

Ride OCT Rider Guide

New Riders & Eligibility Application:

Welcome to RideOCT! If you do not have a personal vehicle or cannot rely on a personal vehicle for your transportation needs, you may qualify for the Transportation Disadvantaged (TD) Program based on one or more of the following criteria:

- Age: Age 60 or older, or under 18
- Household income: Income below 200% of 2026 Poverty Guidelines
- Disability: Requires verification from a medical provider

How To Apply:

Apply Online: [Apply here for TD eligibility](#). Please fill out this application form online, and include a color photo of your photo ID.

If you are applying based on household income or disability, please also download and complete the relevant section(s) of the TD Eligibility Application – Part 2 [here](#) and upload to your online application:

- Section 2: Income Verification
- Section 3: Medical Verification

Apply by PDF: If you prefer to complete the full application by PDF ([download here](#)), complete Section 1 and, if applicable, Sections 2 and/or 3. Email your completed application and supporting documentation to okaloosa-eligibility@ridewithvia.com.

Apply in person: Visit us at 600 Transit Way, Fort Walton Beach, Monday through Friday from 8:00 a.m. to 4:00 p.m. Our team will be happy to assist you with your application.

We will review applications as quickly as possible and will contact you with an eligibility determination within 7 days.

Questions about eligibility or the status of an application? Email okaloosa-eligibility@ridewithvia.com.

If you do not qualify for TD eligibility, you can still ride with RideOCT at the non-reduced fare of \$3 per mile, per ride.

Fares & Payment

RideOCT offers several convenient ways to pay for your trip.

In the RideOCT app:

- Debit or credit card
- Apple Pay or Google Pay
- Prepaid ride credit purchased with a debit or credit card

On board:

- Exact cash
- Existing RideOCT coupons

You can also visit our office at 600 Transit Way to purchase prepaid ride credit using cash or a debit or credit card.

Existing Coupons

RideOCT is transitioning away from paper coupons and will no longer sell new coupons. If you still have unused coupons, don't worry — we will continue to accept existing coupons on board.

Pickup Windows & Booking Your Ride

We know reliable transportation matters. Beginning September 1, RideOCT is reducing pickup windows from 60 minutes to 30 minutes, giving you greater certainty about when your ride will arrive.

Your vehicle may arrive at any point during your confirmed 30-minute pickup window. Once the vehicle arrives, the driver will wait for up to 5 minutes. Please be ready and watch for your vehicle throughout your pickup window so you can board promptly.

Choose the Trip Type That Works for You

Beginning September 1, you can request your ride in one of two ways:

- **Depart at:** Choose this option when you know when you will be ready to leave, such as after work or an appointment. RideOCT will schedule your pickup for after your requested departure time.
- **Arrive by:** Choose this option when you need to reach your destination by a specific time, such as for work, an appointment, or another commitment. Tell us when you need to arrive, and RideOCT will schedule your trip accordingly.

When you request a trip, RideOCT will consider available vehicles and other scheduled trips and provide you with a confirmed 30-minute pickup window.

For example, if you request a pickup around 2:00 p.m., you may receive a pickup window of 1:45–2:15 p.m., or another nearby 30-minute window based on availability. Confirming a specific window helps us provide more reliable service and arrive when we say we will.

No-Show, Late Cancellation & Suspension Policy

Beginning September 1, RideOCT is simplifying its no-show and late cancellation policy. All previous no-shows and late cancellations will be reset on September 1, giving every rider a fresh start under the new policy.

RideOCT is a shared transportation service. No-shows and late cancellations can prevent other members of the community from accessing rides, so these incidents will be tracked and repeated violations may result in suspension.

Riders who have unpaid RideOCT fares may also be suspended from service until the outstanding fares are paid.

What Counts as a No-Show or Late Cancellation?

A no-show occurs when:

- The vehicle arrives within your confirmed 30-minute pickup window;
- The driver waits 5 minutes; and
- You do not board the vehicle.

A late cancellation occurs when you cancel your trip, either through the app or by phone, within 2 hours of the start of your confirmed pickup window.

No-shows and late cancellations are treated equally when determining whether a rider has violated the policy.

Appealing an Infraction

We understand that circumstances outside of your control can sometimes result in a no-show or late cancellation.

If you believe an incident was recorded incorrectly, was not your fault, or resulted from a medical or other emergency, you may appeal the infraction within 7 days of the incident.

Send appeals to okaloosa-eligibility@ridewithvia.com for review.

When Does a Suspension Apply?

Within any rolling 30-day period, a rider is considered in violation of the policy only when both of the following are true:

- The rider has 3 or more combined no-shows and/or late cancellations; and
- Those incidents represent 10% or more of the rider's completed trips during that period.

This means occasional incidents will not automatically result in a suspension.

If a rider violates the policy, RideOCT may remove standing-order privileges and/or temporarily suspend the rider from service:

- First violation: 7-day suspension
- Second violation: 14-day suspension
- Third violation: 21-day suspension
- More than three violations within 12 months: Suspension of up to 6 months and the rider may be required to reapply for eligibility

RideOCT will notify riders of suspensions by text message and letter.

Questions about an infraction, appeal, or suspension can be sent to okaloosa-eligibility@ridewithvia.com.