



Bus Pass Sales Retail Vendor & Distributor Program

Overview

Nearly 60% of the people who ride Orange County Transportation Authority (OCTA) buses each day use a bus pass. The purpose of OCTA's pass program is to provide convenient points of purchase and distribution opportunities for bus riders. Bus riders who purchase a bus pass realize savings per ride when compared to paying for each ride on an as occurs basis.

Eligibility

Any retailer must apply and be approved by OCTA to participate in the OCTA Bus Pass Seller and Distributor program.

Application Procedure

A retail outlet licensed to do business in the city of their retail outlet may apply to sell bus passes by submitting the following completed documents to the OCTA Pass Sales Specialist:

- OCTA Pass Sellers Agreement
- Pass Seller Business Reference (a copy of a current business license required)
- Pass Seller Credit Application – Banking Information Bank Notification
- Order Form

All applicants will be evaluated using the following criteria:

• Location

Resellers of passes must provide a value to OCTA by being in a location where a retail outlet presence is needed. OCTA will determine if this criterion is met by the applicant.

• Quantity

While convenience for customers is important, labor is an important component of the cost to provide the service. Pass sellers must purchase a minimum of \$1000 of passes with each order to qualify.

• Credit Worthiness

A bank and business reference check will be performed by OCTA and if approved, OCTA will set a credit limit for each applicant. Upon approval of an applicant's application, OCTA will fulfill your order and prepare an invoice to accompany the delivery of the pass order.

Ordering Procedure

Orders for \$1000 or more in passes will be processed following an account review. OCTA shall not fill any order if your account is not current. Your orders may be submitted once a month.

OCTA Pass Order form must be used for all orders over \$1,000. This form can be emailed, faxed, mailed or hand delivered to OCTA. For all accounts in good standing, orders are processed and will be shipped within 2-4 business days from receipt of the order.

By email:	vendor@octa.net
By Fax:	(714) 347-2400
By U.S. Mail:	OCTA PO Box 14184 Orange, CA 92863-1584
Hand Delivery: Order will be received by receptionist. Passes will be shipped by mail	OCTA 600 S. Main Street Orange, CA 92863 714 560.6282

If you need passes and the total order is less than \$1000, you can purchase those passes on- line at <https://www.octa.net/buyapass> or at the OCTA Store located at 550 S. Main Street in Orange. Payment for passes purchased on-line and in the OCTA Store is due at purchase.

Discounts

Only orders over \$1000 will be discounted. If the passes are sold to a bus rider, they should be sold at the full price of the pass. Discounts are variable and depend on the total order amount as shown in the chart below.

Order Amount	Discount
\$1000 - \$2000	2%
\$2001 - \$3000	3%
\$3001 - \$4000	4%
\$4000 or more	5%

Payment Terms

Upon receipt of order, OCTA will fill the order and mail the passes with an accompanying invoice. The invoice will reflect the total of the passes ordered less the applicable discount. Payment is due 30 days from the date of invoice. If payment is not received within 30 days, OCTA will initiate collection activities in accordance to the terms of the agreement.

- Refunds/Returns

OCTA maintains an all sales final policy. OCTA will not replace or provide credit for any lost or stolen cards. Since passes are printed without prices or expiration dates, the shelf life of an unused pass is indefinite.

- Exchange

Pass exchange will be considered when the passes were purchased from OCTA more than 30 days previous and remain unsold (purchase means OCTA received a check more than 30 days prior to request) and the distributor has a proven ability to sell or distribute the requested pass types.

- Refunds

Pass refunds are only granted when a Pass Seller's Agreement terminates and then only applies to passes for which OCTA received payment in full more than 30 days before request. Refunds are issued minus 5% the retail value.

Pass Types

Bus passes offered by OCTA are designed to provide value to the riders. As a distributor of these passes, it is your responsibility to make sure the pass you provide to a bus rider is a pass that may be used by the customer. Regular passes do not require any eligibility for use. Passes for seniors, or persons with disabilities have eligibility requirements that must be met and/or documented. If a pass is sold to a customer who does not have acceptable ID, that customer will not be able to use the pass when boarding the bus.

- Senior Citizens








Customers 60 years or older must provide documentation verifying their age. Acceptable forms of verification include:

- DMV Driver License or Senior ID card,
- Red, white and blue Medicare card
- An OCTA reduced fare photo identification card
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- Persons with Disabilities

Persons with disabilities must provide verification of their disability. Acceptable forms of verification include:

- Red, white and blue Medicare card
- OCTA reduced fare photo identification card or a disabled identification card from another transit agency
- Service-connected Veteran identification card
- Braille Institute identification card
- DMV Disabled Placard
- ACCESS eligible OCTA reduced fare photo identification card

Pass Pricing				
One Day Pass (Pre-paid)				Each pass is good for one full day as payment on all OCTA local routes. An OCTA Day Pass is honored as full fare on Los Angeles County MTA and Inland Empire Connection within Orange County. The pass is accepted as an interagency transfer for the connecting ride only by bus transit agencies connecting with OCTA.
	Regular \$4.50	Senior \$1.35	Disabled \$1.35	
30 Day Pass				Passes are valid for 30 consecutive days. The first use of the pass begins the 30-day period. This pass is valid for payment of the full cash fare on all OCTA local routes. This pass is honored as full fare on Los Angeles County MTA and Inland Empire Connection within Orange County.
	Regular \$69.00	Senior \$22.25	Disabled \$22.25	
ACCESS Coupons				This coupon book contains 10 fare coupons (\$3.60 each) which are valid for 10 one-way trips on ACCESS service. Each fare coupon is valid as full payment of the cash fare for ACCESS service only and is not valid on the OCTA fixed route bus system.
	Booklet of 10 Coupons - \$36			

Contact Information

For questions about:

Your application status

or your agreement:

Customer Relations (714) 560-5500

Your pass order:

OCTA Accounting Department / 714-560-5731

Acceptable identification:

OCTA Reduced Fare ID Department / 714-560-5596

TransitChek:

Call 1-800-531-2828

Website:

www.octa.net

OCTA Mailing Address:

OCTA

P.O. Box 14184

Orange, CA 92863-1584