



MOTORIST SERVICES ANNUAL REPORT

Fiscal Year 2016-17

Introduction

The Orange County Transportation Authority (OCTA) serves as the Service Authority for Freeway Emergencies (SAFE) and manages the Orange County Taxi Administration Program (OCTAP). SAFE and OCTAP are managed by the Motorist Services Department of the Transit Division. SAFE operates the call box system and the Freeway Service Patrol (FSP) program, and participates as a partner with the California Department of Transportation (Caltrans), California Highway Patrol (CHP), Los Angeles County SAFE (LA SAFE), and Ventura County Transportation Commission (VCTC), in the development and operation of the Southern California 511 Motorist Aid and Traffic Information System (Southern California 511).

OCTAP permits taxicab companies, taxicab vehicles, and taxicab drivers on behalf of Orange County (County) and its 34 cities, ensuring that program permit requirements are met prior to issuing an operating permit. OCTAP performs vehicle safety inspections and compliance reviews, and enforces OCTAP regulations in the field, along with local law enforcement agencies as partners.

This report provides a summary of activities that occurred during fiscal year (FY) 2016-17.

Service Authority for Freeway Emergencies

Call Box System

SAFE operates a system of call boxes located on freeways, toll roads, select state highways, and select transit centers. Funding for operating the call boxes comes from a \$1 registration fee on vehicles registered in the County. This revenue stream generated approximately \$2,938,022 in FY 2016-17, a one percent increase over FY 2015-16. Revenue from the \$1 registration fee pays for the cost of contracted maintenance, call answering services, call box cellular phone service, the proportional share of the actual wage for one-half of the CHP SAFE Coordinator position, and the proportional share of the wages and benefits of Motorist Services staff. Remaining funds from this revenue stream help to pay for FSP and Southern California 511 motorist aid programs.

In FY 2015-16, SAFE received approval from the OCTA Board of Directors (Board), Caltrans, and CHP to reduce the number of highway call boxes from 621 to 410. There are currently 384 call boxes located on freeways and toll roads and 26 call boxes located on Carbon Canyon Road, Ortega Highway, and Santiago Canyon Road. Highway call boxes include call boxes temporarily removed for construction.

SAFE also upgraded all call box hardware to new 3G cellular technology as part of the SAFE call box reduction plan. This upgrade was necessary because AT&T discontinued its 2G cellular network on January 1, 2017. SAFE removed all call boxes planned for removal, replaced radio and teletypewriter hardware, and repainted and rehabilitated all remaining call boxes six months ahead of AT&T's 2G network shutdown. SAFE also replaced all call box signs with highly visible diamond-reflective signs, making the call

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boxes easier to see at night. The sign replacement portion of the project was completed in the first quarter of FY 2016-17.

Call box cellular service is provided on the AT&T Global System for Mobiles network, through an agreement available under the National Association of State Procurement Officers (NASPO) agreement, previously known as the Western States Contracting Alliance. OCTA continues to realize an average savings of \$4,000 a month under the NASPO rate structure.

Nineteen call boxes were knocked down or damaged as the result of vehicle collisions in FY 2016-17, incurring repair costs totaling \$82,226. Staff worked with CHP accident investigators and OCTA Risk Management to recover costs associated with repairing knocked down call boxes. Repair costs associated with call box knockdowns incur no additional expense to OCTA because of pre-negotiated knockdown replacement levels of up to ten percent (41) in the maintenance service agreement. During FY 2016-17, \$17,893 was recovered for call box knockdowns. This includes \$5,192 for knockdowns occurring during the FY and \$12,701 recovered from previous FYs. An additional \$12,597 is pending investigation and subrogation. Table 1 provides a breakdown of knockdown and recovery efforts for FY 2016-17. Table 2 provides a breakdown of funds recovered previous year knockdowns.

Tables 1 and 2 – Call Box Knockdown Loss Recovery

FY 2016-17 Knockdowns			
15	Unrecoverable - No Accident Report Available	\$64,438.01	79%
3	Submitted to Risk Management for Recovery	\$12,596.74	15%
1	Recovered by Risk Management During Same FY	\$5,191.68	6%
19	Total FY 2017 Knockdowns	\$82,226.43	

Risk Management Previous Year Recovery Progress	
Recovered in FY 2016-17 from Previous Fiscal Years	\$12,701.04
Pending from Previous Fiscal Years	\$7,735.35

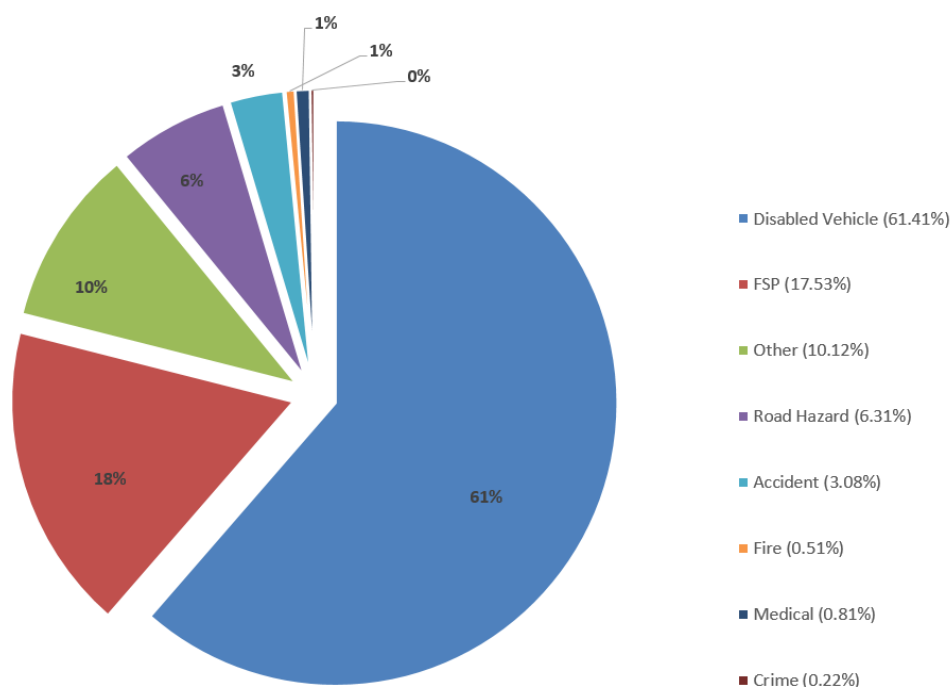
During FY 2016-17, the contracted call-answering center answered 1,363 calls for assistance through the call box system, down 21 percent from FY 2015-16, which had 1,717 calls. Sixty-one percent of FY 2016-17 calls were for disabled vehicles. These calls included vehicles with flat tires, ran out of gas, overheated, or were not operable due

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to a mechanical problem. Calls are statistically categorized as disabled vehicles during the hours that FSP does not operate, or the call is from a call box on a roadway where FSP does not operate, such as the toll roads, Carbon Canyon Road, Ortega Highway, and Santiago Canyon Road. In these cases, the call answering center assists the caller by offering to send a CHP rotation tow truck (at the caller's expense), by calling a road side assistance provider subscribed to by the caller, or by calling a family member or friend. Figure 1 depicts FY 2016-17 calls by type, with the two highest volumes of call box calls attributed to disabled vehicles (61 percent) and requests for FSP assistance (18 percent).

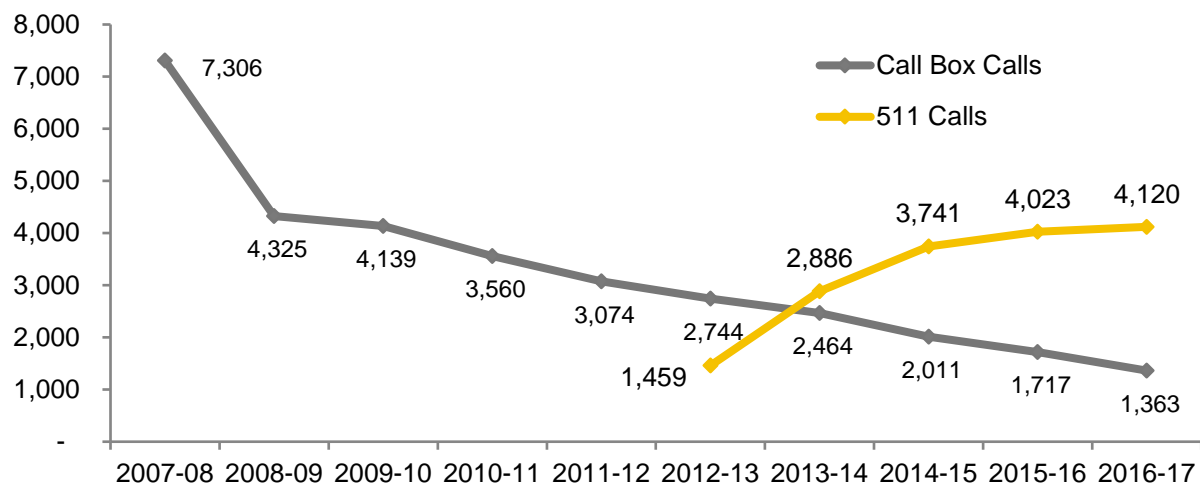
Figure 1 - FY 2016-17 Call Box Calls by Type



A mobile call box service, as part of the Southern California 511 system, was deployed on July 26, 2012. The mobile call box service allows motorists to reach assistance using a personal cell phone, similar to the assistance obtained by using a freeway call box, by calling 511. These calls are routed to OCTA's call box call answering center. Orange County received 4,120 calls for motorist aid through the Southern California 511 system during FY 2016-17. Figure 2 shows call box and 511 call volumes since FY 2007-08.

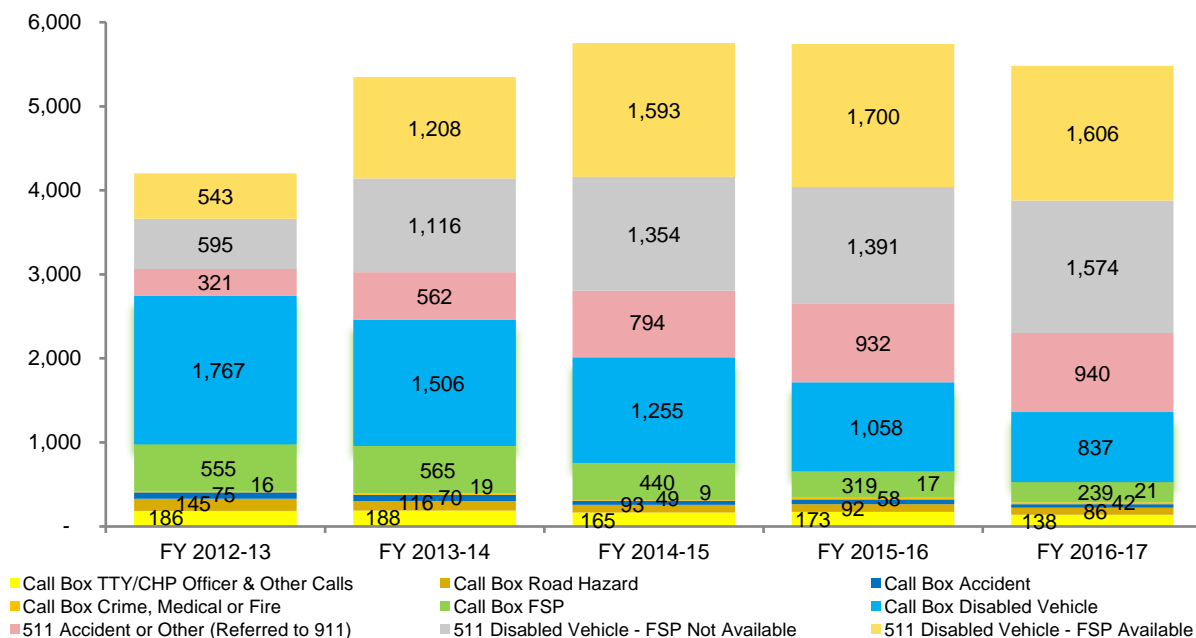
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Figure 2 - Annual Call Box and 511 Call Volumes Beginning FY 2007-08



Reasons for the decline in call box calls may include increases in the availability and use of cell phones and increased awareness of the availability of roving FSP service during peak commute hours and expanded midday and weekend FSP service. A survey of call box callers indicates approximately 38 percent of callers did not have a working cell phone in their possession. Callers who had cell phones reported that they were unable to utilize their cell phone because it was not functioning properly, was not charged, or because they did not know who to call for assistance. Combined call box and 511 calls total 5,483 for FY 2016-17. Figure 3 depicts call type comparisons from FY 2011-12 through FY 2016-17.

Figure 3 – Call Box and 511 Calls by Type FY 2011-12 through FY 2016-17



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Thirty-four percent of the calls received through the call box and 511 systems in FY 2016-17 occurred during FSP hours. For calls received during FSP operating hours, the call-answering center notifies CHP, which dispatches an FSP truck to the caller's location to provide assistance. Calls related to road hazards, accidents, medical incidents, crimes, and fires are dispatched to the appropriate first responder.

Freeway Service Patrol

FSP is a traffic congestion management program designed for the rapid removal of disabled vehicles from traffic lanes and shoulders, as well as timely response to accidents and other incidents that require the removal of debris from freeway traffic lanes. The FSP program is a partnership among Caltrans, CHP, and OCTA. Private tow truck companies operate the service under contract to OCTA. Each tow truck operator patrols an assigned freeway segment during service hours, stopping to assist stranded motorists. The tow truck operator offers assistance, such as changing a flat tire, providing a free gallon of gas, or taping a coolant hose. If assistance cannot be completed to restore the vehicle to driving condition within 10 minutes, the tow truck operator will tow the vehicle off the freeway to a designated drop zone.

FSP began providing peak-hour service along County freeways in November 1992. FSP service during peak hours (6:00 a.m. to 10:00 a.m. and 3:00 p.m. to 7:00 p.m.) is divided into 12 areas (excluding construction zones), called service areas. Service areas are further divided into 34 peak hour beats. Five midday beats (10:30 a.m. to 2:30 p.m.) were added in 2007 and are now funded by Measure M2 (M2). Two additional midday beats were added in 2012 using M2 funds to cover congested areas of the freeway and major interchanges. Weekend service is operated on Interstate 5 (I-5) in South County, on State Route 91 through Anaheim Canyon, and on State Route 22 through the I-5 and State Route 57 interchanges using M2 funds. FSP service is also provided during non-peak hours (10:00 a.m. to 3:00 p.m. and 7:00 p.m. to 10:00 p.m.) in certain construction zone areas.

The FSP program is funded through a combination of state and local funds consisting of funding from the State Highway Account (SHA) through Caltrans, the \$1 fee on registered vehicles that supports the call box program and other motorist aid services, and through M2. These funds pay for contracted towing services, CHP overtime attributable to the FSP program, one CHP dispatcher position, radio maintenance and operation, computer equipment maintenance and operation, field equipment and supplies, mandatory quarterly training sessions, and the proportional share of the wages and benefits of Motorist Services staff. The funding from the SHA is distributed to agency SAFEs based on freeway congestion levels, urban freeway lane miles, population in each county where FSP is operated, and local agencies ability to provide required matching funds. In FY 2016-17, the County's FSP program was apportioned \$2,615,022, requiring a local match of \$653,756.

FY 2016-17 SHA funding was down three percent from FY 2015-16 because some SAFE agencies that were previously not able to accept their full allocation accepted more funds

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in FY 2016-17. Some agencies that operate FSP were unable to accept their full allocation because they were unable to provide the required local match or for other reasons. These funds are reallocated, using the same formula, to counties that overmatch state funds to operate their FSP programs.

Funds from M2 became available to support the FSP program in FY 2010-11. Guidelines for the use of M2 funds for FSP were approved by the Board on February 13, 2012, and allow for the following eligible expenditures:

- Maintaining existing service levels for the 34 peak-hour service beats, five midday service beats, and two weekend service beats.
- Operating new FSP service beats, providing a benefit/cost (B/C) analysis results in a minimum three to one ratio.
- Providing FSP service for the M2 freeway program of projects.
- Contracting for additional CHP supervision.
- Contracting for additional CHP dispatch.

In June 2012, the FSP program realigned existing midday service beats, added two new midday service beats, and added two weekend service beats utilizing M2 funds. This significantly increased midday and weekend FSP coverage.

At least every three years, Caltrans contracts with a consultant to prepare a statewide B/C analysis of the FSP program. The model used for the B/C analysis was developed by the Institute of Transportation Studies at the University of California, Berkeley, following extensive field measurements before and after FSP deployment. The model estimates delay-saving benefits based on the FSP beats' geometric and traffic characteristics, as well as the frequency and type of FSP-assisted freeway incidents. The estimated benefits include reductions in incident-induced vehicular delays, fuel consumption, and air pollution emissions.

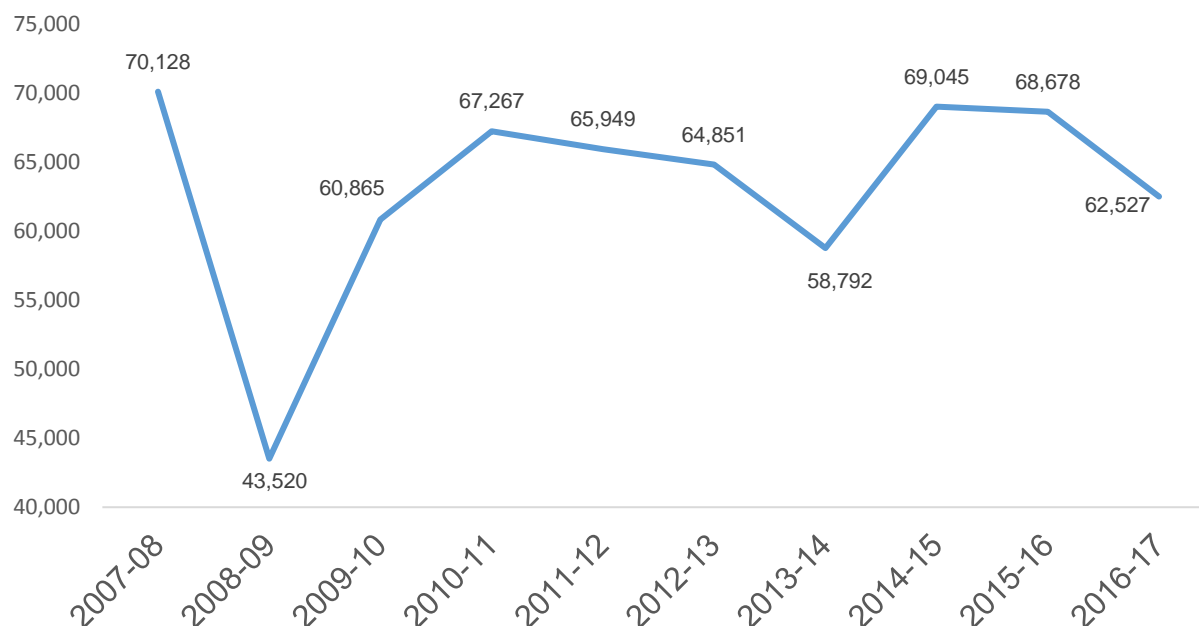
A B/C analysis for FY 2014-15 was completed in the latter part of FY 2015-16. Results of the analysis for the OCTA FSP beats indicate that FSP provided an average of \$18.00 of congestion relief benefit for each dollar spent during weekday peak operating hours and \$10.00 of congestion relief benefit for each dollar spent during weekend operating hours. The combined program average is estimated to be \$18.00 of congestion relief benefit for each dollar spent on the program. Because the program provides significantly more service on weekdays than on weekends, the weekend service has little impact on the blended B/C average. This represents a \$9.00 per hour increase in benefit cost over FY 2013-14. Improvements in tow truck operator training, how operators report assist data, and increased traffic congestion are believed to be major contributors to the significant increase in benefit cost. The FY 2015-16 B/C has been delayed because of Caltrans staffing changes, and is scheduled to be released in the second quarter of FY 2017-18. Caltrans plans to have the FY 2016-17 B/C analysis completed by the fourth quarter of FY 2017-18.

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FSP tow truck operators provided 62,527 services for motorists whose vehicles had become disabled in FY 2016-17, a seven percent decrease from FY 2015-16. One reason for the decrease in assists is an increase in the number of assists requiring a tow off the freeway. Although only towing 163 more vehicles than in FY 2015-16, program supervisors have been required to move a number of FSP drop zones further from the freeway, due to changes in city parking regulations. This has increased the length of time required to complete an assist when a vehicle is towed off the freeway. Another reason for the decrease in services is that operators now are required by CHP to complete their assist data off the freeway after each assist, resulting in more time spent traveling to a safe off-freeway location to enter assist data. Figure 4 shows total services provided annually since FY 2007-08.

Figure 4 - Total Annual FSP Services – FY 2007-08 through FY 2016-17



Before FY 2007-08, assist data was recorded through a manual system on scantron cards. During FY 2007-08, assist service data was kept through the manual system, and by an electronic tracking and reporting system, to allow drivers time to become familiar with the new automated system. There was a sharp decrease in the number of assists provided from FY 2007-08 to FY 2008-09, possibly due to an economic downturn resulting in less congestion and fewer incidents on the freeways. An analysis of data available in the reporting system revealed that several other factors could have contributed to the appearance of a drop in the number of assists provided to motorists. During FY 2008-09, FSP drivers were not entering assists that were dispatched by CHP through the mobile data terminal (MDT). As a result, approximately 15,400 calls dispatched by CHP were not recorded by the FSP drivers on the MDT. Additionally, drivers did not enter some assist records because the MDT system was not functioning properly, and the system did not provide for the manual entry of assist data at a later time.

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Staff addressed the issue of inconsistent data collection for dispatched calls with FSP contractors and implemented procedures for manual data collection should a driver be unable to enter assist data into the automated system. Staff also addressed data collection and reporting practices that may have led to inaccuracies with some historical data by taking more control over data reporting, collecting, and validating the raw data, and developing reports directly from the raw data, instead of relying on pre-configured reports that may exclude some records because of missing data fields in a record. This has led to better data collection practices, an increase in data capture, a better understanding of the assist data, and more accurate overall performance reporting.

In January 2013, staff deployed a new vehicle tracking and data collection system that utilizes OCTA provided in-vehicle edge controller (black box) devices for vehicle tracking and tow contractor-provided iPad or Android tablet devices for data collection. System functionality includes geo-fencing, schedule adherence, system alerts, and an advanced reporting feature designed to enhance program tracking. The data collection system includes a customer survey module that allows customers to complete an online survey. Most disabled vehicles are discovered by FSP operators while patrolling their service beats; however, CHP may also dispatch calls for service through the system from requests that come in through the call box, 511 and 911 systems, or through a CHP officer request. Survey responses from customers who received FSP assistance indicate that 85 percent of FSP assists are initiated through FSP operator discovery of the vehicle. Figure 5 shows how survey respondents received FSP service in FY 2016-17.

When an FSP operator stops to provide assistance, the operator initiates an incident using the tablet device, which generates a survey identification (ID) number for a web-based customer survey. The tow operator greets the motorist with a program brochure containing the survey ID number, and assists the motorist within program guidelines. After completing the assist, the operator enters basic vehicle and location information and type of service provided, and closes the assist transaction. The system then returns the operator to an “On Patrol” status. The customer, at their convenience, may complete a web-based customer survey to provide feedback about their experience.

Figure 6 shows the distribution of assists by type for FY 2016-17. The highest number of recorded assists is for Towed Vehicle, followed closely by Flat Tire. Information Assist generally refers to incidents where tow operators discover a motorist stopped on the side of the road whose vehicle is not disabled. Reasons motorists are stopped on the side of the freeway often include navigation, telephone calls, texting, emailing, and resting.

Figure 5 – How FSP Customers Received Service – FY 2016-17

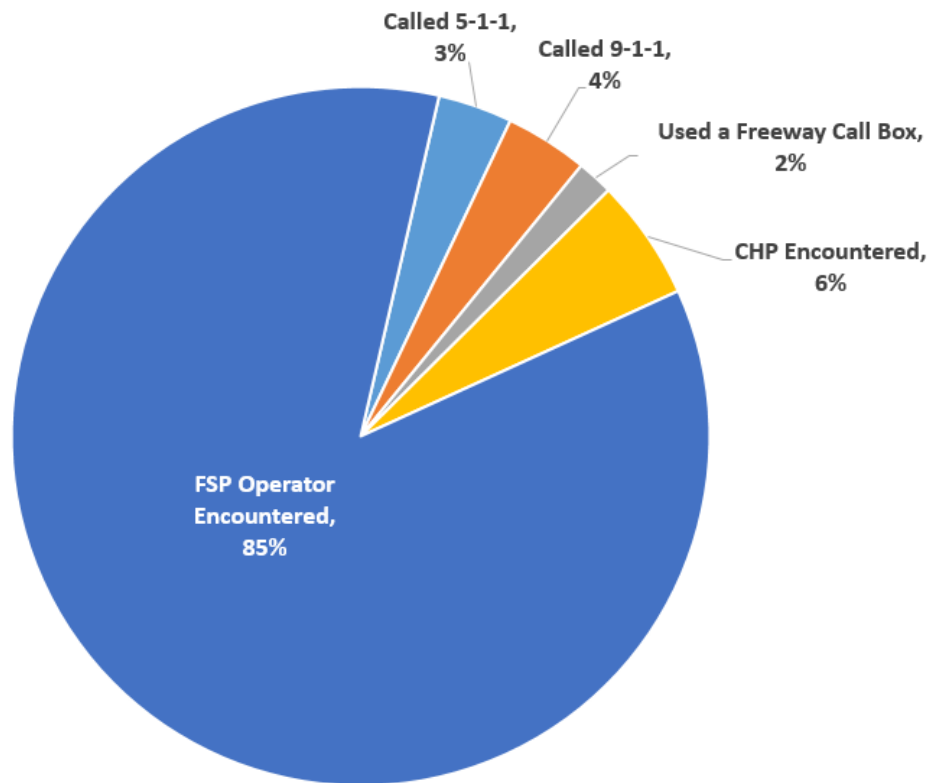
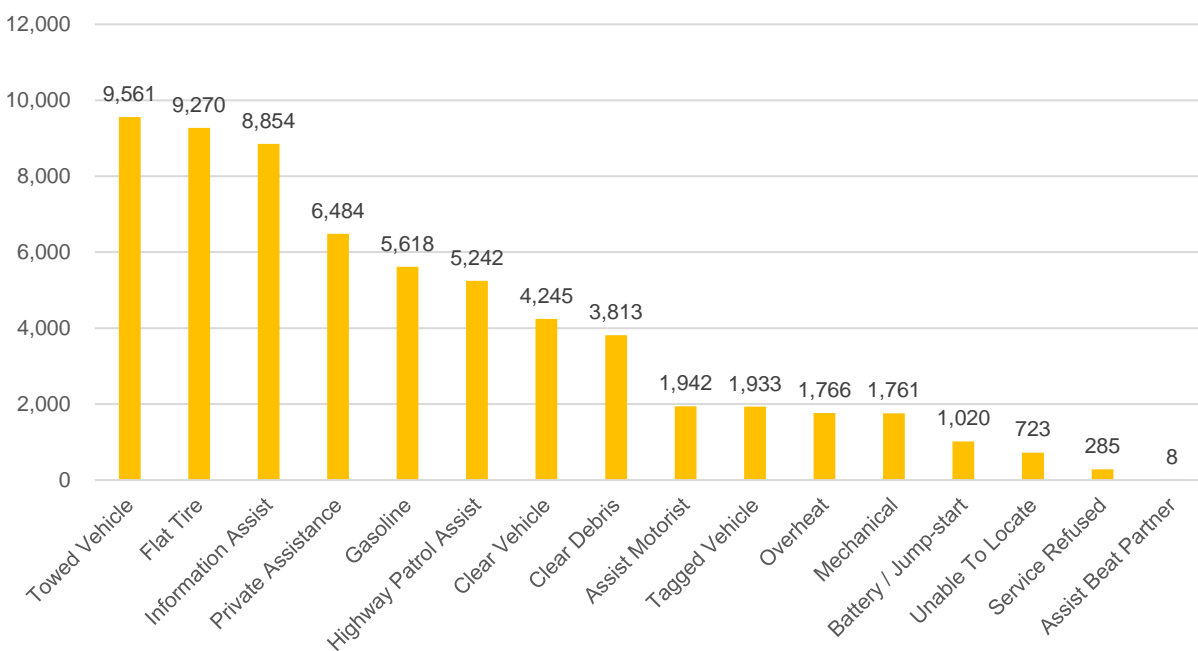


Figure 6 - FSP Assists by Type – FY 2016-17



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Primary assist types include changing a flat tire, information assist, providing a gallon of gasoline, waiting for private assistance, towing a vehicle to a designated drop zone if unable to remedy the issue within program guidelines, and assisting CHP officers. Other assist types include clearing disabled vehicles or debris from the freeway traffic lanes, tagging unattended vehicles for CHP attention, or assisting motorists with overheated vehicles or with minor mechanical defects. Operators often encounter motorists who refuse FSP service because they already have their own (private) assistance enroute, and occasionally refuse service for unknown or undisclosed reasons.

Each time an FSP operator stops to assist a motorist, the operator provides the motorist with a brochure, including a survey ID number, explaining the FSP service. Customers are also given an FSP business card with the tow operator's name and OCTA's Customer Relations telephone number. In FY 2009-10, the brochures were updated to better describe the FSP program, add safety information, and publicize the Southern California 511 program. Prior brochures listed a CHP phone number, resulting in insufficient historical comment data prior to FY 2009-10.

The FSP program recorded 1,825 customer comments through the Customer Relations call center and FSP online customer survey in FY 2016-17, up 173 percent from FY 2015-16. Callers who were happy with the service comprise 98 percent of the total comments. The program received 38 complaints from motorists who were not satisfied with the service. Complaints included dissatisfaction with the service provided, operator driving technique, and claims for damage. A CHP Officer Program Supervisor investigates each customer complaint, and provides a response to the complaining party. Program supervisors also followed up with FSP contractors and tow operators as appropriate to address customer concerns and to prevent future occurrences. Claims for damage range from stripped or broken wheel studs to damage caused as the result of a collision. OCTA is shielded from claims for damage by contract language that requires FSP contractors to name OCTA as additional insured, and to indemnify and hold OCTA harmless against any claims for loss or damage. Figure 7 charts compliments and complaints received from FY 2007-08 through FY 2016-17.

In FY 2012-13, staff implemented a new web-based survey as part of the new LATATrax system. The survey allows staff to gear survey questions toward specific performance areas such as time waited before assist, FSP operator courtesy, FSP operator knowledge, overall experience, and overall satisfaction with the service. The web-based survey also helps reduce OCTA costs associated with calls received by the Customer Relations Call Center for FSP program customer comments. Tables 3, 4, and 5 show that 98 percent of the respondents reported that they agreed or strongly agreed with three key service statements, while less than one percent indicating that they did not agree. Customers who reported dissatisfaction (disagree) with the survey area and provided contact information were contacted for follow up.

Figure 7 - FSP Customer Comments – FY 2007-08 through FY 2016-17



Table 3 - Safety

The FSP Operator was concerned for my safety				
Fiscal Year	Disagree	Neutral	Agree	Strongly Agree
2014	3	4	31	237
2015	2	2	44	264
2016	2	3	14	155
2017	5	8	34	223
Percentage	1.16%	1.65%	11.93%	85.26%

Table 4 – Professionalism

The FSP Operator was knowledgeable and professional				
Fiscal Year	Disagree	Neutral	Agree	Strongly Agree
2014	1	2	8	265
2015	0	2	16	292
2016	2	2	10	159
2017	4	9	24	232
Percentage	0.68%	1.46%	5.64%	92.22%

Table 5 – Courtesy

The FSP Operator treated me with courtesy and respect				
Fiscal Year	Disagree	Neutral	Agree	Strongly Agree
2014	2	1	8	264
2015	1	1	13	298
2016	3	3	3	164
2017	9	2	22	233
Percentage	1.46%	0.68%	4.48%	93.38%

Southern California 511

The Southern California 511 system is a partnership between Caltrans, CHP, LA SAFE, OCTA, and VCTC to provide a motorist aid and traveler information system for Los Angeles, Orange, and Ventura counties. The official launch of the Southern California 511 system coincided with a January 2011 marketing campaign. The Go511 mobile application was launched in May 2014. The system allows travelers and commuters to access up-to-the minute information on highway conditions, traffic speeds, transit, and commuter services via the mobile application, the same information that they receive by dialing 511 from their telephone. By visiting Go511.com, users can obtain similar information compared to calling 511. Driving directions and information on bicycling, airports, and taxis are also available.

The Southern California 511 Interactive Voice Response (IVR) system received an average of 118,352 calls per month in FY 2016-17, with 5 percent of the calls originating in Orange County. Although the total number of 511 calls are down when compared to FY 2015-16, the percentage of calls originating from Orange County increased from four percent to five percent. Figure 8 displays the number of 511 IVR calls received during FY 2016-17, along with the percentage of calls that originated from Orange County.

Table 6 displays the number of website visits and the number of IVR calls received during FY 2016-17 for Los Angeles and Orange counties. The Go511.com website received an average of 27,293 hits per month, down sixty-seven percent from 83,640 hits per month in FY 2015-16. The significant decline in website hits maybe due to the previous vendor reporting each page that was viewed in addition to website hits (double counting). To ensure that website numbers are not over inflated, the new vendor is reporting only website hits beginning with the fourth quarter of FY 2015-16. Figure 9 shows the number of website visits for the last three FYs. Figure 10 displays the total website visits by the three different device types utilized to access the Go511 website; desktops, mobile phones or tablets.

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Figure 8 - 511 IVR Calls Received, Calls with Orange County Percentages

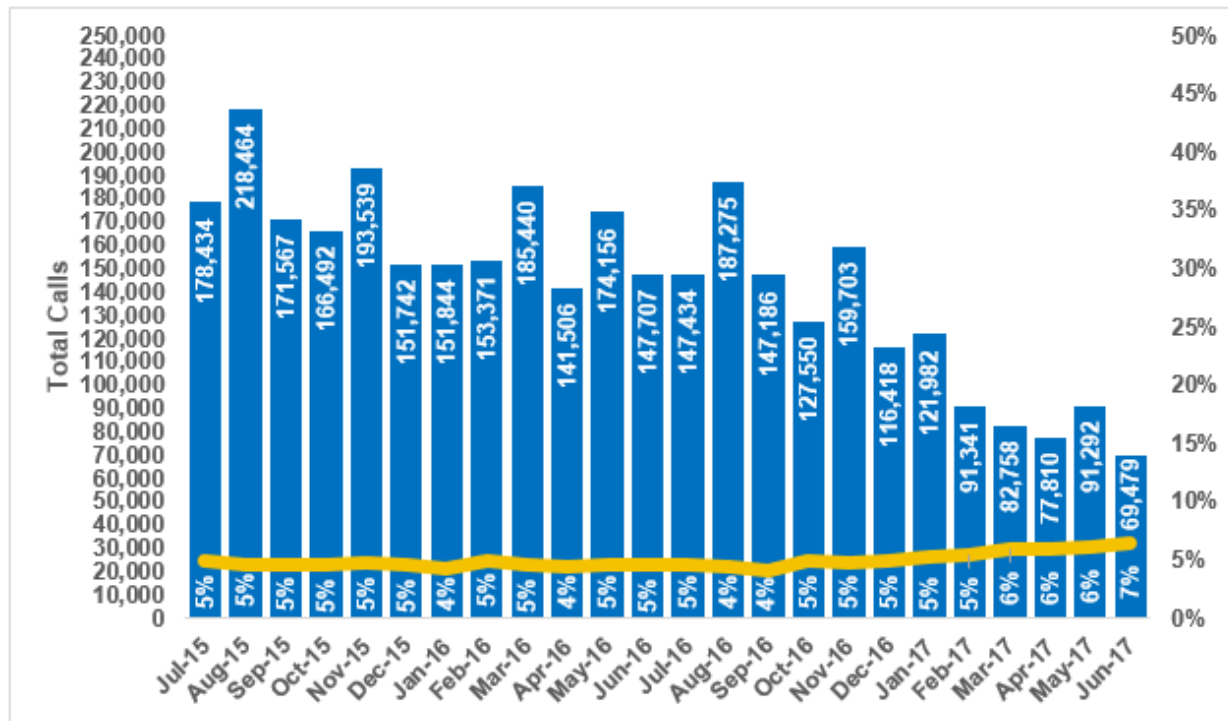


Table 6 - Southern California 511 Usage by Quarter – FY 2016-17

	1st QTR Jul-Sep 2016	2nd QTR Oct-Dec 2016	3rd QTR Jan-Mar 2017	4th QTR Apr-Jun 2017	Total
Number of Website Visits	91,172	83,331	78,091	74,917	327,511
IVR Calls Received					
Total IVR Calls	481,895	403,671	296,081	238,581	1,420,228
Orange County	20,896	19,716	16,380	14,661	71,653
511 Call Center IVR Calls Answered *	75,368	62,253	33,397	3,481	174,499

* Beginning in May 2017 LA SAFE discontinued the use of a staffed call center as part of the 511 IVR solution.

Figure 9 – Total Number of Web Visits – FY 2014-15 through FY 2016-17

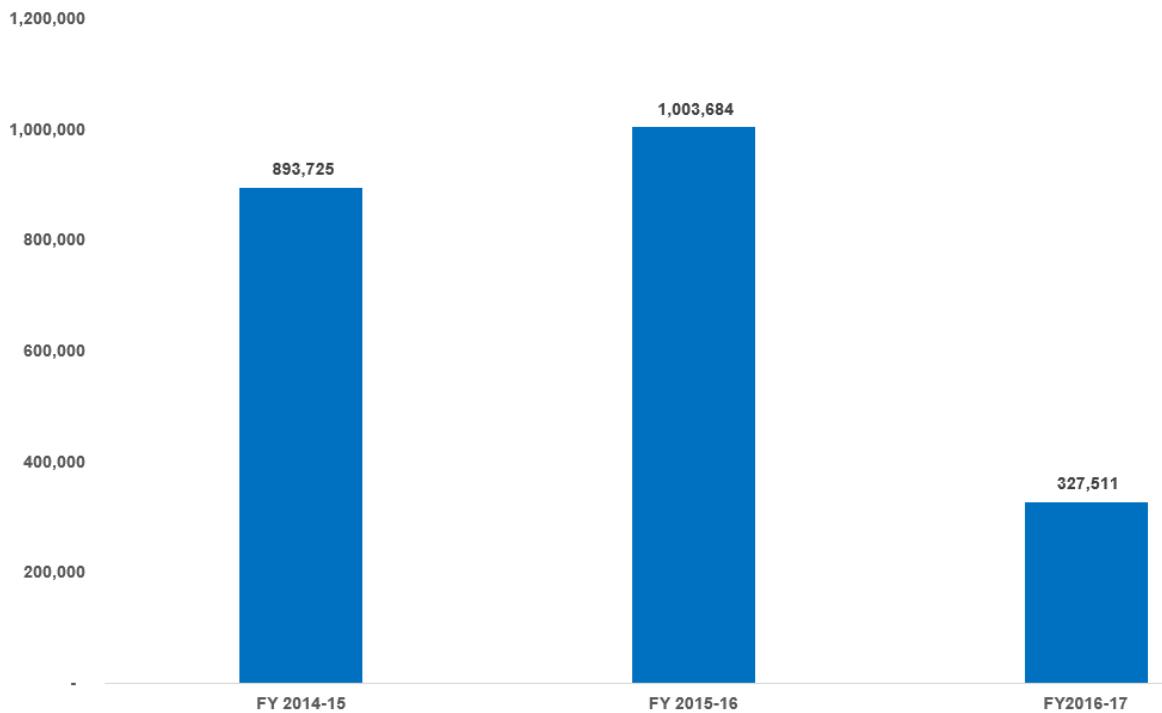
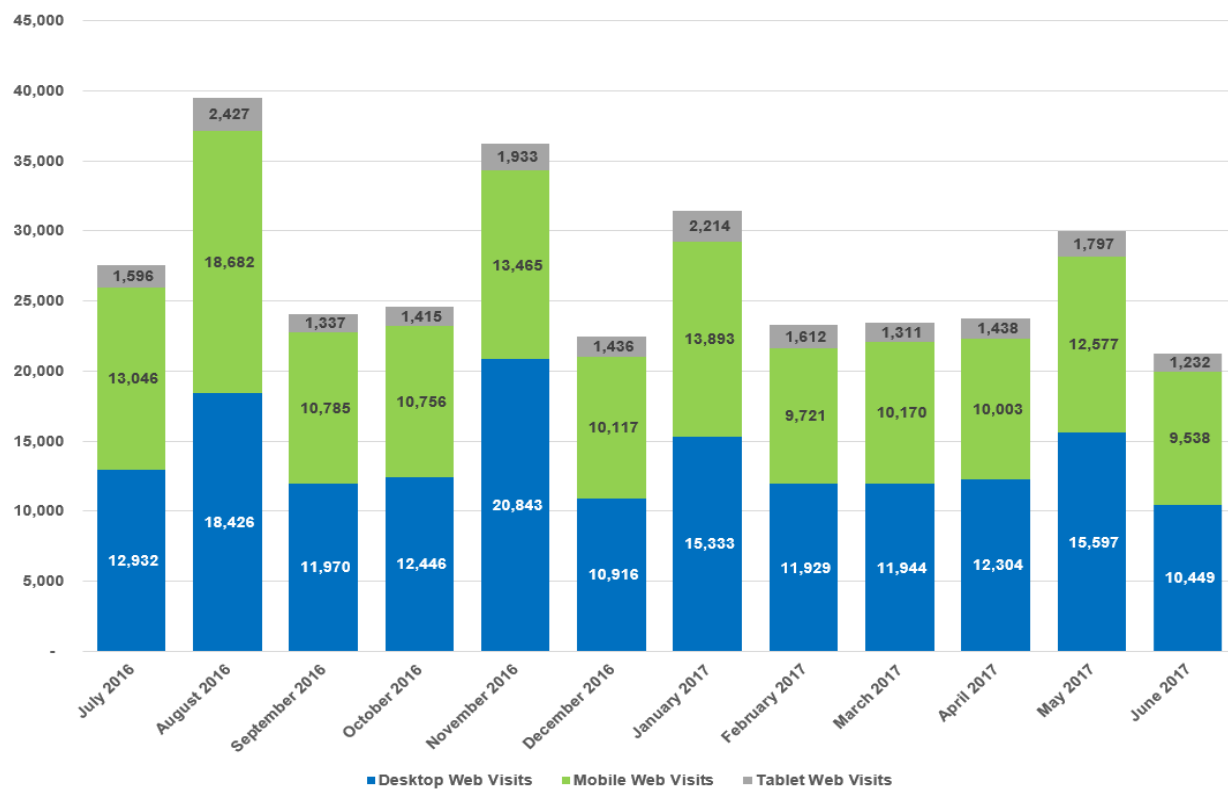


Figure 10 – Total Web Visits by Device Type



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In FY 2017, LA SAFE, with participation from OCTA staff, procured a vendor for the further development of the Go511 system. Known to the project partners as the Next Gen 511, the project will provide a more robust interactive voice response system for callers, a less governmental web interface for web users, and improved mobile content for application users. Next Gen 511 content was released for testing in the fourth quarter of FY 2016-17, and was released to the public in July 2017. The Next Gen 511 project aims to establish cooperative agreements with the Riverside County Transportation Commission and the San Bernardino County Transportation Authority, to bring Riverside and San Bernardino into the Go511 system in the third quarter of FY 2018, and rebrand the system to “So Cal 511.”

To increase motorist awareness of the 511 program in Orange County, staff initiated an awareness campaign distributing 511 logo promotional materials to the public through FSP Operators assisting motorists, through the reception desk at OCTA’s 600 building, through distribution to bus patrons using OC Fair Express and Laguna Beach Summer Breeze bus services, and through other means.

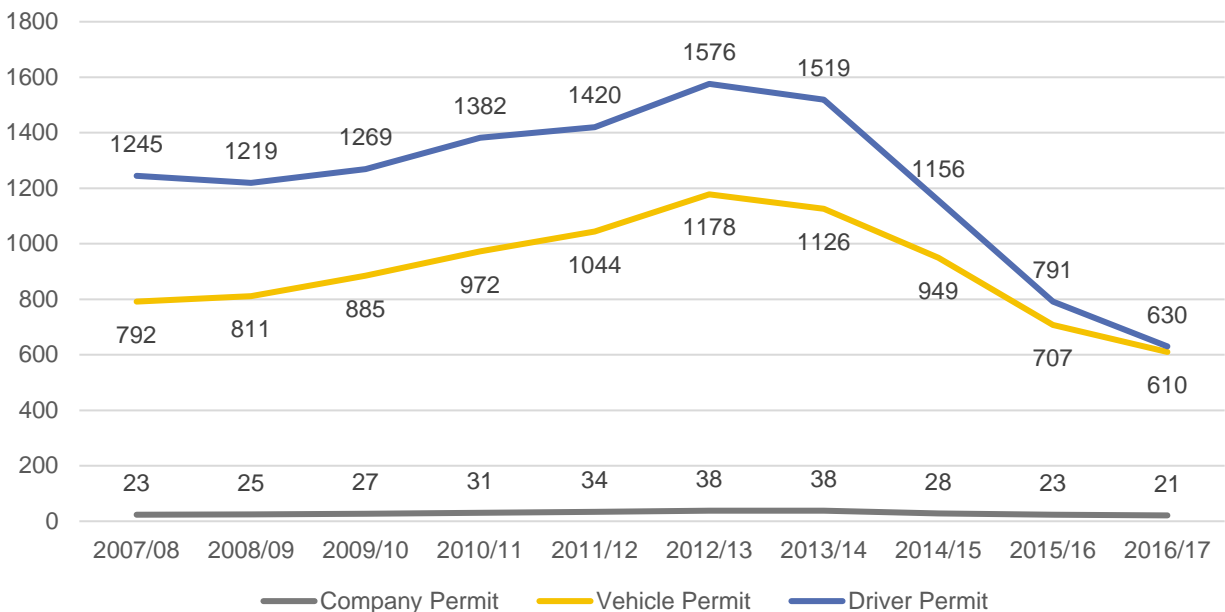
Orange County Taxi Administration Program

OCTAP staff manages taxi permitting processes, performs vehicle inspections, administers OCTAP regulations, and oversees compliance by taxicab companies and drivers on behalf of the County and its 34 cities. These activities are funded through annual permit fees and fines paid by permit holders. Each taxicab company owner and principal must pass a Department of Justice (DOJ) fingerprint background investigation, enroll in the DOJ subsequent arrest notification program (SAP), pass a check for unsatisfied judgments, and pass a review of required insurance and company policies before being granted a company permit. Each taxicab driver must pass a DOJ fingerprint background investigation, enroll in the DOJ SAP, pass a drug and alcohol screen, enroll in a random drug and alcohol testing program, and pass a driver record check. Each taxicab vehicle must pass an annual safety inspection before being issued a vehicle permit and is subject to random inspection at any time by any law enforcement officer or OCTAP staff.

At the close of FY 2016-17, OCTAP issued permits to 21 taxicab companies, 610 taxicab vehicles, and 630 taxicab drivers to operate in Orange County. A continuing decline in taxi permits is attributable to the strong competition to the taxi industry from Transportation Network Companies like Uber and Lyft. Figure 11 shows the history of OCTAP permitted taxicab companies, vehicles, and drivers since FY 2007-08.

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Figure 11 – OCTAP Operating Permits – FY 2007-08 through FY 2016-17, at June 30 each year.

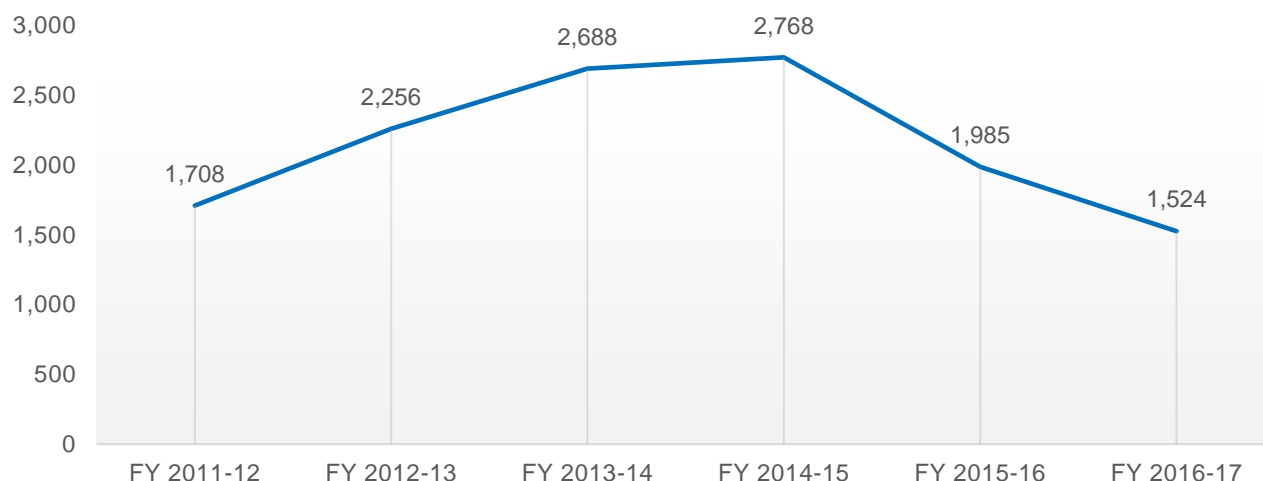


OCTAP staff performed 1,524 taxicab vehicle inspections during the year, including 444 random inspections and 245 cursory inspections. Random inspections occur at the OCTAP facility, with vehicles randomly selected through a random generator within the OCTAP database. Vehicles may also be called in for random inspection based on a report or observation. Table 6 outlines OCTAP inspections by type for the last five years. Figure 12 details OCTAP's six-year history of taxicab inspections.

Table 6 – Taxicab Inspections by Type

INSPECTION TYPE	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
ANNUAL INSPECTION	1,131	1,324	1,277	1,190	862	679
CURSORY INSPECTION		241	819	936	593	245
RANDOM INSPECTION	347	347	237	404	359	444
RE-INSPECTION	11	295	315	191	152	98
REPLACE / TRANSFER	219	49	40	47	19	58
Total	1,708	2,256	2,688	2,768	1,985	1,524
Change	+ 31 %	+ 32 %	+ 19 %	+ 3 %	-28 %	-23 %

Figure 12 – OCTAP Vehicle Inspections – FY 2011-12 through FY 2016-17

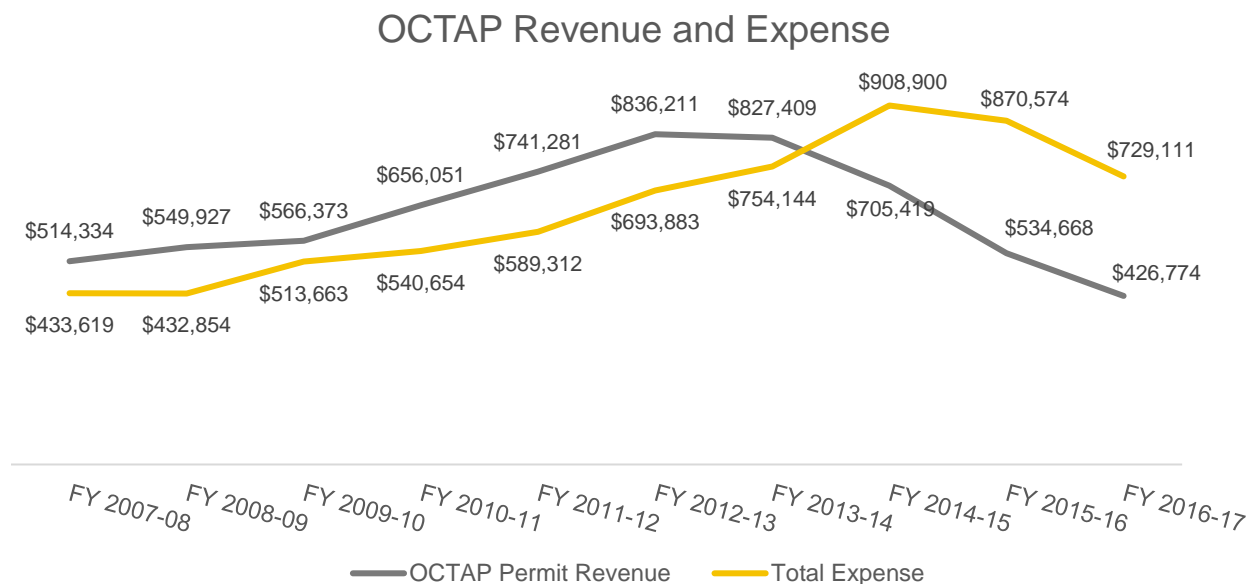


Although not mandated by OCTAP regulations, more than 51 percent of permitted taxicabs are clean-fuel vehicles. Thirty-six percent of permitted taxicabs have the capacity to carry five or more passengers, with more than 14 percent of the vehicles being wheelchair accessible.

In addition to permitting taxicab companies, drivers, and vehicles, OCTAP staff performs regulation compliance checks, issues warnings, assesses fines, suspends permits, revokes permits, and performs other administrative functions on behalf of the member agencies. Staff assisted in the resolution of 26 complaints, issued 23 warnings and fines, suspended two permits, and revoked nine permits during the year. OCTAP also denied three taxicab operator permits because they did not meet the minimum requirements set forth in the OCTAP regulations. Permit holders that are issued a fine, have their permit suspended or revoked, along with new applicants who are denied a permit, have the right to appeal the action. Representatives of the OCTAP member agencies hear the appeals and render a decision on the action.

With significant declines in the number of OCTAP taxi permits, OCTAP permit revenues have declined significantly since FY 2012-13 making the program unsustainable solely through taxi permit fees, as originally designed. OCTA has utilized program reserves to sustain the program since FY 2013-14, reduced staffing by 20 percent in FY 2015-16 and by 35 percent during FY 2016-17. Figure 13 shows OCTAP permit revenue and expenses from FY 2007-08. FY 2016-17 revenue and expenses are subject to adjustment as OCTA finalizes transactions and closes its books for the fiscal year.

Figure 13 – OCTAP Permit Revenue – FY 2007-08 through FY 2016-17.



Because the OCTAP program is no longer financially sustainable under the current revenue structure, OCTA issued the member agencies a twelve-month notice of its intent to withdraw as the administrator of the program at the beginning of FY 2016-17, as required in the cooperative agreements with the agencies. OCTA has determined that there are sufficient reserves to sustain the program through December 2017. OCTA Government Relations staff have been working closely with the Orange County City Managers Association (OCCMA) to have cities fund the OCTAP program for the remainder of FY 2017-18.

The issue of taxicab regulation has become a statewide concern, the California Legislature has been considering legislation that would change the way taxicab companies, drivers, and vehicles are regulated in California. OCTA Government Relations staff have been monitoring legislative activity closely, and will continue to work closely with the OCCMA to determine OCTA's potential role in the OCTAP program beyond FY 2017-18.