



FY25 Service Policy Changes

Accessible Transit Advisory Committee

July 23, 2024





UPDATE - FY24 OC ACCESS POLICY CHANGES

- Discontinuation of Not Ready Return and Special Accommodations for Riders using Large Wheelchair effective April 1, 2024.
 - Riders were informed via direct mail December 2023/January 2024 of policy changes.
 - Soft enforcement through July 1, 2024, for direct rider communication and education



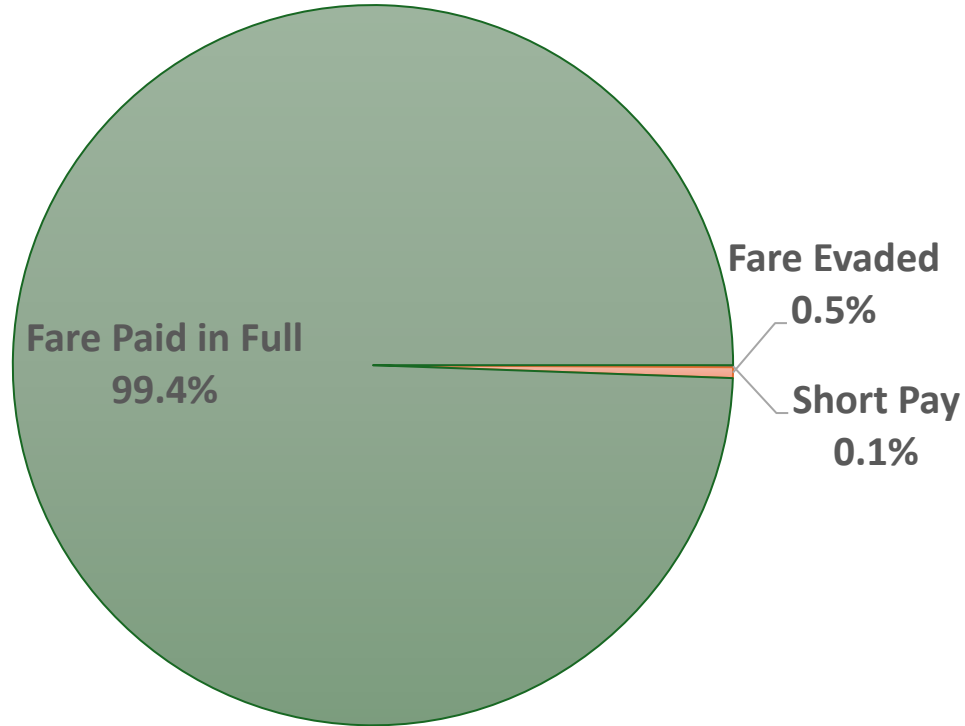
FARE POLICY

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 July 2024, with a discontinuation date of November 1, 2024.

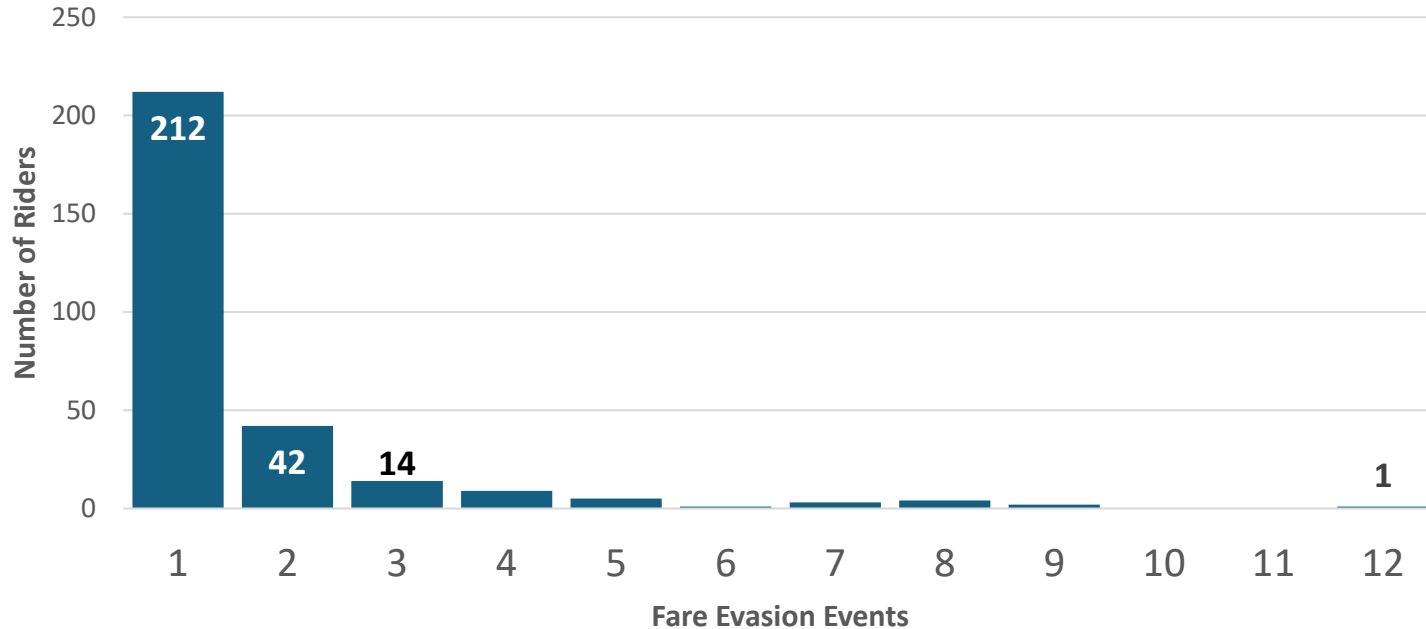
FARE POLICY (CONT.)

June 2024 OC ACCESS Fare Payment Trend



FARE POLICY (CONT.)

June 2024 – OC ACCESS Fare Evasion by Rider



FARE POLICY (CONT.)

June 2024 - Fare Evasion by Rider				
Rider ID	Trips Not Paid	Total Trips	Percent of Trips Not Paid	Total Evaded Fare
Rider 1	12	19	63%	\$43.20
Rider 2	9	73	12%	\$32.40
Rider 3	9	26	35%	\$32.40
Rider 4	8	40	20%	\$28.80
Rider 5	8	31	26%	\$28.80
Rider 6	8	24	33%	\$28.80
Rider 7	8	37	22%	\$28.80
Rider 8	7	30	23%	\$25.20
Rider 9	7	21	33%	\$25.20
Rider 10	6	20	30%	\$21.60



FARE POLICY (CONT.)

Enforcement of the fare payment policy via the OC ACCESS Rider Conduct policy, effective November 1, 2024.

- If a rider cannot pay the full fare and is stranded away from home, the rider will be transported if the first leg of their trip was performed by OC ACCESS.
- All incidents will be investigated, upon determination of outcome, the following service suspension may apply:
 - First offense: Written warning
 - Subsequent offenses: 7, 14, 21, or 28-day suspension

Staff to issue a letter to rider reinforcing the fare collection policy, to communicate expectations for OC ACCESS riders and OCTA.



SUBSCRIPTION SERVICE POLICY

Staff to evaluate current subscription service use, operational benefits, and service delivery challenges:

- Service capacity considerations
- Waitlist process and best practices
- Effect of subscription no shows and cancelations (late and advance)
- Travel time for appointment-based subscription trips

Staff to develop and propose a revised subscription service policy in FY25 to establish service expectations for OC ACCESS riders and OCTA.