**OCTA COVID-19 Safety**

**COVID-19 Safety Guidelines and Operations Update**

**Your Safety Is Our Priority**

[**https://www.octa.net/Your-Safety-Is-Our-Priority/**](https://www.octa.net/Your-Safety-Is-Our-Priority/)

**(There are 2 Videos for you.)**

At OCTA, our top priority is the health and safety of our riders and employees. We continue to take guidance from federal, state and local health experts and government leaders and we ask you to please follow Gov. Gavin Newsom’s order to stay at home to help stop the spread of COVID-19. OC Bus service has been reduced but will continue to be available for those who are required to go out for essential activities.

**What you should know about OC Bus, OC Flex, Metrolink and transit connections.**

The following will provide answers to many of the questions you may about OCTA’s response and actions related to the coronavirus (COVID-19) pandemic. We will update it as necessary, so please check back..

**1. How has OC Bus been impacted?**

OCTA has implemented temporary service reductions to regular OC Bus service until further notice. All OC Bus routes have shifted to the Sunday service schedule seven days a week. StationLink routes are currently continuing to operate on the regular Monday through Friday schedule to connect with Metrolink trains.

**2. What are the key tips for riding OC Bus during COVID-19?**

**Bus riders are boarding from the rear of the bus.** We are using rear-door boarding to protect the health of our passengers and coach operators. Boarding from the front door will still be allowed for passengers with disabilities or those who require use of the ramp.

**A bus pass is still required to ride OC Bus.** Bus fare is not free while boarding from the rear. You’ll be required to show your bus pass upon request to the coach operator or transit police.

**Purchase bus passes before you board.** You can buy passes at Ralphs, Northgate, Vons or Pavilions grocery stores, the OCTA store, octa.net or on the OC Bus mobile app.

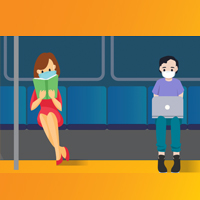
**We are boarding fewer passengers per bus** to provide more room for social distancing. Signs in the bus window indicate if the bus is full. Please wait for the next bus if your scheduled bus is full.

**Leave a row or a seat between yourself and other passengers when possible** for proper social distancing.

**Wearing a face covering is required** when waiting for and riding OC Bus. Please don’t travel if you are sick.

**The OCTA Store is currently operating reduced hours** from 10 a.m. to 2 p.m. Mondays, Wednesdays and Fridays.

**Please plan ahead before you ride.** All adjusted routes and schedules can be found in our revised [ebusbook](https://www.octa.net/busbook).

Your health and well-being are important to us. We will continue to monitor the situation as it evolves and respond proactively, so you can have safe, reliable service in Orange County.

**3. Is it safe to ride OC Bus?**

OCTA is taking proactive measures to safeguard the health of OC Bus riders by enhancing the cleaning of buses in operation, applying anti-viral disinfectant to every bus daily and taking extra time to clean surfaces that are touched most frequently. OCTA is also encouraging social distancing on OC Buses whenever possible. In addition, hand sanitizer dispensers are now available on all fixed-route buses.

There are steps you can take to protect yourself from the virus. Based on advice from the Centers for Disease Control and Prevention:

* Wash your hands frequently with soap and water for at least 20 seconds.
* Do not touch your face.
* Clean and disinfect items and surfaces that you touch frequently.
* Cough or sneeze into your elbow or use a tissue.

**4. Has OC ACCESS paratransit service been impacted?**

At this time, there are no changes to OC ACCESS paratransit service. It will continue to be available for regular service to eligible passengers.

**5. Is iShuttle service operating?**

iShuttle service in Irvine and Tustin has been temporarily suspended until further notice.

**6. Is OC Flex service operating?**

**Huntington Beach and Westminster:** OC Flex has temporarily suspended service due to significantly low ridership.

**Aliso Viejo, Laguna Niguel and Mission Viejo:** OC Flex service will continue to operate until further notice.

**7. Has Metrolink train service been impacted?**

Metrolink weekday service has been reduced until further notice. Metrolink weekend service and Stationlink will continue to operate as scheduled.

Visit <https://metrolinktrains.com/temporary-service> for schedule information.

**8. Are the OCTA Store and OCTA Headquarters open?**

The OCTA Store is open with reduced hours from 10 a.m. to 2 p.m., Mondays, Wednesdays and Fridays only at 600 S. Main St. in Orange.

The majority of OCTA’s administrative employees have been working remotely since March 16 following the Governor’s orders, to promote social distancing and help curb the spread of the COVID-19 virus in our community..

**9. Is the OCTA Lost and Found open?**

The OCTA Lost and Found is closed to the public until further notice. Passengers who need to pick up essential items, including medication and wallets, can contact us to arrange a time to retrieve those items.

The OCTA Lost and Found can be contacted by emailing [LostandFound@octa.net](mailto:LostandFound@octa.net), calling (714) 560-5934 or completing this [online form](https://www.octa.net/About-OCTA/Support/Lost-Property-Inquiry-Form/).

**Other travel considerations**

You should not expect to experience any significant travel issues with Orange County freeways due to COVID-19. The following questions provide answers to some concerns raised over freeway travel throughout Orange County:

**1. Are the 91 Express Lanes open?**

The 91 Express Lanes will remain open to drivers as usual.

However, the 91 Express Lanes Customer Walk-In Center in Corona is closed until further notice. Customers can manage their accounts and pay a violation online at [www.91expresslanes.com](https://www.91expresslanes.com/). Customers can also call (800) 600-9191 to reach the Call Center. Representatives are available Monday through Friday from 8 a.m. to 6 p.m.

**2. Will any projects currently under construction be affected because of the health crisis?**

Work continues on important OCTA-led freeway improvement projects and OC Streetcar at this time. We will continue to monitor the situation and provide an update if delays are expected. These activities are considered essential services by the state and federal government. In many cases, because of low traffic volumes on freeways and city streets, efforts are underway to increase construction with extended lane closures and work hours.

Your health and well-being are important to us. We will continue to monitor the situation as it evolves and respond proactively, so you can have safe, reliable service in Orange County.