

OC ACCESS

Service Delivery Overview

Background

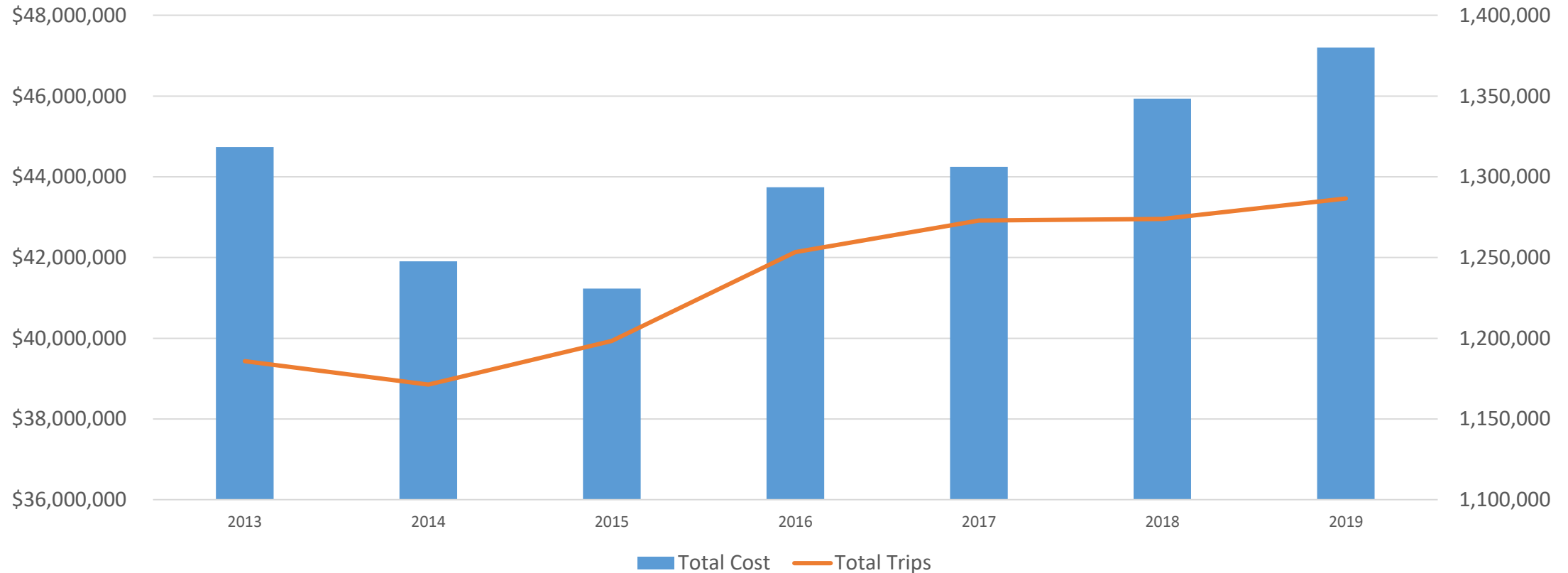
- OCTA provides complementary paratransit service (OC ACCESS) as part of our balanced transportation system.
 - Required under the Americans with Disabilities Act (ADA) to be provided within $\frac{3}{4}$ of a mile of fixed-route service, and during the same hours and days of operation.
 - OC ACCESS service is a shared-ride, curb-to-curb service for certified individuals.
- Demand and cost of the OC ACCESS service continue to grow.
- Evaluation of the paratransit service delivery model and contract structure.

Current Contract

- Approved by Board of Directors on March 25, 2013
 - Initial term: July 1, 2013 – June 30, 2017
 - First two-year extension: July 1, 2017 – June 30, 2019
 - Second two-year extension: July 1, 2019 – June 30, 2021
- Primary Contractor – MV Transportation, Inc.
 - Fixed Monthly Rate and Revenue Vehicle Hours
- Subcontractor – Yellow Cab of Greater Orange County
 - Revenue Passenger Miles

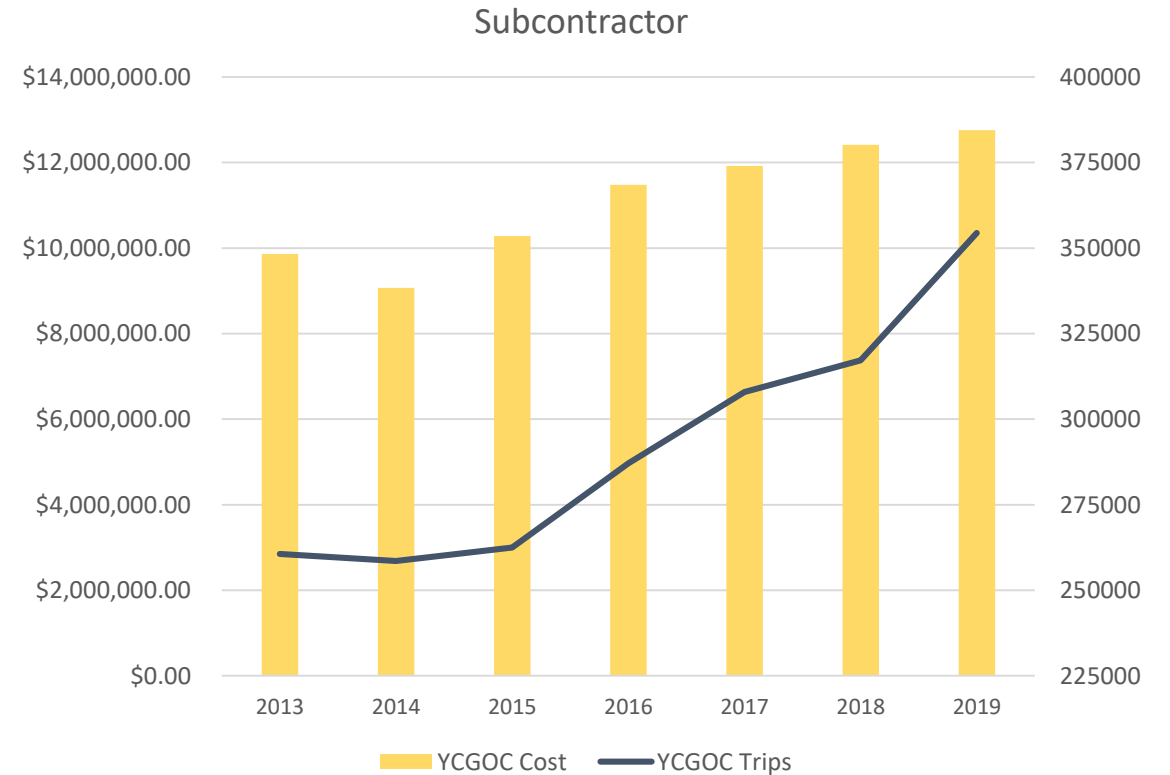
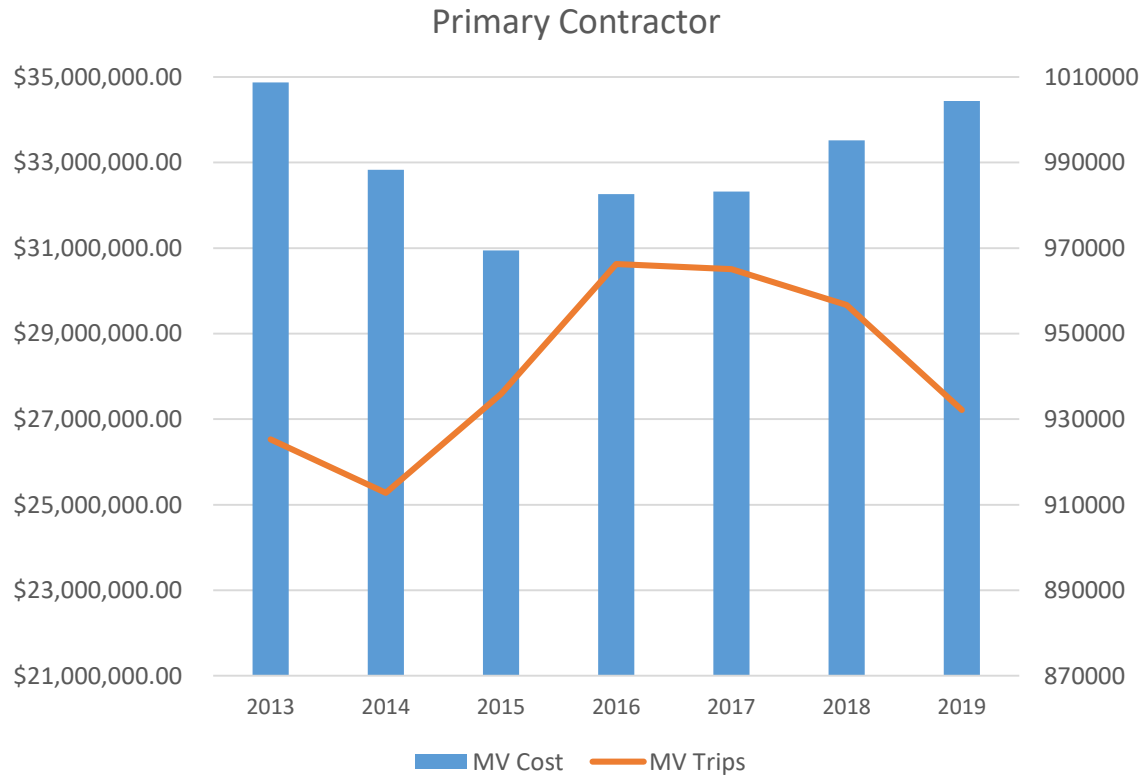
Service Growth

OC ACCESS: Trips vs Cost Comparison

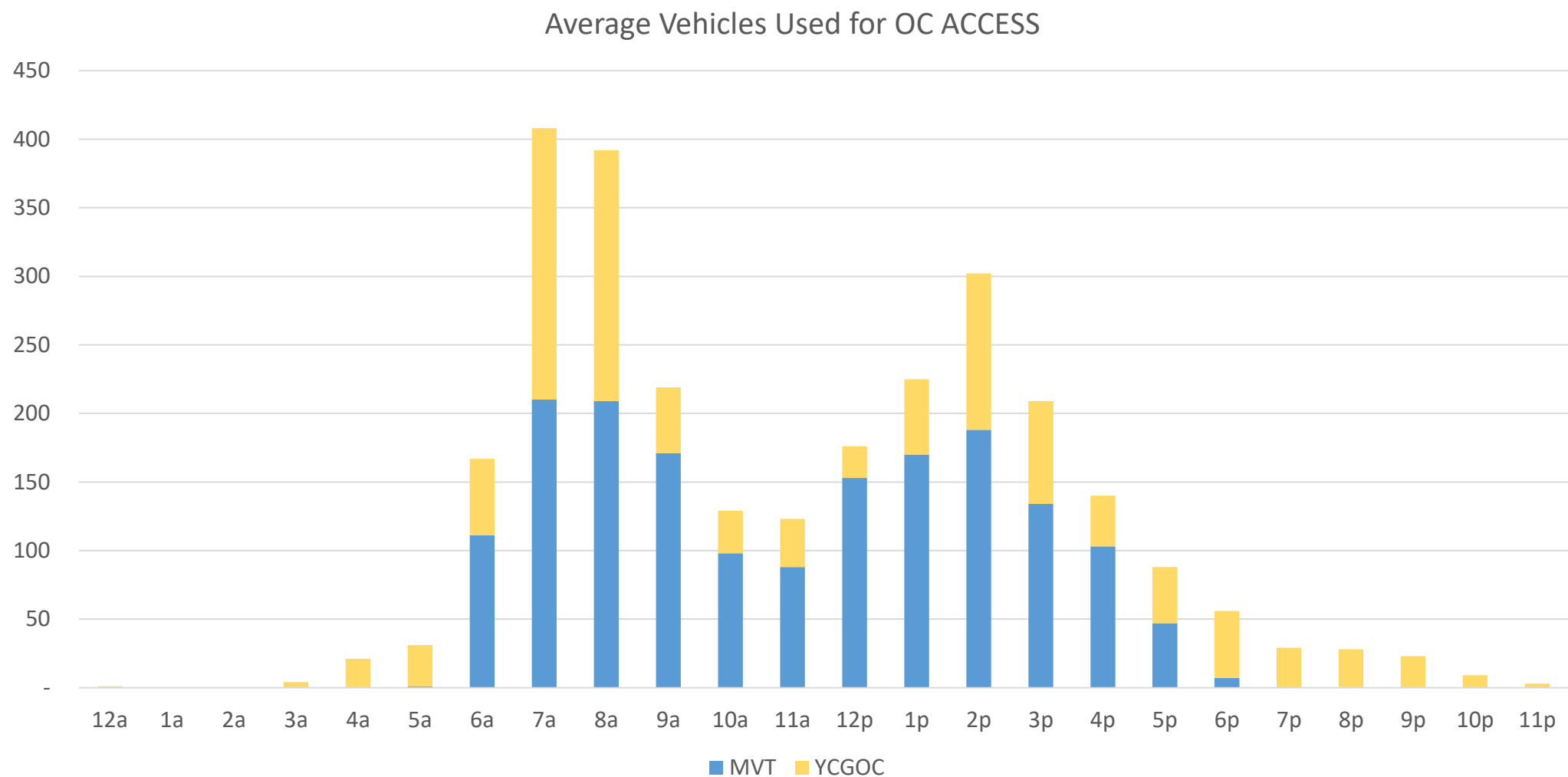


	2013	2014	2015	2016	2017	2018	2019
OC ACCESS % Trip Growth	1.28%	-1.24%	2.25%	4.39%	1.54%	0.07%	0.99%
OC ACCESS % Cost Growth	0.84%	-6.75%	-1.63%	5.73%	1.15%	3.68%	2.67%

Service Growth



Vehicle Usage



Source: Trapeze for weekday Oct 2019

Service Evaluation Key Findings

- Maintain current service delivery model
- Continue partnership with subcontractors and other services
- Migrate contract structure to a fixed management fee plus fixed payment per trip
- Introduce additional performance standards

Next Steps

- Finalize Paratransit Services Scope of Work – March 13, 2020
- Board of Director's Approval to Release Request for Proposals – April 27, 2020
- Vendor Proposals Due – June 18, 2020
- Anticipated Award to Transit Committee – November 12, 2020