



**Policy Update -  
Subscription Service**  
Accessible Transit Advisory Committee

**April 22, 2025**





# WHAT IS A SUBSCRIPTION SERVICE?

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OC ACCESS Subscription Service is a premium service option for riders with consistent travel schedules on specific days and times, to and from the same destination.

- Riders benefit by having their rides automatically booked, eliminating the need to call reservations or book online
- The key operational benefits include improved efficiency by grouping riders with similar travel patterns and a reduced volume of reservation calls



# CURRENT MODEL

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## To qualify for subscription service:

- ✓ Riders must have a consistent travel schedule
- ✓ Riders must have a travel history without excessive no-shows

## Management of subscription service:

- Subscription rides are subject to the OC ACCESS No Show Policy
  - Riders must cancel rides at least 1 hour before the scheduled pickup time
- Subscriptions can be placed on hold for up to 1 month

# IDENTIFIED POLICY GAP

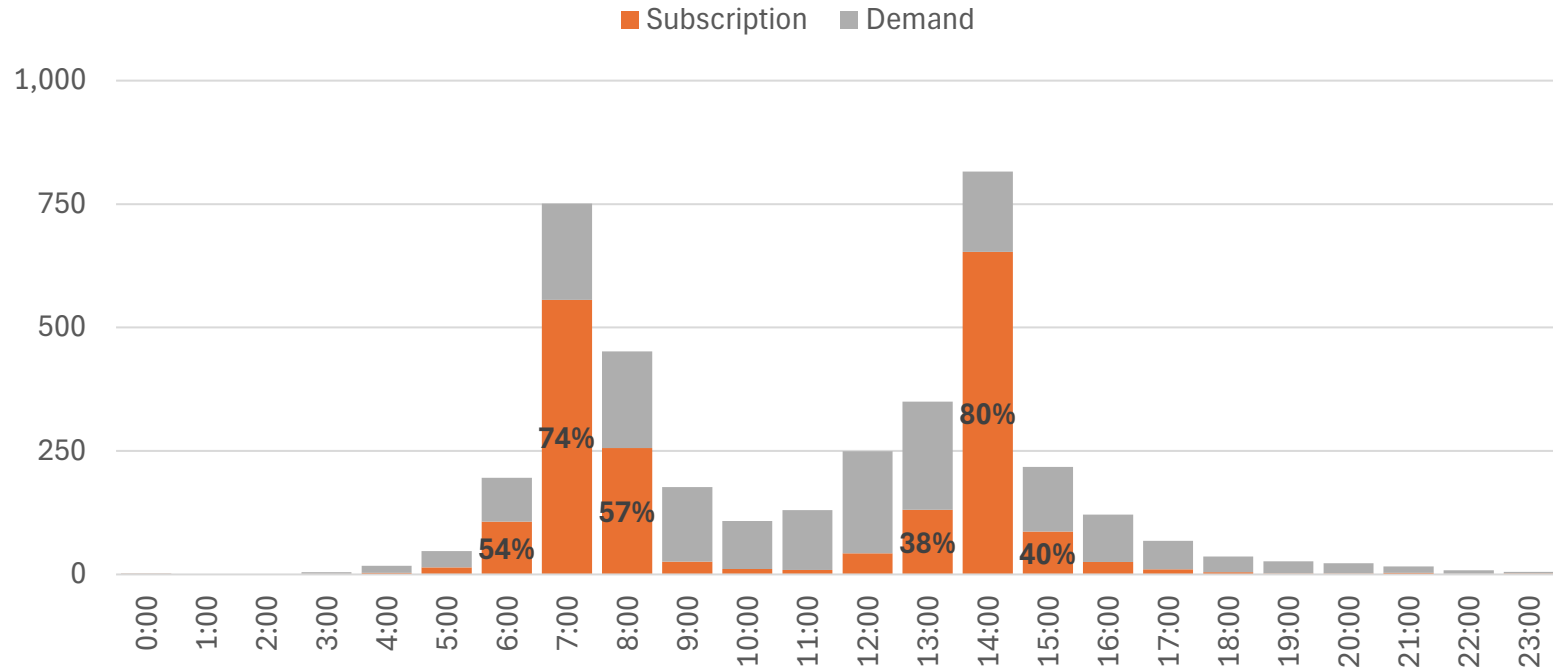
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Riders with a subscription service who frequently cancel their rides are occupying time slots that could be utilized by other riders.

- Requests for subscription service are not automatically filled due to demand
  - Increased negotiation for available slots
- Subscription trips are the foundation of a vehicle route, and are impacted by cancelations
  - Increased slack time
  - Impacts to performance (excessively early arrivals)
  - Lower optimization opportunities

# SUBSCRIPTION SERVICE

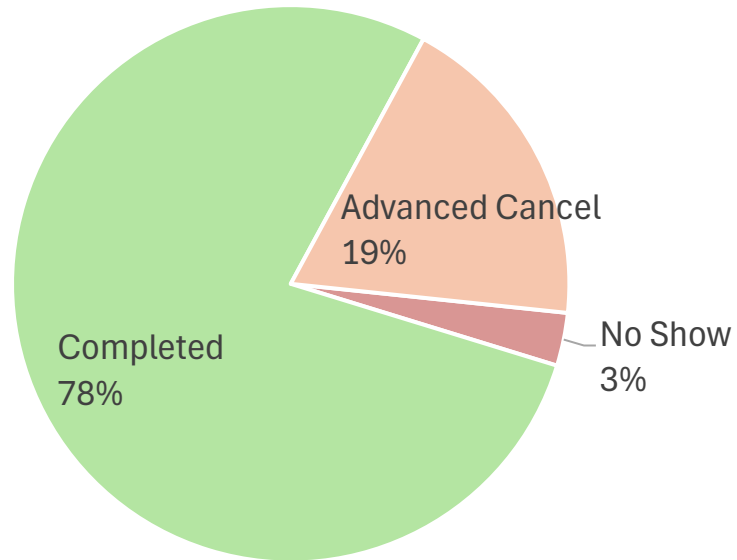
## OC ACCESS Average Weekday Trips



# SUBSCRIPTION SERVICE

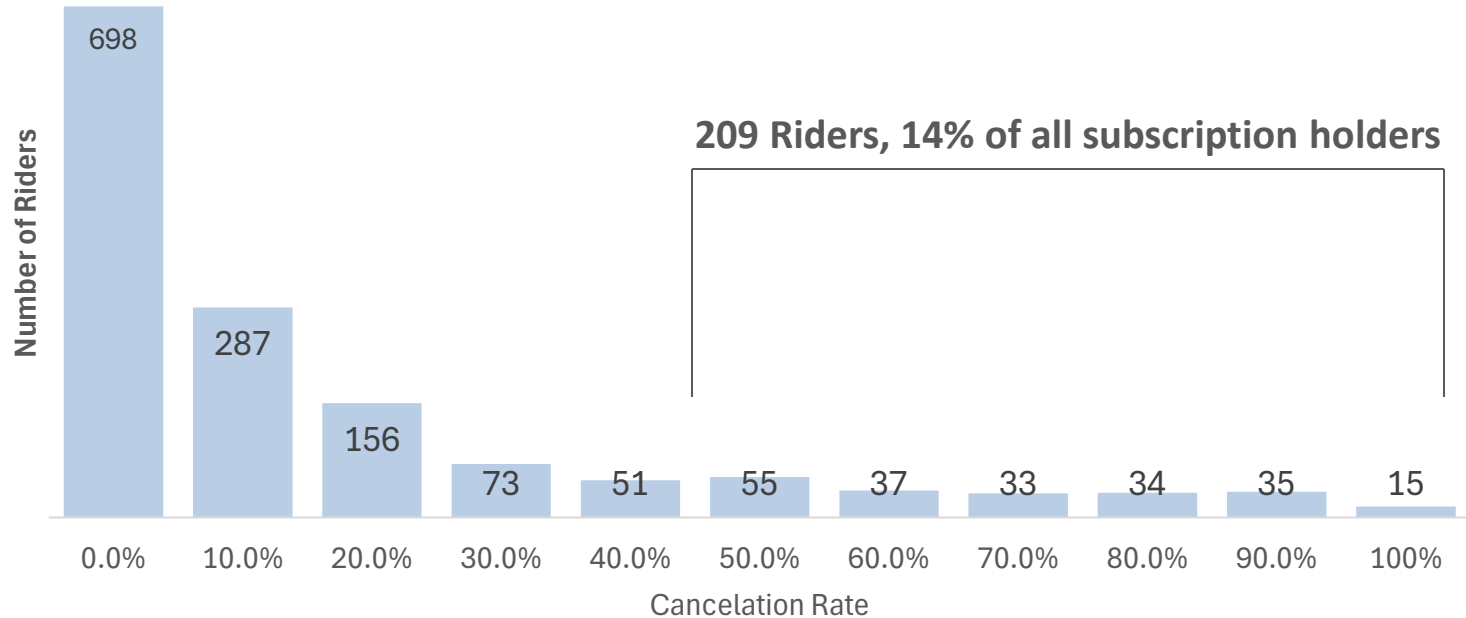


## Average Weekday Subscription Service



# SUBSCRIPTION SERVICE

## Subscription Service Cancellation Rate





# REVISED SUBSCRIPTION SERVICE POLICY

## To qualify for subscription service:

- ✓ Riders must have a consistent travel schedule
- ✓ Riders must have a travel history without excessive no-shows **or cancellations for at least 30 consecutive days**

## Management of subscription service:

- Subscription rides are subject to the OC ACCESS No Show Policy
- Subscriptions can be placed on hold for up to 1 month
- **If cancellations exceed 50% of a rider's scheduled subscription rides, with five (5) or more cancellations in a calendar month and at least ten (10) subscription trips that month, the subscription may be canceled.**