



Update on Service Policy Changes

Accessible Transit Advisory Committee
April 23, 2024



OC ACCESS POLICY REVISION PROCESS

- Staff presented proposed policy changes and effective date (July 2023) to ATAC in October 2022.
- Staff worked with a consultant to determine industry/peer best practices and review/update the OC ACCESS Rider's Guide.
 - Updated Rider's Guide released July 2023.
- Discontinuation of Not Ready Return and Special Accommodations for Riders using Large Wheelchair went into effect on April 1, 2024.
 - Riders were informed via direct mail December 2023/January 2024 of policy changes.
- Collection of Fare Payment at Boarding, effective July 1, 2024.
 - Letter to Day Centers in May 2024.

CHANGES TO POLICY ENFORCEMENT

- Discontinuation date of Not Ready Return and Special Accommodations to Large Wheelchair – April 1, 2024
 - Soft enforcement through June 30, 2024
 - Allow riders to have access to discontinued services
 - Direct communication/education via phone to riders about the policy change
 - Include notes in rider profile about use of discontinued service(s) beyond the policy expiration date and date OCTA staff communicated policy change information