



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

PRESORTED  
 STANDARD  
 U.S. POSTAGE PAID  
 SANTA ANA, CA  
 PERMIT NO. 985

# THE TRANSIT CONNECTION

**OCACCESS**

2021 | Winter

Useful information for  
 OC ACCESS customers

## COVID-19 Safety Update

**Wearing a face mask is now a federal requirement on all public transit**, including OC Bus, OC Flex, OC ACCESS, and Metrolink. You must wear a face mask when waiting for or riding any public transit vehicle. Face masks can help slow the spread of COVID-19 and protect the health of other passengers and drivers. For the most up-to-date information on how OCTA is doing its' part to help keep everyone safe while using the service, please visit [octa.net/covid](http://octa.net/covid).



Please place your face mask over your nose and mouth. It should fit snugly against the sides of your face. By wearing your face mask properly, you can help keep everyone safe.

Face masks are available for free to passengers on board all OCTA buses and at the OCTA Store, 600 S. Main Street in Orange, during modified business hours, weekdays from 10 a.m. to 2 p.m.

If you have any questions regarding the federal mask requirement please contact OC ACCESS eligibility at 714-560-5956.

### OC ACCESS Fare Policy Friendly Reminder

OC ACCESS would like to remind our valued riders on some key points of the current OC ACCESS Fare Policy:

- The current OC ACCESS base fare is \$3.60 and must be paid when boarding the vehicle.
- The exact fare must be paid in cash, coupons, or any combination equal to the fare as drivers are unable to provide change.
- Riders who establish a "pattern or practice" of not paying the full fare upon boarding may have their service suspended.

Effective January 2021, OC ACCESS implemented measures to better enforce the fare policy. OC ACCESS riders who fail to abide by these policies will receive a fare evasion warning letter detailing any incident where the rider failed to pay the appropriate fare.

If you have any questions regarding the OC ACCESS Fare Policy, please call OC ACCESS Eligibility at 714-560-5956.

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).



## OC ACCESS Has A New Contractor

Don't be surprised if a taxi arrives for your next OC ACCESS ride!

OCTA has approved a request to use Cabco Yellow Inc. (Cabco), the current service contractor of the Same Day Taxi service, as a subcontractor for OC ACCESS service. It's expected that by March 2021, Cabco will operate overnight and weekend OC ACCESS service, as well as some peak hour service as needed.



## Reduced Fare ID Card FAQ's

### What is the benefit of a Reduced Fare ID card?

- Eligible OC ACCESS riders with a Reduced Fare ID card only pay 25 cents to ride OC Bus.

### How do I get a Reduced Fare ID card?

• If you are an OC ACCESS rider and would like to receive a Reduced Fare ID card to ride OC Bus, go to the OCTA store located at 600 S. Main Street, Orange, CA 92868 to have your picture taken. There is no charge for the photo. You will receive your card at the time your photo is taken.

### What if my Reduced Fare ID card has expired?

• If your OC ACCESS eligibility is current, please go to the OCTA store to update your photo. You will receive your new card at the time your photo is taken. If you are unable to travel, contact OCTA at 714-560-5596 to request a new card. There is no charge for this service.

### What do I do if my Reduced Fare ID card is lost, stolen or damaged?

• If your Reduced Fare ID card has been lost, stolen, or damaged, a replacement card can be purchased for \$4.00 at the OCTA store or by sending a written request that includes your OC ACCESS ID number and check, money order, or cashier's check payable to OCTA. Please mail your request and check to:

OCTA  
P.O Box 14683, Orange, CA 92863

The OCTA Store is open with temporary modified business hours – weekdays from 10 a.m. to 2 p.m.

## FREE Virtual Transit Training Workshops

OCTA's Mobility Management Program is offering FREE virtual transit training workshops to all Orange County residents. Join us for a free 60-minute presentation and learn everything you need to know about OC Bus and how to safely ride public transportation. This detailed presentation includes interactive quizzes, Q & A session, and raffle prizes.

### Training will cover:

- Bus Riding Basics – everything you will need to make riding easy
- Fare Options – what it costs to ride OC Bus
- Payment Methods – where to buy passes, and range of payment options
- Trip Planning – overview of easy online tools to plan your trip
- Schedule Updates – learn where to find route schedule changes
- ADA Accessibility – discover accessibility options for OC Bus
- New COVID-19 Safety Guidelines – what we are doing to keep everyone safe
- How to Use/Using Trip Planning Tools such as The Transit App

### To participate, all you will need is:

- Access to the Internet
- Email Address
- Computer (laptop or desktop) or a Tablet

Virtual transit workshops are available in the morning and afternoon on the following dates:

**March 9, 2021**

**April 13, 2021**

**May 11, 2021**

**June 8, 2021**

Registration is required to participate.

Please call 1-888-878-7099 for more information and register today!

\*\* Free bus passes and raffle prizes are available for all who participate. \*\*

\*\*Workshops are available in multiple languages, please call for details.\*\*

\*\*\* Participating in transit training workshop DOES NOT affect your OC ACCESS eligibility status or your ability to qualify for OC ACCESS eligibility. \*\*\*