



Update on Service Policy Changes

Accessible Transit Advisory Committee
October 24, 2023





POLICY REVISION PROCESS

- Staff presented proposed OC ACCESS policy changes to ATAC in October 2022.
 - ATAC approved proposed policy changes, effective July 2023.
- Staff worked with a consultant to review and update the OC ACCESS Rider's Guide, and determine industry and peer best practices
 - Updated Rider's Guide was released July 2023



DISCONTINUATION OF NOT READY RETURN

Not Ready Return (NRR) is an informal courtesy service in which OC ACCESS will send a secondary vehicle if the rider is not ready to travel when the first vehicle arrives.

- NRR is not mandated by the ADA, and can cause service delays
- Riders will be referred to Same Day Taxi
 - Regular and emergency backup service will be available
- If a rider receives a no show in error, OC ACCESS will dispatch a vehicle to correct the mistake and service the ride

Staff to notify riders via letter in November 2023, with a discontinuation date of March 1, 2024.



COLLECTION OF FARE AT BOARDING

Discontinuation of an informal process where drivers collect fare at the rider's destination point; usually a facility or day program.

- OC ACCESS Rider's Guide states all riders must pay full fare at boarding
- Accommodation for fare collection at destination is not mandated by the ADA, and can cause service delays

Staff to notify facilities and institutions via letter in November 2023, with a discontinuation date of March 1, 2024.



LARGE MOBILITY DEVICES

Discontinuation of an informal courtesy practice of sending a secondary accessible vehicle to accommodate a large mobility device.

- The OC ACCESS fleet consists of buses, minivans, and sedans, which are dispatched according to need and availability.
- OC ACCESS vehicle lifts and ramps can accommodate mobility devices up to 30” wide x 52” long, and up to 1,000 lbs.
- All new riders using a mobility device will be informed during the application process.

Staff to notify riders via letter in November 2023, with a discontinuation date of March 1, 2024.