



Orange County Transportation Authority Paratransit Services Overview Board of Directors Presentation Outline

Background

- Paratransit differences from fixed route

OCTA Paratransit

- ACCESS
- ACCESS Plus
- Same Day Taxi
- Special Agency Service

Americans with Disabilities Act (ADA)

- OCTA's requirements as a public transit provider
- ADA eligibility and certification

ACCESS ADA Service Characteristics

- Service area
- Days and hours of operation
- Scheduling/booking trips/subscriptions
- Fares
- Other

ACCESS Plus

- Regional Center of Orange County – largest single ACCESS consumer
- OCTA and RCOC transportation requirements
- Value added with ACCESS Plus

ACCESS Service Delivery Model

- In-house versus contracted services / functions

ACCESS Rider Profile

- Types of disabilities
- Age
- Frequency of travel
- Trip purpose
- Pickup and drop-off locations

ACCESS Fleet Mix

- OCTA buses – use by time of day
- Taxis – use by time of day

Same Day Taxi

- Hours of operation
- Service delivery model
- Fares and subsidies
- Pickup and drop-off locations
- Vehicle use by time of day

Special Agency Service

- Number customers
- Agencies served
- Service delivery model
- Subsidies

Comparison of Services

- Against ADA criteria
- Ridership
- Revenue vehicle hours
- Costs and productivity
- Average vehicles by time of day – OCTA buses
- Average vehicles by time of day – taxis
- Annual operating, capital and total costs

Challenges

- Rising demand
- Other county demand
- Longer trip lengths
- Rising costs

Ridership Projections (2015-2035)

Conclusions and Next Steps