



Orange County Transportation Authority  
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# THE TRANSIT CONNECTION

OC ACCESS

2021 | Fall

Useful information for  
OC ACCESS customers

## COVID-19 Safety Update

**Wearing a face mask continues to be 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 fellow passengers and drivers. The federal directive states that the following individuals are exempt from wearing a mask on public transit:



- Children under the age of 2 years.
- People with a disability who cannot wear a mask for reasons related to a disability, including:
  - those who do not understand how to remove their mask due to cognitive impairment,
  - those that cannot remove a mask on their own due to dexterity/mobility impairments,
  - those that cannot communicate promptly to ask someone else to remove their mask due to speech impairments or language disorders
  - those that wearing a mask would impede the function of assistive devices/technology.

**Passengers must file a reasonable modification/accommodation request and receive written approval from OCTA before traveling without a face mask.** To file a reasonable modification/accommodation request, please visit: <http://octa.net/About-OCTA/ADA/Overview/>

## Orange County Transportation Authority Selects a New OC ACCESS Contractor

Following a competitive bidding process, OCTA is proud to announce the selection of First Transit, Inc. (First Transit) to provide paratransit service on behalf of OCTA. First Transit provides paratransit services for public agencies across the country, including San Diego Metropolitan Transportation System, New Jersey Transit Corporation, and Houston Metropolitan Transit Authority. Beginning January 1, 2022, First Transit will be responsible for administration, maintenance and operations of OC ACCESS service.

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 Certification Center Reopens for In-Person Evaluations



On Monday, September 7, 2021, the OC ACCESS Eligibility Certification Center reopened for in-person evaluations at the new Certification Center located in the City of Orange. Since July 1, 2020, OC ACCESS has performed eligibility evaluations using a telephone assessment interview process for new applicants and existing riders seeking recertification. In an effort to safely return to in-person evaluations, the number of evaluations

provided each day will be limited. Staff will evaluate the success of the reopening and work to progressively increase the number of in-person evaluations over time with a goal of returning to 100% in-person evaluations by December 2021.

Individuals who are not scheduled to come in for an in-person evaluation will continue to undergo the telephone assessment interview.

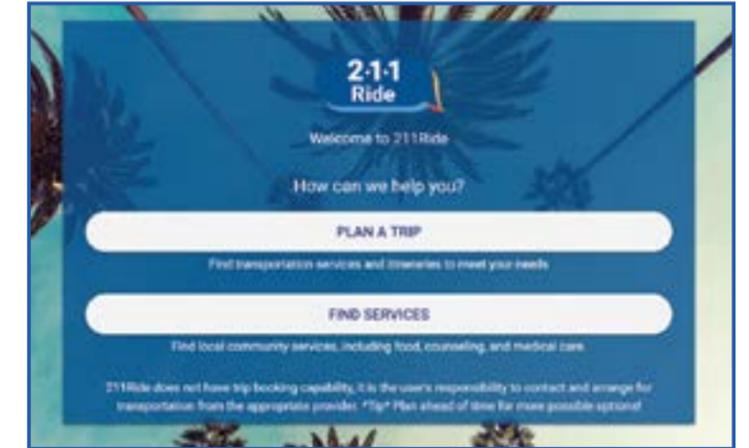
## Have you heard of EZ-Wallet?

EZ-Wallet is our new cashless payment system for OC ACCESS trips booked online. With EZ-Wallet, you can pay for your rides at the time of booking, eliminating the need to pay with cash or coupon on the day of your trip.

To begin using EZ-Wallet, make sure you have a working email account, then call the OC ACCESS Eligibility Department at 714-560-5956 or send an email to [accesseligibility@octa.net](mailto:accesseligibility@octa.net). An OC ACCESS Eligibility representative will activate EZ-Wallet in your profile and will provide you with instructions about how to use this new cashless payment system.

## The New and Improved 211RIDE Find-a-Ride Webtool

211RIDE has relaunched with a new look and various enhancements. The newly enhanced tool allows OC ACCESS riders to create a profile on 211RIDE using their OC ACCESS ID number. Creating a profile will allow users to save their specialized transportation preferences, making the process of finding the best transit service to suit their needs faster and easier. Additionally, the new 211RIDE tool allows users to plan a trip and find local health and human services programs in their county. For example, a user now has the option to search for their local food pantry, view the program information, and plan a trip to the pantry all from the 211RIDE website.



211RIDE is available for use in Orange, Riverside, San Bernardino, and Ventura counties. We encourage riders to create a user account which will save your rider profile and make it easier to use 211RIDE to plan future trips. Visit [211RIDE.org](http://211RIDE.org) to see how easy it is to find your next ride!

## In-Person Transit Training Is Back!

Would you like to gain more mobility and independence but lack the skills and confidence to use OC Bus? OCTA's one-on-one Transit Training program is back to help the residents of Orange County develop their transit skills. Our certified instructors can meet with you one-on-one or in a small group to educate you on how to use the public bus system. The instructor will take the time to identify your individual transit needs and goals to develop a customized training program to ensure you feel confident using OC Bus. All participants who complete the individual transit training program will receive a free 30-day OC Bus pass.

To learn more or to schedule your first training session please call 888-878-7099 or email [mmp@octa.net](mailto:mmp@octa.net)