



Reservation Process
Accessible Transit Advisory Committee
January 23, 2023



- Book by phone or online, 1-3 days in advance
 - 7a-5p on weekdays, 8a-5p on weekends
 - OC ACCESS offers subscription service via a separate process
- Choose service based on desired pick-up time or desired arrival time
- Request door-to-door assistance

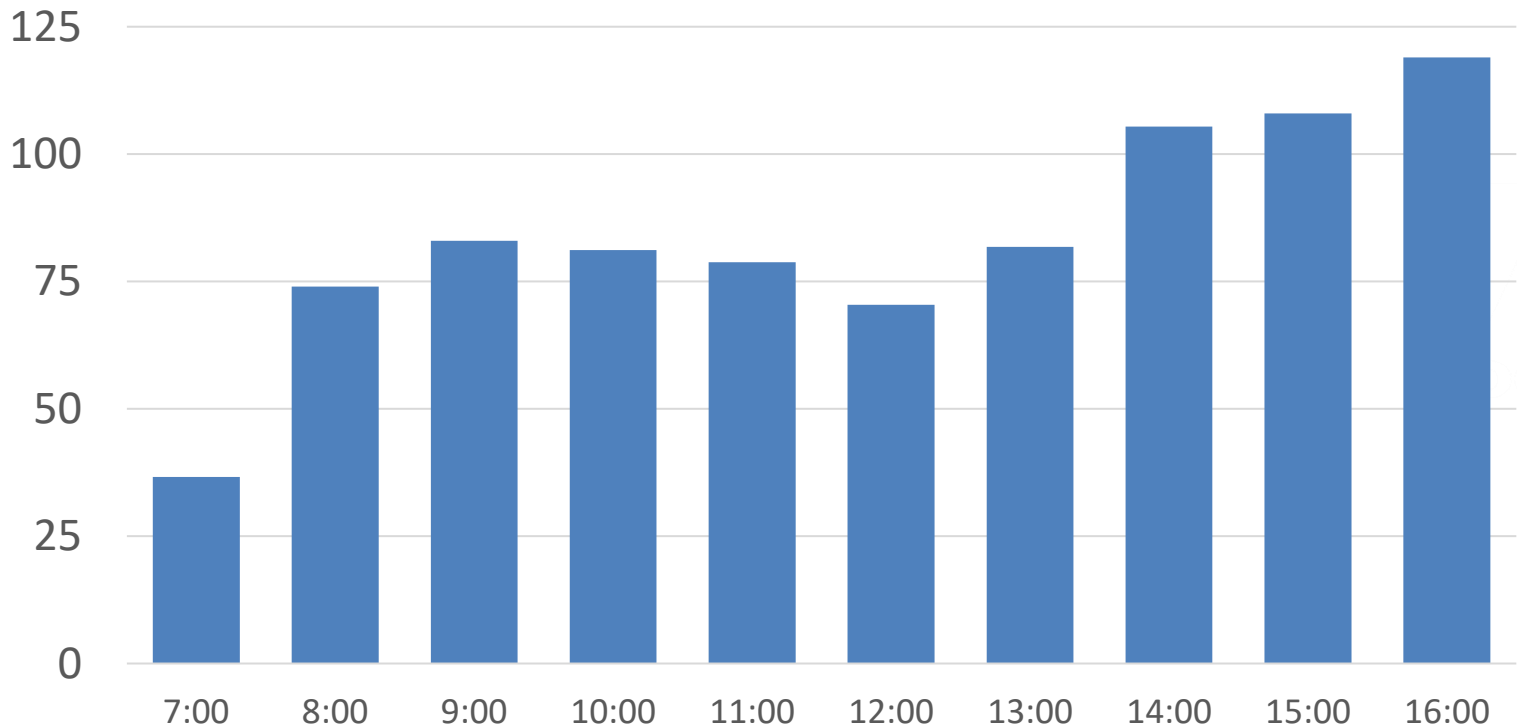
Riders will be provided a 30-minute pickup window, vehicle may arrive anytime within the window.

- Example: 6:45 AM – 7:15 AM

- Trapeze, the scheduling software, provides reservation agents and the online booking platform with the pick-up window to quote to riders
- As reservations come in throughout the day, trips are grouped together for efficiency
 - As advanced cancelations are made, Trapeze works to fill gaps in the schedule
 - Demand trips, those booked 1-3 days in advance, fill in gaps on subscription routes

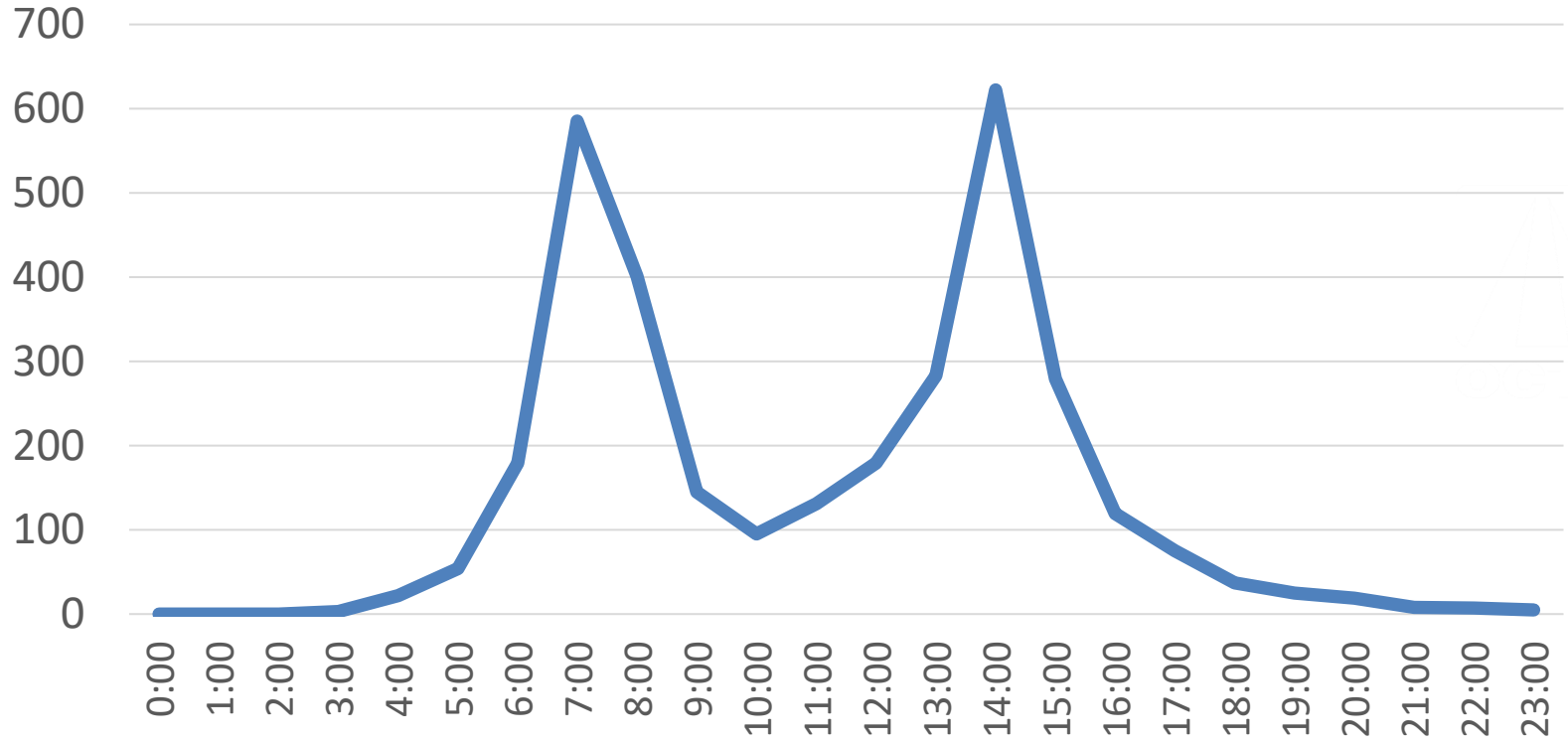
RESERVATION CALLS PER HOUR

(AVERAGE WEEKDAY)



TRIP DEMAND PER HOUR

(AVERAGE WEEKDAY)



- 40 percent of reservation calls are made from 2p-5p
- High demand for peak hour travel

- Deploy a “call back” process, as allowed by FTA guidelines:
 - Rider calls or uses the online portal to book their ride, a pick-up window is offered
 - After reservation hours end, the contractor creates schedules for the next day
 - If pick-up time adjustments would be beneficial, the contractor will call the rider between 5p – 7p to offer an updated pick-up time
 - Rider is projected to arrive to their destination too early
 - Rider’s trip fits on another route better, within 30 minutes of originally agreed upon pick-up time
 - If rider does not accept, no changes to pick-up time will be made