



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

THE TRANSIT CONNECTION

OC ACCESS

2022 | Summer

Useful information for
 OC ACCESS customers

COVID-19 Safety Update

The Orange County Transportation Authority no longer requires that face masks be worn on OC ACCESS, OC Bus, and OC Flex effective April 19, 2022. The action is in accordance with guidance from the Centers for Disease Control and Prevention (CDC) following a federal judge's ruling to void the nationwide mandate.

Based on guidance from the CDC, face masks are still recommended to be worn while riding public transit to help slow the spread of the coronavirus (COVID-19), but they are not required.

Since early in the COVID-19 pandemic, OCTA has followed federal guidance to require face masks aboard its vehicles to slow the spread of the coronavirus. Throughout the pandemic, OCTA has updated its practices as state and federal guidance directives were updated to help protect public health.

OCTA thanks OC ACCESS, OC Bus, and OC Flex passengers for following the guidance and remaining flexible. OCTA will continue to monitor guidance and directives from the CDC and the Federal Transit Administration and adjust as necessary.



OC ACCESS Designated Stops

An online database for OC ACCESS designated stops is now available on OCTA's website. Designated stops are verified, convenient locations at high-volume trip generating addresses for riders to board or disembark the vehicle. The OC ACCESS Designated Stops database is a great tool to plan your OC ACCESS trip to a large facility, campus, or shopping mall within the service area, as the database features a map, pictures, a written description of the location, and the ability to view in Google Maps Street View mode. To learn more about the OC ACCESS Designated Stops, please visit OCTA's website at <https://www.octa.net/Bus/OC-ACCESS-Service/Designated-Stops-Map/>.

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).



EZ-Wallet Success Story!

We would like to introduce you to Danny, who has been using OCTA's new EZ-Wallet, since September 2020. Danny always needed to carry exact cash fare to ride OC ACCESS, but his EZ-Wallet online account allows him to make all his fare transactions, in advance. With one simple click, Danny can now securely add money with a credit card. One of the reasons Danny really likes using EZ-Wallet is because he can choose how much money to add to his online account! When scheduling his trips, the "EZ-Wallet" selection for payment pops up and withdraws funds every time he takes a trip. Danny highly recommends OC ACCESS riders to take advantage of the EZ-Wallet cashless account, as it is a safe and convenient payment option. To learn more about EZ-Wallet please call OC ACCESS Eligibility at 714-560-5956. (for TTY 714-560-5474).

Eligible Youth Ages 6-18 Now Ride Free on OC ACCESS!

The Youth Ride Free program, which allows youth ages 6 to 18 to ride OC Bus for free has been extended to eligible OC ACCESS riders. As part of this extension, OC ACCESS trips for eligible OC ACCESS riders ages 18 and under will also be provided at no charge.

Personal care attendants (PCA) and guests ages 5 and under will continue to ride for free. A guest travelling with an eligible OC ACCESS rider will continue to pay the existing fare of \$3.60 per trip.

Eligible OC ACCESS riders are automatically able to request rides at no cost. These riders may also receive a Youth Ride Free pass for free travel on OC Bus from a participating school, online or at the OCTA Store.

The Youth Ride Free program is currently grant-funded by the California Department of Transportation and the California Air Resources Board through California Climate Investments, which helps reduce greenhouse gas emissions, strengthen the economy, and improve public health and the environment.

Please do not hesitate to contact the OC ACCESS Eligibility Department at 714-560-5956 with any questions or concerns.

Transit Training Program Updates

Meet our New OCTA Team Member!

We are pleased to announce that Martin Browne has recently joined the OCTA team as a Community Transportation Coordinator within the Paratransit Services Department where he will be directly involved with the Transit Training Program. Martin brings a wealth of transit knowledge and experience to his new role, having served multiple communities for over 25 years. We are excited to have him join the OCTA team!



Transit Training Workshop Update

OCTA has provided ten workshops in the past four months in multiple languages including English, Korean, Mandarin, Spanish, and Vietnamese. OCTA has also provided free individual transit training to 42 riders since January. With COVID-19 health orders being lifted, OCTA will resume in-person Transit Training workshops. Currently, OCTA has five in-person workshops scheduled between May and July. If you would like more information about our workshops or individual transit training, please contact our transit training team at: 1-888-878-7099 or email: info@mmpcal.org. You can also visit our website: www.octa.net/bus/how-to-ride/mobility-management-program/.

Increasing Demand for OC ACCESS Service

Demand for OC ACCESS service has increased significantly as workplaces and day programs throughout Orange County return to an in-person format. On weekdays, OC ACCESS riders are now more likely to follow a typical commute schedule by requesting a trip between 7 and 8 a.m. and a return ride between 2 and 3 p.m. When using OC ACCESS for errands or recreational based trips, please consider traveling during off-peak hours when possible, such as evenings or between 10 a.m. and 12 p.m. to avoid traffic and commuters. As a reminder, Same Day Taxi service is also available to OC ACCESS eligible riders, which is perfect for quick trips to the grocery store or pharmacy. Same Day Taxi service can be used, just like OC ACCESS service, for any trip type. A Same Day Taxi ride can be scheduled between 6 a.m. and 8 p.m. by calling 1-877-628-2232 ext. 7 (for TTY 1-800-564-4232).