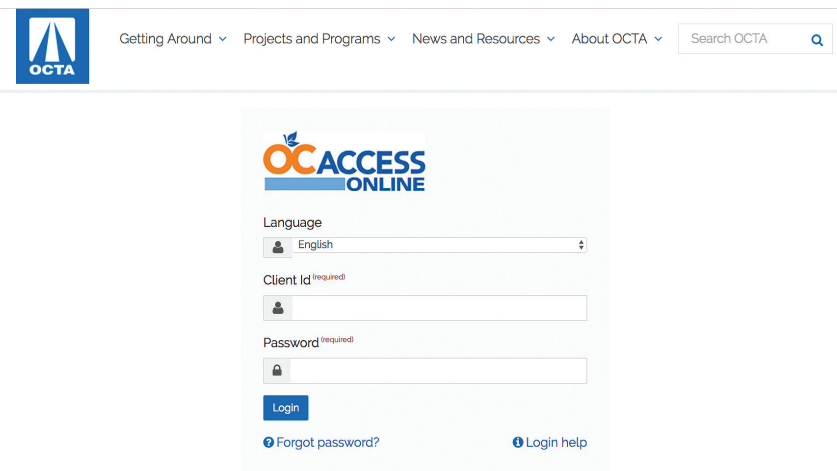


# Online ACCESS Booking is Here!

Our new ACCESS online booking system has been through testing for the past several months and we are excited to roll out the system for full access. Customers that have used the system are saying how easy, convenient and time saving online booking is once they have learned how to use the system! This new online system gives you another option to book or cancel your ACCESS rides from anywhere using your computer, smartphone or tablet.

To launch the online booking system, log on from your computer, smartphone or tablet to the following link: <https://ocaccessonline.octa.net>

Enter your ACCESS ID number under Client ID, then your unique password. If you do not yet have your unique password, call an ACCESS Eligibility representative to request your password at 714-560-5956. You can also call this number if you do not feel comfortable using the system and would like additional assistance.



## When using the online booking system, you can:

- Book rides
- Cancel your previously booked trips
- Check on your rides
- Review your previously booked trips

## You will be unable to do the following:

- Subscription trips cannot be booked
- Restrictions cannot be added such as "Do Not Leave Alone"

Online Booking Hours:

**For rides 2-3 days in advance you can book 24 hours a day. For next day rides you must book by 5:00 pm the day prior.**

# Elimination of San Diego County Transfer Point

As of October 8, 2017, the San Diego County Transfer point at the San Clemente Carl's Jr. on South El Camino Real and Cristianitos Road was eliminated. That means there is no direct connection with San Diego any longer. Customers wanting to travel to San Diego will now have to take either Amtrak or Metrolink to the Oceanside Transit Center at 235 S. Tremont Street, Oceanside to make the connection. Both train services use the same transit center in Oceanside.



To arrange for service in San Diego please call OCTA ACCESS Eligibility to have your information sent to North County Transit District (LIFT). Once your information is received call LIFT at (877) 232-7433 to receive your visitor's pass and to book your pick up from the Oceanside Transit Center.

## Information Reminders

When calling to book your ride, as a reminder, there is now only one phone number to call: **877-628-2232**. Please use only this number when making reservations and delete any other ACCESS phone numbers you have programmed into your phone. Also please keep all of your information up to date including mobility device and contact information. To update your information please call OCTA Eligibility at 714-560-5956 extension 3.

