



Feedback on Service Policy Changes

Accessible Transit Advisory Committee
July 26, 2022





PROPOSED SERVICE POLICY CHANGES

- Not Ready Return
- Maximum Number of Riders
- Proof of Identification at Boarding



NOT READY RETURN

Background

- Designed to assist riders with delayed appointments
- Service type extends beyond paratransit operation requirements

Proposal

- Shift requests to Same Day Taxi (SDT)
- Continue to provide support during non-SDT hours of operation



MAXIMUM NUMBER OF RIDERS

Background

- Personal care attendant (PCA) automatically granted to riders at the time of eligibility
- One companion accommodated, others if space is available
- Less vehicles can accommodate multiple companion requests

Proposal

- Limit reservations to a maximum of three riders



PROOF OF IDENTIFICATION AT BOARDING

Background

- OC ACCESS service has been an honor system service
- Identifications cards are required on the OC Bus service
- OC ACCESS riders using OC Bus are issued a Reduced Fare ID Card
- OCTA looking to improve safety and security of the system

Proposal

- Require riders to show an ID at the time of boarding



NEXT STEPS

- Receive feedback from ATAC
- Survey other Transit Agencies
- Develop communication plan and materials