



FY25 Service Policy Changes

Accessible Transit Advisory Committee

October 22, 2024





FARE POLICY - COLLECTION

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 notified facilities and institutions via letter in September 2024, with a discontinuation date of November 1, 2024.
- Staff has performed ongoing direct outreach to facilities since September 2024



FARE POLICY - EVASION

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

- 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
- Riders who have evaded fare payment in the past were notified of this enforcement change via letter in August 2024



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.