

A woman with blonde hair, wearing a blue patterned shirt and a grey cardigan, is looking down at a black smartphone in her hand. She is smiling slightly. The background is a blurred brick wall. The text is overlaid on the right side of the image.

DRAFT ORANGE COUNTY HUMAN SERVICES TRANSPORTATION COORDINATED PLAN

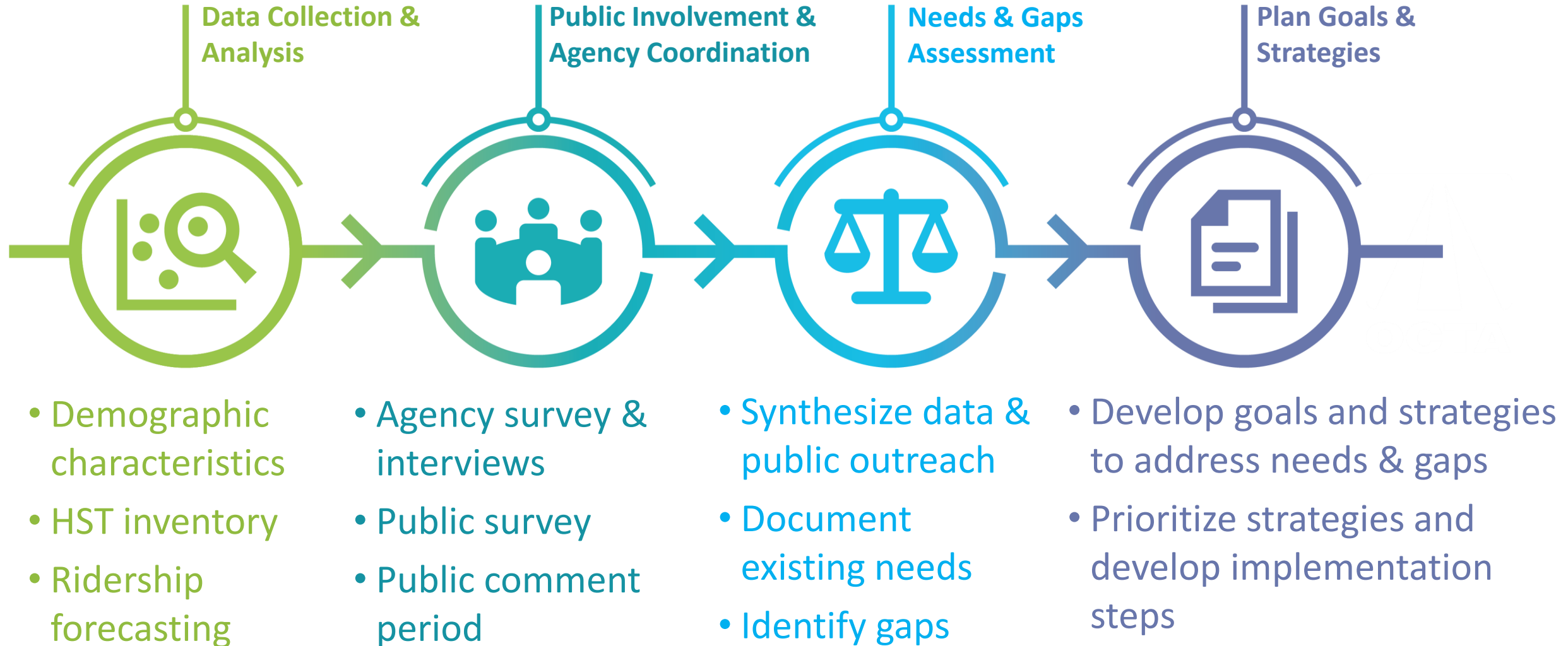


COORDINATED PLAN OBJECTIVES

1. Assessment of available services that identifies current transportation providers (public, private, and nonprofit).
2. Assessment of transportation needs for individuals with disabilities and seniors, data collection and modeling efforts, and gaps in service.
3. Develop strategies, activities, and/or projects to address the identified gaps and opportunities to achieve efficiencies in service delivery.
4. Prioritize implementation based on resources, time, available funding sources, and feasibility for implementing specific strategies and/or activities identified.

Plan must be updated every four years to comply with Federal Transit Administration requirements.

2024 PLAN UPDATE TASKS





CURRENT CONDITIONS AND TRENDS

- Target Demographics
 - Persons with disabilities and age 65 or older
- Current travel trends
- Demand forecast model
- Existing OCTA specialized transportation services
 - OC ACCESS Service
 - FY 2023-24 Trips: 986,569 / Budget: \$50,528,609
- OCTA-Contracted Specialized Services
 - Same-Day Taxi, Cooperative Transit Agreements (Special Agencies), Senior Mobility Program, Senior Non-Emergency Transportation
 - FY 2023-24 Trips: 481,409 / Budget: \$13,845,255

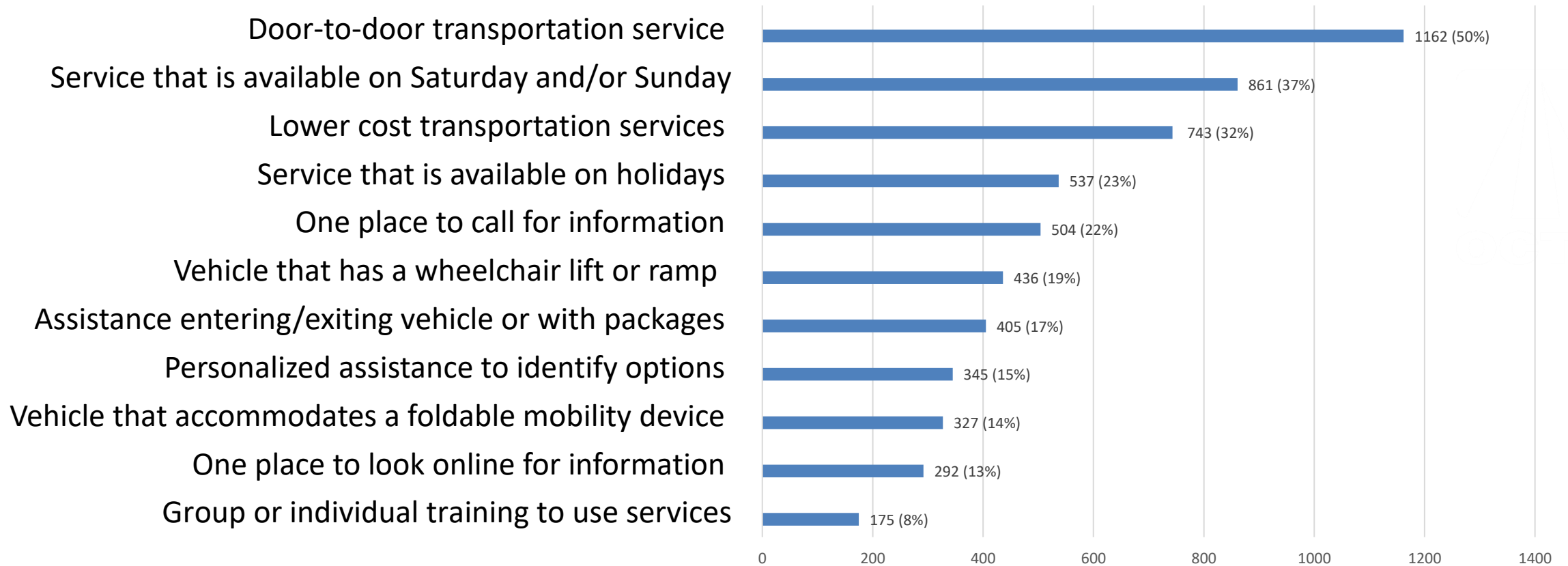


PROJECT WEBSITE AND OUTREACH

- Develop project website
- Online community survey available in English, Spanish, Vietnamese on website
- Print survey mailed out to all active OCTA OC ACCESS riders; 2,391 survey responses
 - High representation from older adults and low-income individuals
 - 92% of respondents have one or more disabilities
 - 73% have no driver's license
 - Half of respondents live in a household with zero vehicles
 - 43% of respondents speak a language other than (or in addition to) English at home
- Agency surveys (49 received) and interviews (5 completed)
 - 500+ community, non-profit, and government organizations sent email, phone follow-up for bounce-backs
 - Abrazar, Braille Institute, Dayle McIntosh Center, Office on Aging, and Yellow Cab

COMMON SURVEY RESULTS AND INTERVIEW THEMES

What would make it easier to use transportation services for the trips you need or want to make?





NEEDS AND CORRESPONDING GOALS

Goal 1 - Stabilize and Sustain Existing Services

Funding, staffing, and capacity constraints limit the ability of existing service providers to meet demand in an effective and sustainable way.

Goal 2 - Enhance Existing Service Coverage, Operating Hours, and Capacity

Existing services have limited capacity, operating hours, and geographic coverage.

Goal 3 - Improve Rider-Facing Information and Communication

Not all riders can access important transportation information, including the status of current trips.

Goal 4 - Improve Service Quality and Rider Experience

Some riders, especially those with disabilities and/or who have limited English proficiency, experience safety, comfort, and customer service challenges.

Goal 5 - Increase Number of Service Options

Gaps in existing service limit the ability of older adults, people with disabilities, and people with low incomes to fully meet their travel needs.

DEVELOPMENT AND PRIORITIZATION OF STRATEGIES

- 25 strategies were designed to meet the goals
- Emphasis from community and agency engagement
- Expertise of OCTA project development team and consulting team
- Consideration of time and resources needed for implementation
- Ranking of low, medium, and high was established depending on combination of factors; low and medium priorities are not less valuable, but high priorities should be pursued first

EXAMPLE: Goal 2 - Enhance Existing Service Coverage, Operating Hours, and Capacity	Implementation Timeline	Cost	Priority
2.1 Expand the OCTA retired vehicle donation program to increase the number of wheelchair accessible vehicles available to external human service transportation service providers.	Medium (12-24 months)	Low	High



HIGH-PRIORITY STRATEGY IMPLEMENTATION STEPS

- Identified next steps for OCTA staff and other human services transportation providers
- Focused on the seven high-priority strategies
- Dependencies and interactions between strategies and steps are highlighted

EXAMPLE: Strategy 2.1	Implementation Steps
2.1 Expand the OCTA retired vehicle donation program to increase the number of wheelchair accessible vehicles available to external human service transportation service providers.	The first step in this strategy will be to identify OCTA's capacity to increase the number of vehicle donations. After understanding the resources needed to enhance the program, OCTA will need to communicate with potential recipients to promote the program and to better understand if organizations are facing barriers to participation.



NEXT STEPS

- Present Draft Plan to the Board November 25, 2024
- Finalize Draft Plan based on Transit Committee and Board feedback