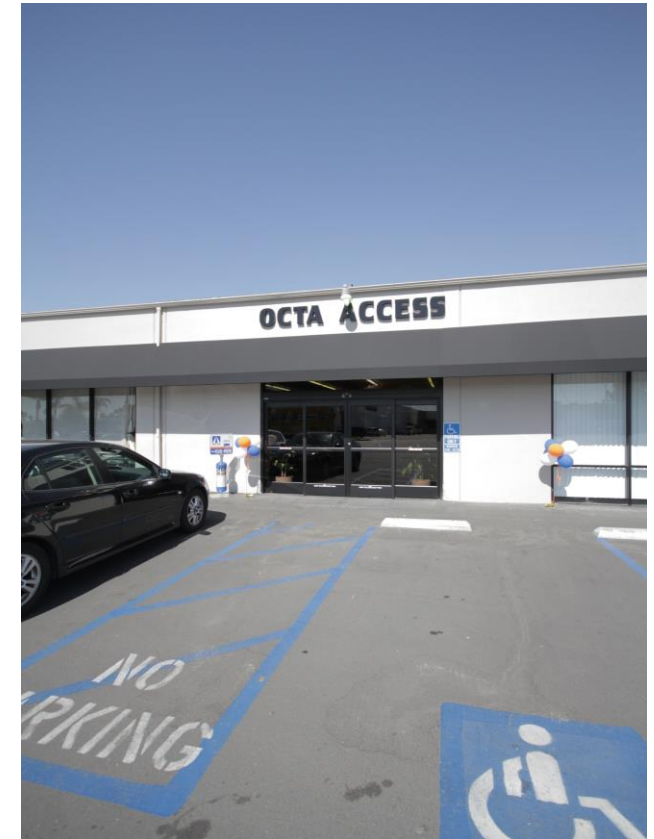


# Orange County Transportation Authority Paratransit Services Overview

# About the Americans with Disabilities Act (ADA)

- ADA is a civil rights law
- Requires public transit providers operating fixed-route to offer:
  - Complementary, comparable paratransit to ADA eligible customers
- Person is eligible if, due to a disability, unable to:
  - board or exit a fixed route bus
  - get to bus stop
  - navigate fixed route system
- Certification center in Anaheim
- 33,000 people certified
- 9,800 “active customers”  
(ride four or more times per month)



# Orange County Transportation Authority(OCTA) Paratransit Services

- Regular ACCESS for eligible individuals and other Orange County transit operators
- Not mandated by ADA:
  - ACCESS *Plus* for eligible Regional Center of Orange County (RCOC) individuals
  - OCTA provides Special Agency Services subsidies (six agencies)
  - Same Day Taxi service for eligible customers



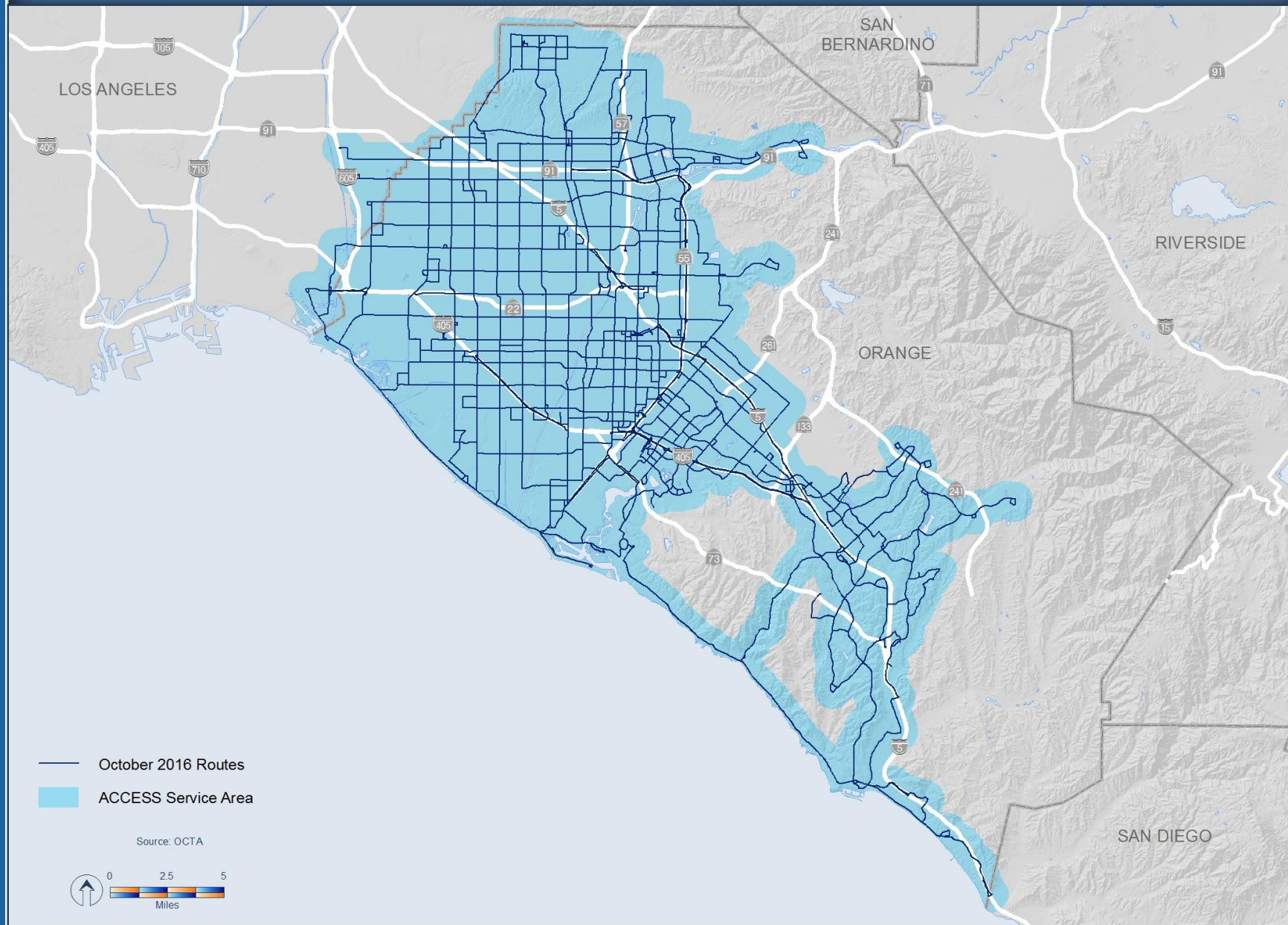
All customers using these services must meet eligibility requirements as defined in the Americans with Disabilities Act (ADA)

# Service Requirements Per ADA

Characteristic	Description
Service area	Within a ¾-mile of fixed-route
Days and hours	Same as fixed-route
Scheduling trips	1-3 days in advance or via subscription
Booking times	Within a 1-hour window of request
Subscriptions	No more than 50% subscriptions unless space is available
Travel time on bus	Must be comparable to fixed route
Pick up, drop off	Curb-to-curb*
Fares	No more than twice the fixed-route fare <ul style="list-style-type: none"><li>• Fixed-route \$2.00/trip</li><li>• ACCESS \$3.60/trip (M subsidizes \$0.40)</li></ul>
Service supply	Cannot deny, prioritize, or limit trip purpose—no capacity constraints

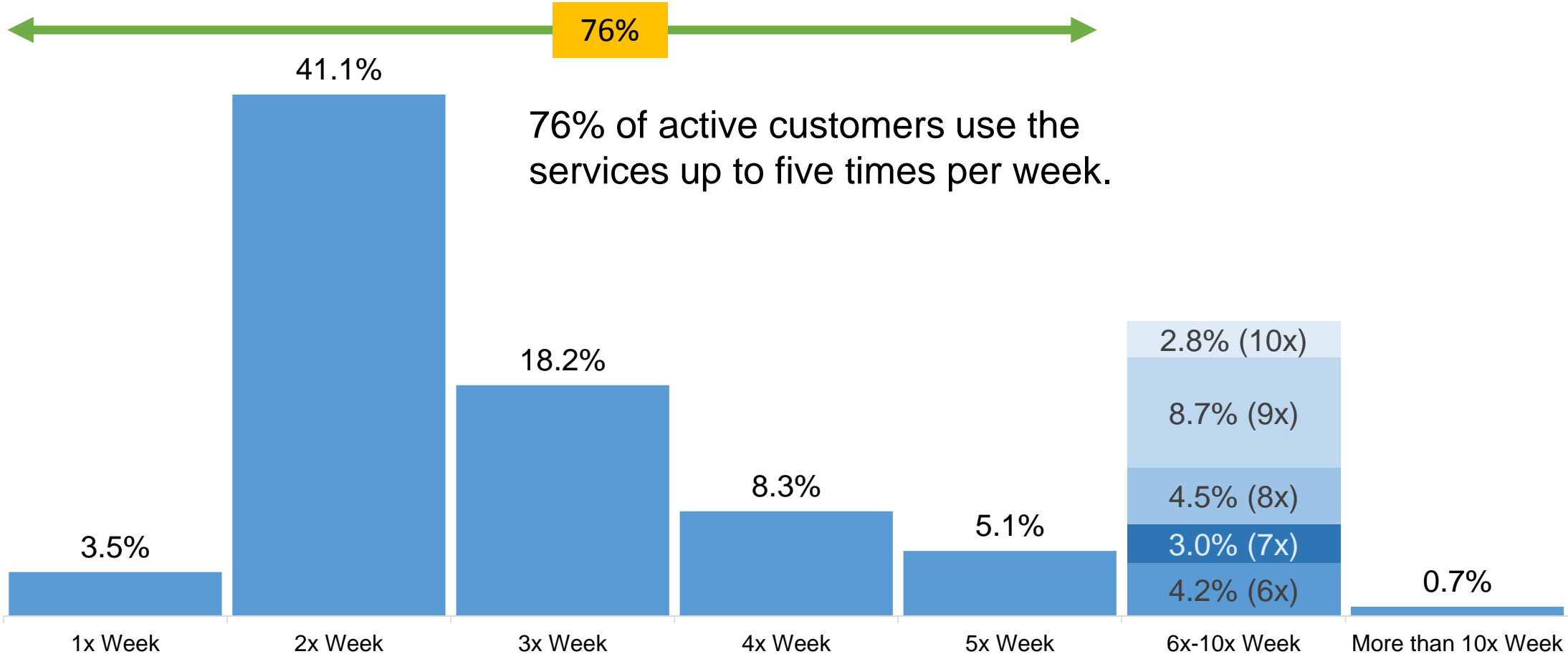
\*Unless rider requests a reasonable accommodation for a door-to-door trip

# October 2016 Bus Routes and ACCESS Service Area



# ACCESS Customer - Frequency of Travel

Frequency of Travel – 9,800 Active Customers in 2016



Source: Trapeze customers for 2016

# RCOC - Largest Single ACCESS Consumer

- One of 21 private, nonprofits under contract with State of California
- Coordinate services for people with developmental disabilities and families
- Serves 20,000+ residents in Orange County
  - Develop Individual Program Plans (IPP)
  - IPP includes plan for transportation
- Required to purchase transportation to get consumers to/from programs identified in IPP
- Transportation providers include:
  - Family members, friend
  - Transportation companies or brokers
  - Public transportation / transit



# ACCESS Plus Service Characteristics

- Serves about 900 RCOC customers
- Riders must be ADA eligible
- Trips within ACCESS service area
- Hours/Days of operation same as ACCESS
- “Plus”
  - Travel to and from RCOC programs
  - Set arrival/departure time
  - No call-in required
  - Customers not required to have cash/coupons
  - OCTA bills RCOC for trips; provides data to help RCOC with reporting requirements
  - RCOC negotiated rate is \$5.75 per one-way trip



# Same Day Taxi Service Characteristics

- ADA customers, same day trips, not mandated, implemented as management strategy
- Operates weekdays 7 a.m. to 8 p.m. and weekends and holidays 8 a.m. to 8 p.m.
- Trips provided within Orange County including areas not served by ACCESS
- MV takes calls, Yellow Cab schedules trips and provides vehicles, maintenance, drivers
- Customer fare is \$3.60 (same as ACCESS) for a five-mile trip
- OCTA subsidizes:

Distance	OCTA Subsidy
0-3 miles	\$7.75
3-4 miles	\$9.20
4 miles	\$10.90
5 miles	\$11.80

Maximum



- Additional costs over five miles paid by customer

# Special Agency Service Overview

- Serves about 620 persons
- All riders are ADA eligible
- Trips taken off the ACCESS service
- Travel to and from six programs
- Agencies schedule/arrange their own providers (vehicles and drivers)
- OCTA does not schedule or operate
- Special agencies invoice OCTA
- OCTA pays 80% of trip cost



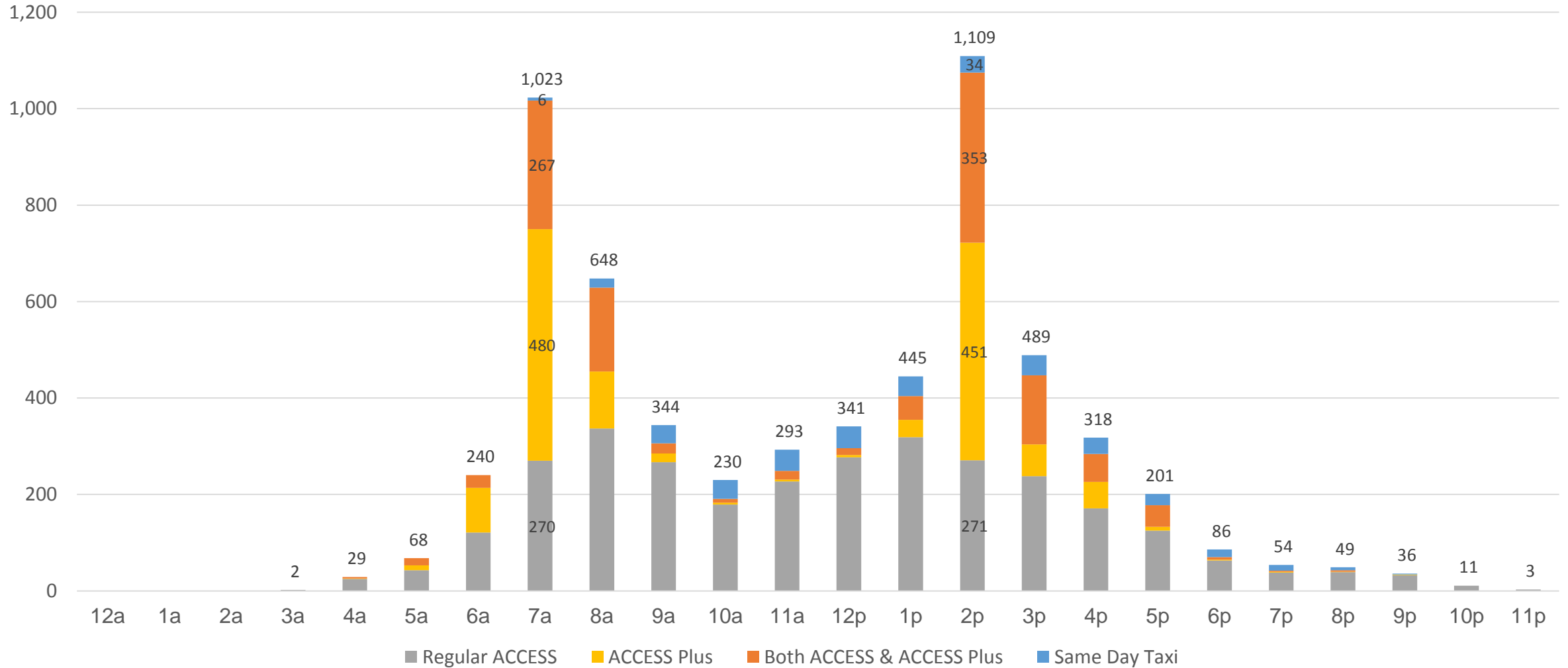
# Comparison Against ADA Criteria

ADA Requirement	ACCESS ADA	ACCESS Plus (RCOC)	Same Day Taxi	Special Agency
Service required per ADA	Yes	No	No	No
Customers certified as ADA eligible	✓	✓	✓	✓
Service area within a ¾ mile radius of fixed route	✓	✓	No	✓
Same days, hours as fixed-route	✓	✓	No	N/A**
Trips scheduled 1-3 days in advance	✓	TSR*	Trips same day	N/A
No more than 50% subscription unless space available	✓	TSR	No subscriptions	N/A
No trip denials (no capacity constraints)	✓	✓	Limited service	N/A
Fare no more than twice fixed-route	✓	Negotiated	Distanced-based	Negotiated

\* TSR is a transportation service request from RCOC that preschedules subscription rides so clients do not need to call in

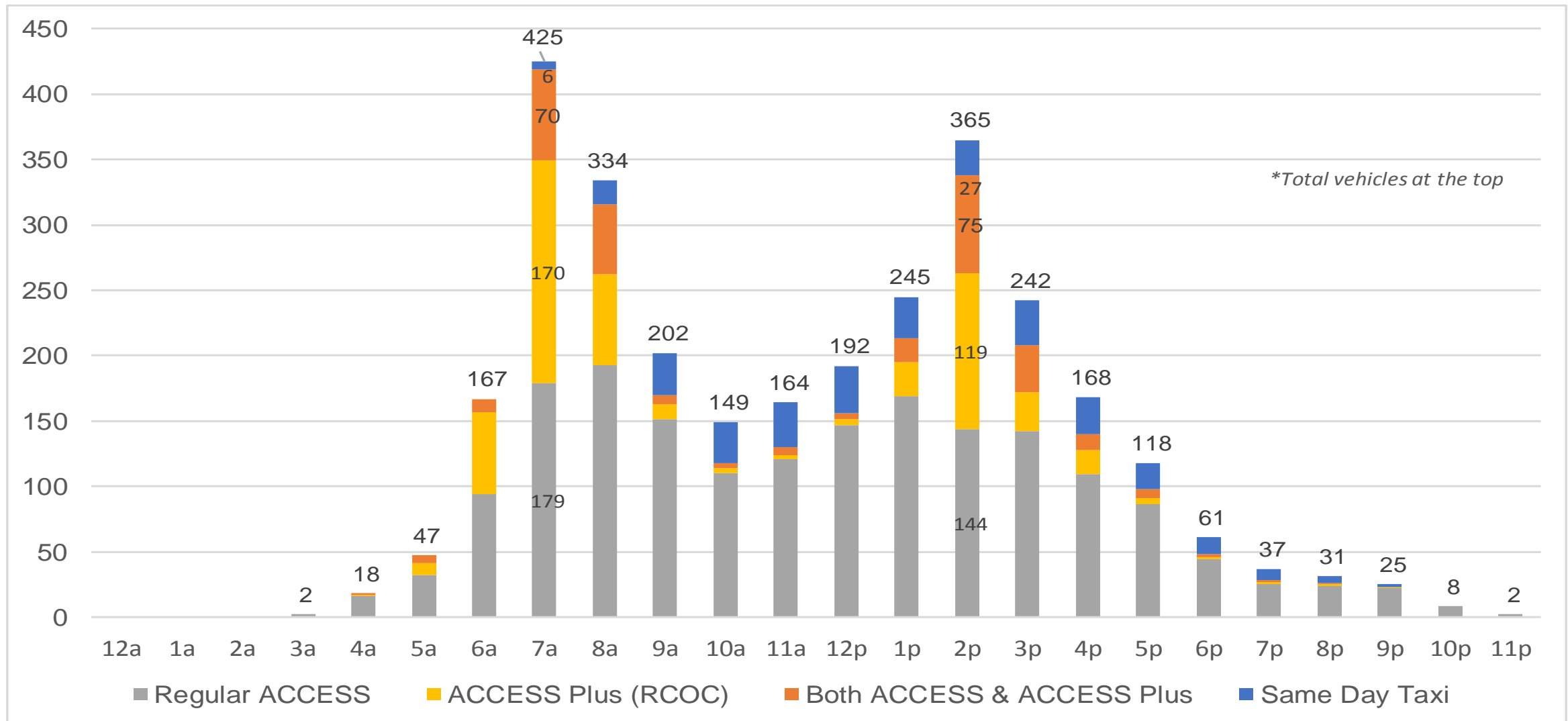
\*\*Not applicable. Each special service agency schedules and provides for trips based on their available resources; OCTA reimburses 80% of trip cost.

# Paratransit Ridership: ACCESS Buses/Taxis + Same Day Taxi



Source: Trapeze - weekday boardings 10/31-11/11 2016; total boardings at top

# Combined Paratransit Fleet – Bus and Taxi



Source: Trapeze for weekday ACCESS bus and taxi requirements 10/31-11/11 2016; total ACCESS fleet at top

# Vehicles and Ridership

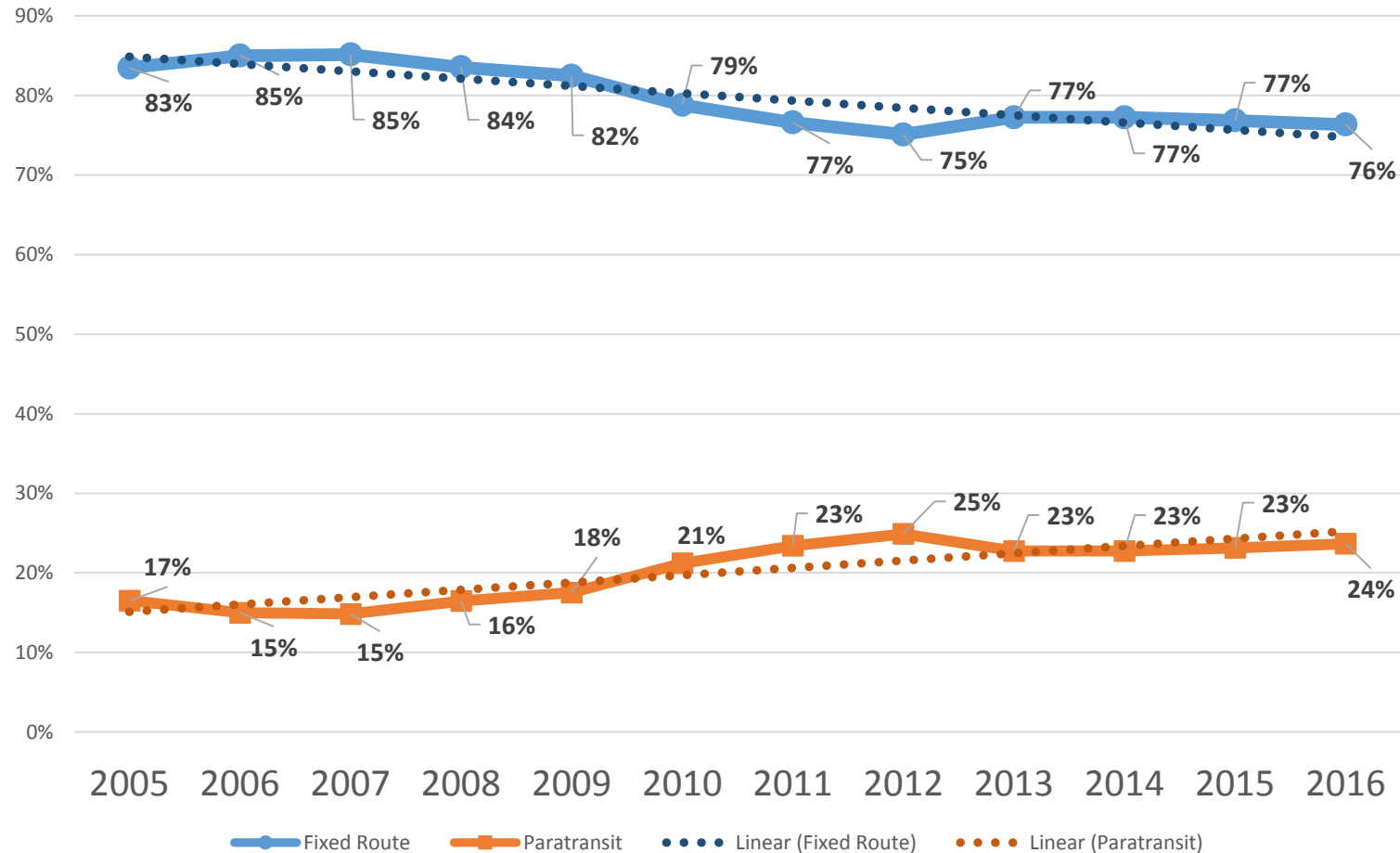
	Peak Hour # of Vehicles	Peak Hour Boardings
<b>Fixed-Route Service</b>	<b>433</b>	<b>11,810</b>
<b>Paratransit Service</b>	<b>425</b>	<b>1,109</b>

Source: Trapeze – weekday boardings 10/31-11/11 2016

# Comparison of Service Types

FY 2015-16	ACCESS	ACCESS Plus	ACCESS Taxi	ACCESS Plus Taxi	Special Agency	Same Day Taxi	Total /Average
ADA Eligible Passenger Trips (PT)	538,741	427,528	258,847	28,264	226,030	103,191	1,582,601
Revenue Vehicle Miles	4,516,440	3,311,299	3,279,677	358,081	848,646	311,688	12,625,831
Operating Cost	\$ 27,295,432	\$ 15,560,979	\$ 13,930,531	\$ 1,514,597	\$ 4,913,250	\$ 1,817,289	\$ 65,032,077
Capital Cost	\$ 4,299,795	\$ 2,451,290	\$ -	\$ -	\$ -	\$ -	\$ 6,751,085
Total Cost	\$ 31,595,227	\$ 18,012,269	\$ 13,930,531	\$ 1,514,597	\$ 4,913,250	\$ 1,817,289	\$ 71,783,162
Average Cost Per PT	\$ 58.65	\$ 42.13	\$ 53.82	\$ 53.59	\$ 21.74	\$ 17.61	\$ 45.36
Average Cost Per Mile	\$ 7.00	\$ 5.44	\$ 4.25	\$ 4.23	\$ 5.79	\$ 5.83	\$ 5.69
Average Passenger Trip Length	11.36	10.50	12.67	12.67	3.75	3.02	7.98

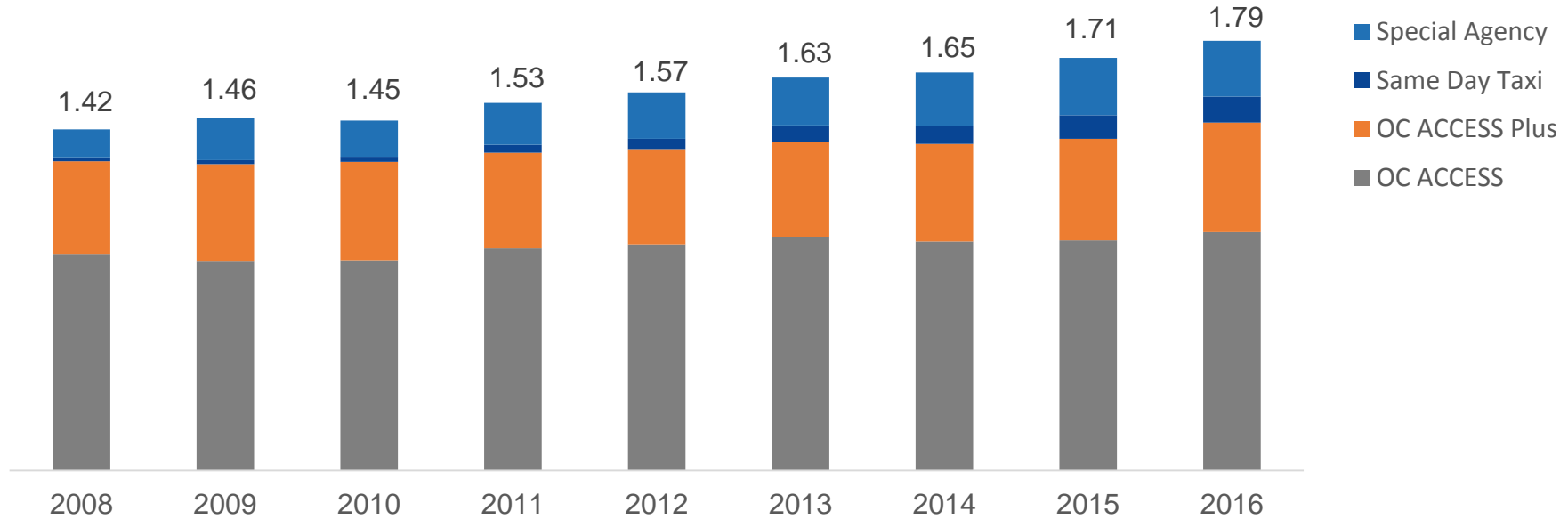
# Comparison of Operating Costs



Source: OCTA Performance Indicators Reports

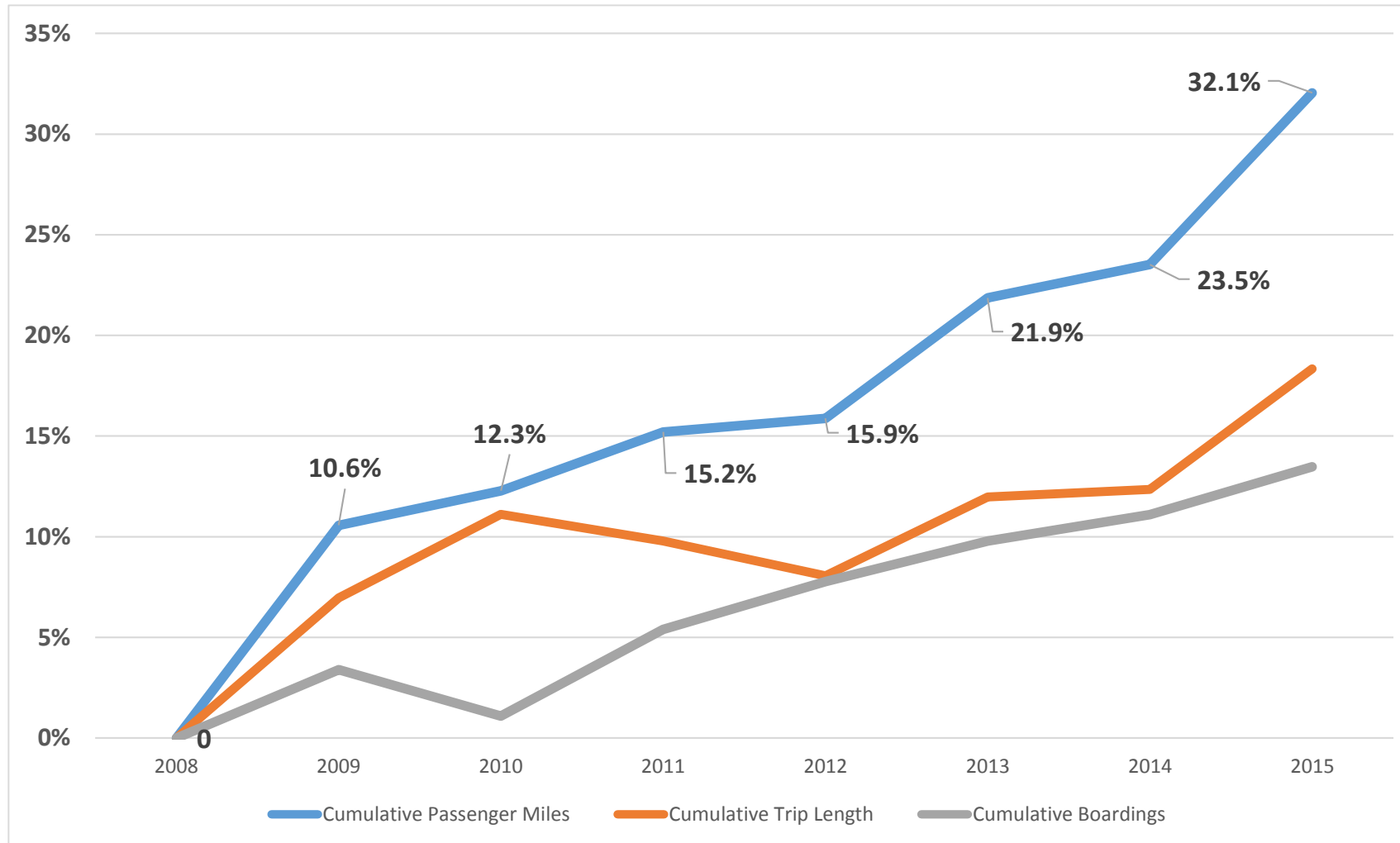
# Increasing Demand

OCTA Paratransit Ridership (Boardings), In Millions



	2008	2009	2010	2011	2012	2013	2014	2015	2016
OC ACCESS	899,554	870,201	872,089	921,680	938,209	970,773	951,203	955,642	989,861
ACCESS Plus	385,041	401,909	409,495	398,382	396,606	395,070	405,432	422,646	455,816
<b>Subtotal ACCESS</b>	<b>1,284,595</b>	<b>1,272,110</b>	<b>1,281,584</b>	<b>1,320,062</b>	<b>1,334,815</b>	<b>1,365,843</b>	<b>1,356,635</b>	<b>1,378,288</b>	<b>1,445,677</b>
Same Day Taxi	16,450	16,868	22,318	32,827	43,102	68,324	74,860	97,760	107,823
Special Agency	115,612	175,752	149,525	174,271	193,272	197,927	222,586	238,539	231,822
<b>Total Paratransit</b>	<b>1,416,657</b>	<b>1,464,730</b>	<b>1,453,427</b>	<b>1,527,160</b>	<b>1,571,189</b>	<b>1,632,094</b>	<b>1,654,081</b>	<b>1,714,587</b>	<b>1,785,322</b>

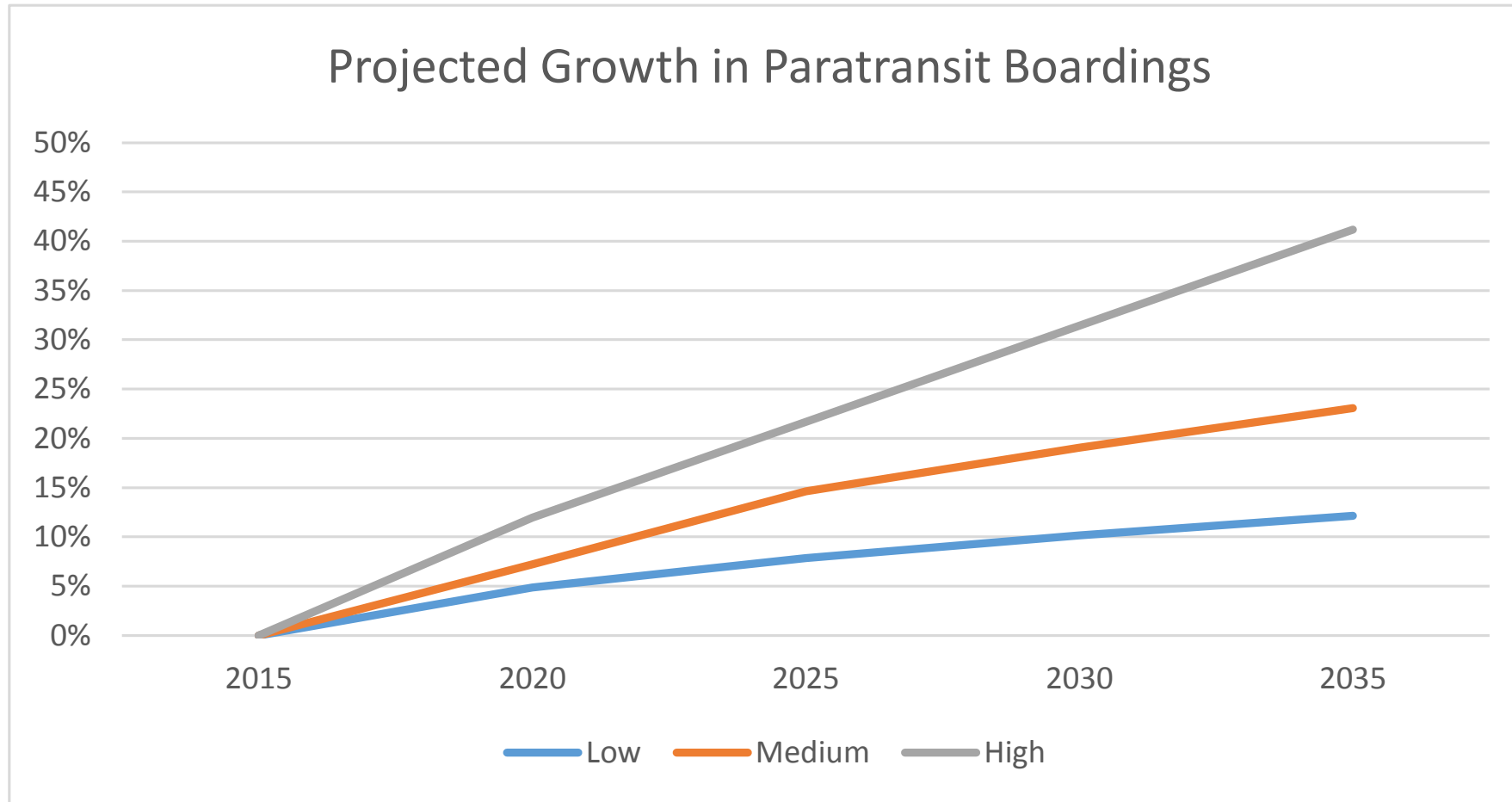
# Cumulative Growth in Passenger Miles



Over 32 percent increase in passenger miles since 2008 driven by more demand and longer trips.

Source:  
National Transit Database

# Future Projections



Future demand  
could increase by 40  
percent by 2035

Excludes Same Day Taxi and Special  
Agency data for comparison  
purposes

Source:  
Nelson/Nygaard January 2017

# Summary

- Paratransit
  - Integral part of transportation mix
  - Joined to the fixed-route system by law (service area, hours, and fares)
  - Demand and costs continue to grow and consume a larger share of transit funds
  - Refined delivery models and other options are required to ensure sustainability



# Next Steps

- Return to the Board of Directors with options that:
  - Explore ridership and cost growth factors
  - Include consideration of lower-cost service options that meet ADA requirements
  - Explore fleet mix options including lower-cost vehicles
  - Recommend potential changes to cooperative agreements
  - Include a peer review and recommend best practices

