

# Specialized Transit Services Overview

**Transit Committee**  
**July 11, 2024**





# OCTA SPECIALIZED TRANSIT SERVICES (STS)

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## Complementary Paratransit Service

- OC ACCESS – Paratransit service for eligible individuals
- Regional Center of Orange County (RCOC) Cooperative Agreement – Cost-sharing agreement for OC ACCESS eligible individuals who are RCOC persons served

## Other Services for Eligible OC ACCESS Riders

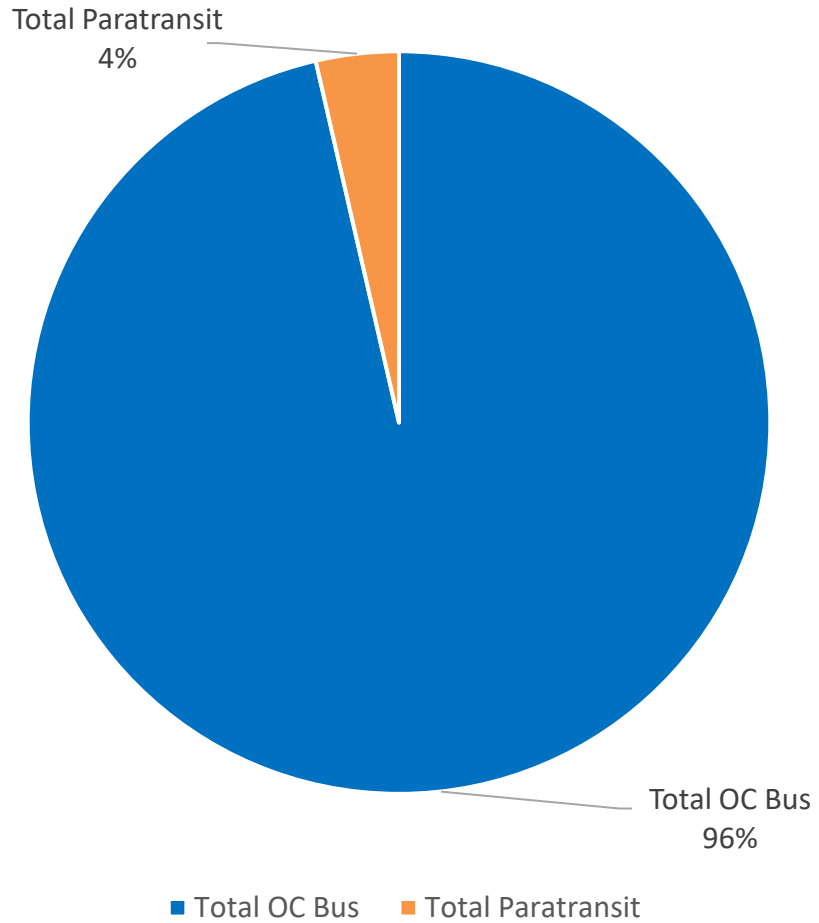
- Same Day Taxi service
- Cooperative Transit Agreements (five partner agencies)

## Senior Specific Transportation Programs

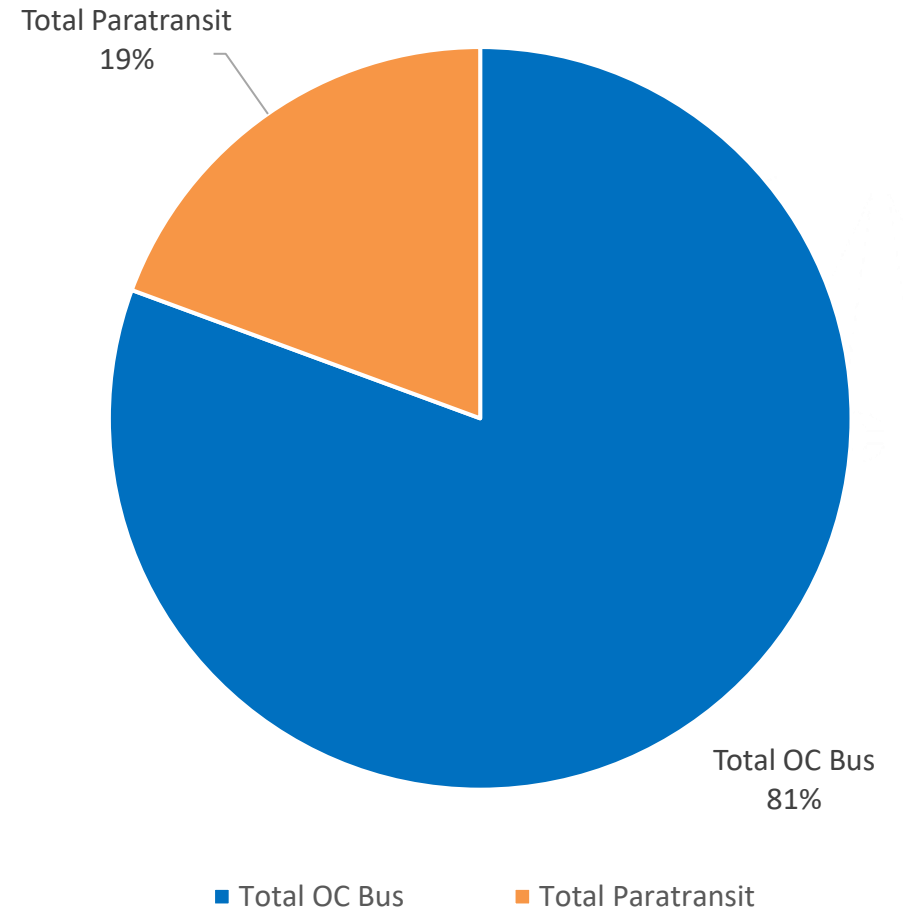
- Senior Mobility Program (SMP)
- Senior Non-Emergency Medical Transportation (SNEMT)

# TOTAL SYSTEM RIDERSHIP AND COST (FY23)

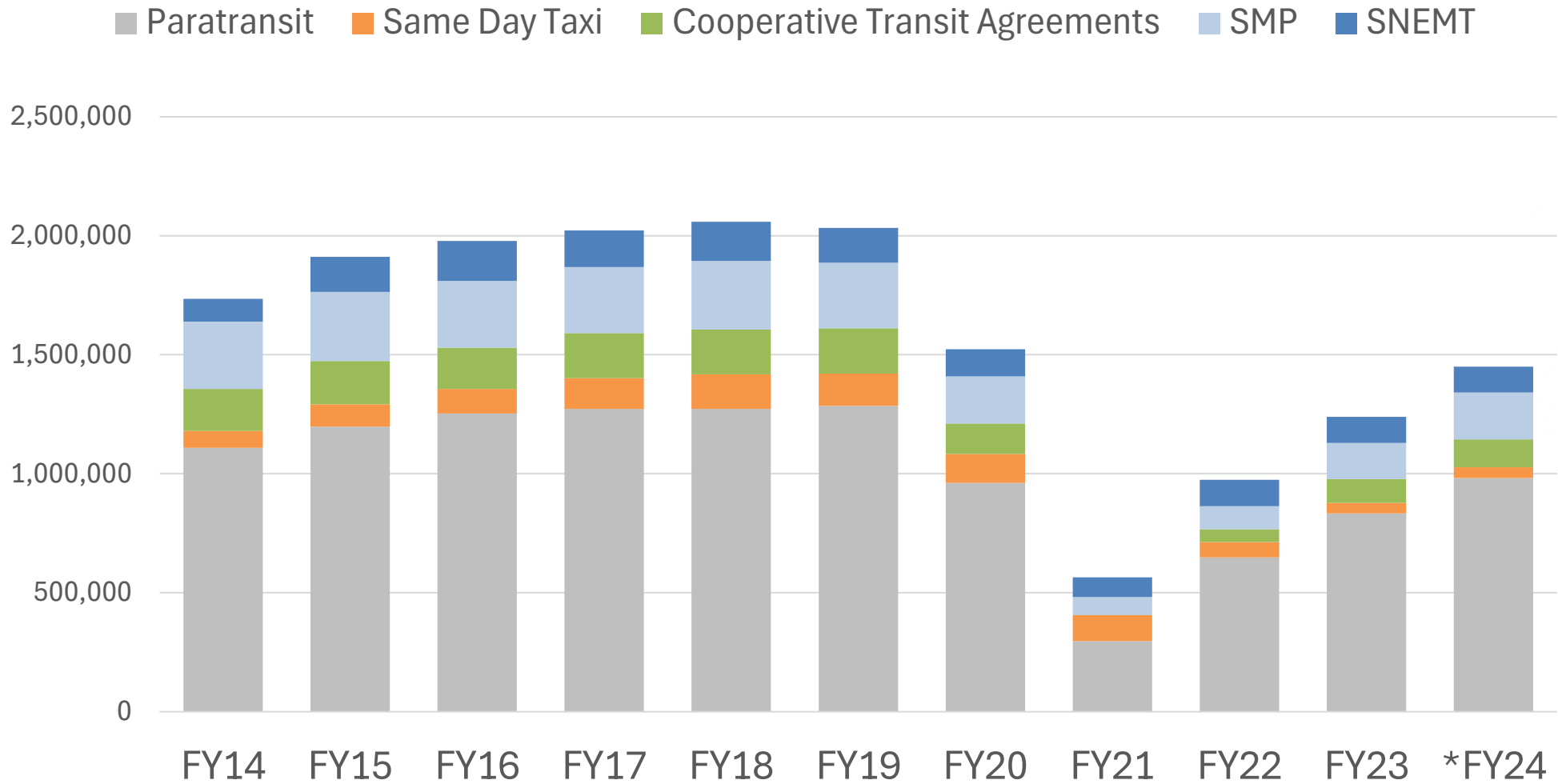
Total Boardings by Program



Total Expenses by Program



# STS TOTAL RIDERSHIP



\*estimated, not final



# REQUIREMENTS FOR PARATRANSIT SERVICE

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- The Americans with Disabilities Act (ADA) of 1990 requires public transit agencies that provide fixed-route service to provide “*complementary paratransit service*” to individuals with disabilities who are unable to use fixed-route bus or rail service because of a disability.
- Governed by 49 CFR Part 37 – Transportation Services for Individuals with Disabilities (ADA)
- Paratransit service must be equivalent to fixed route with respect to the following service characteristics:
  - Hours and Days of Service
  - Service Area (within  $\frac{3}{4}$  of a mile)
  - Response Time
  - Fares
  - Trip Purpose Restrictions
  - Capacity Constraints



# REQUIREMENTS FOR PARATRANSIT SERVICE (CONT.)

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## Eligibility Requirements

- Paratransit only provided for individuals who are functionally unable to use fixed-route service.
- 49 CFR Part 37 provides for in-person functional assessments to determine paratransit eligibility.
- Four different eligibility types:
  - Unconditional
  - Conditional (Trip-by-Trip)
  - Temporary
  - Visitor
- Streamlined renewal process
- Appeals process



# OC ACCESS

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## Overview

- Service provided by Transdev (primary contractor); supported by SMS Transportation and Cabco
- Mixed fleet of 248 paratransit buses (OCTA-owned), and non-dedicated taxi sedans, and minivans
- 5,991 “active” riders, of 27,644 persons eligible to use the service
- Reservations can be made 1-3 days in advance, subscription service also offered
- Base service is curb to curb

## Eligibility Requirements

- Riders must have current OC ACCESS eligibility

# OC ACCESS SERVICE AREA







# COOPERATIVE REVENUE AGREEMENT - RCOC

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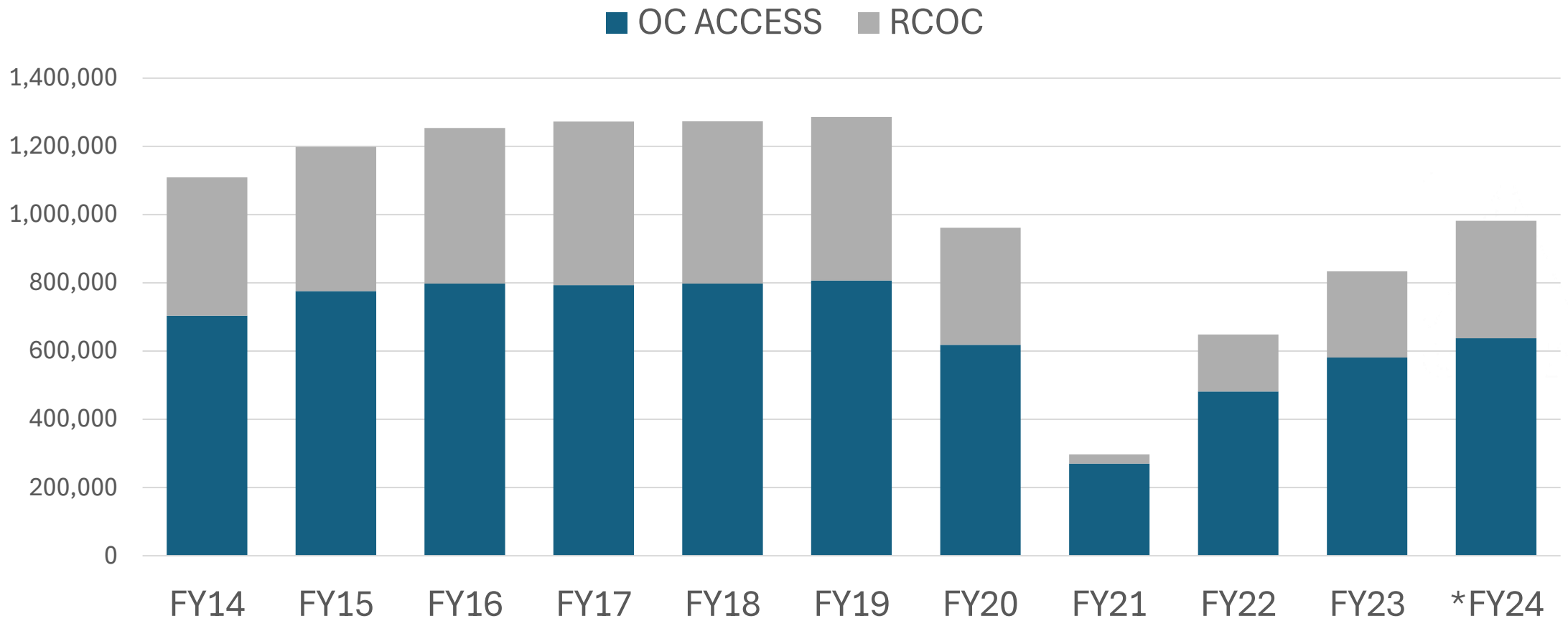
## Overview

- Cost sharing cooperative agreement between RCOC and OCTA was established in 1999
- RCOC is required by the Lanterman Act of 1969 to provide support and services for people with developmental disabilities, including arranging and purchasing transportation
- Under the ADA, OCTA can negotiate a fare that is mutually beneficial to OCTA and RCOC for trips guaranteed

## Eligibility Requirements

- Riders must have current OC ACCESS eligibility
- Riders must travel on a consistent schedule (subscription service)

# PARATRANSIT RIDERSHIP



\*estimated, not final



# SAME DAY TAXI

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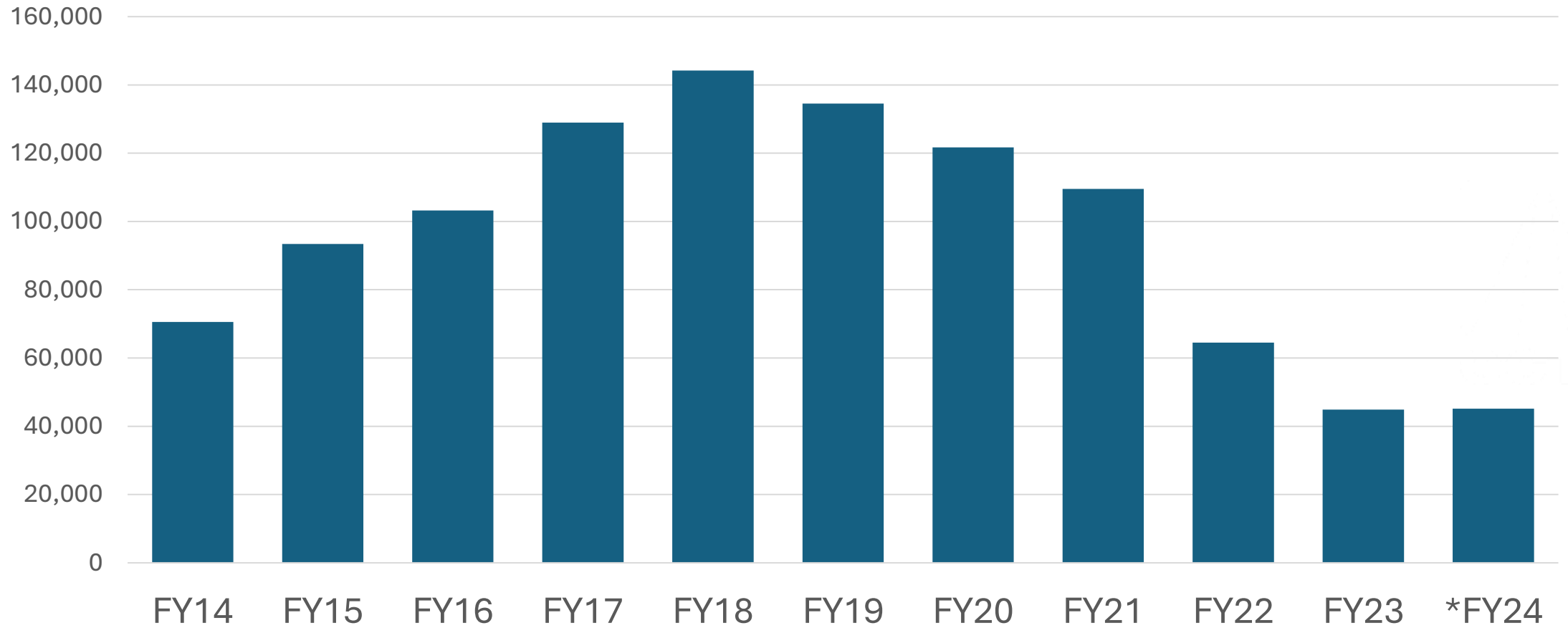
## Overview

- Service established in 2005 as a measure to manage the growth in demand and cost of OC ACCESS service
- Provided throughout Orange County, inclusive of areas with no fixed-route, with connections to California State University, Long Beach and the Long Beach Veterans Affairs
- Accessible, non-shared ride, curb to curb service
- Operated daily, from 6 a.m.- 8 p.m., including holidays
- Per trip fare is subsidized up to the first five miles

## Eligibility Requirements

- Riders must maintain continuous OC ACCESS eligibility

# SAME DAY TAXI RIDERSHIP



\*estimated, not final



# COOPERATIVE TRANSIT AGREEMENTS

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## Overview

- In 2005, OCTA entered into cost-sharing cooperative agreements with several agencies (adult day programs) to transition OC ACCESS riders to alternative transportation providers
- Agencies may provide transportation services directly or contract service

## Eligibility Requirements

- Riders must maintain continuous OC ACCESS eligibility
- Riders must establish a pattern or practice of using OC ACCESS for travel to agency programs
- Only allows trips to or from partner agency day programs

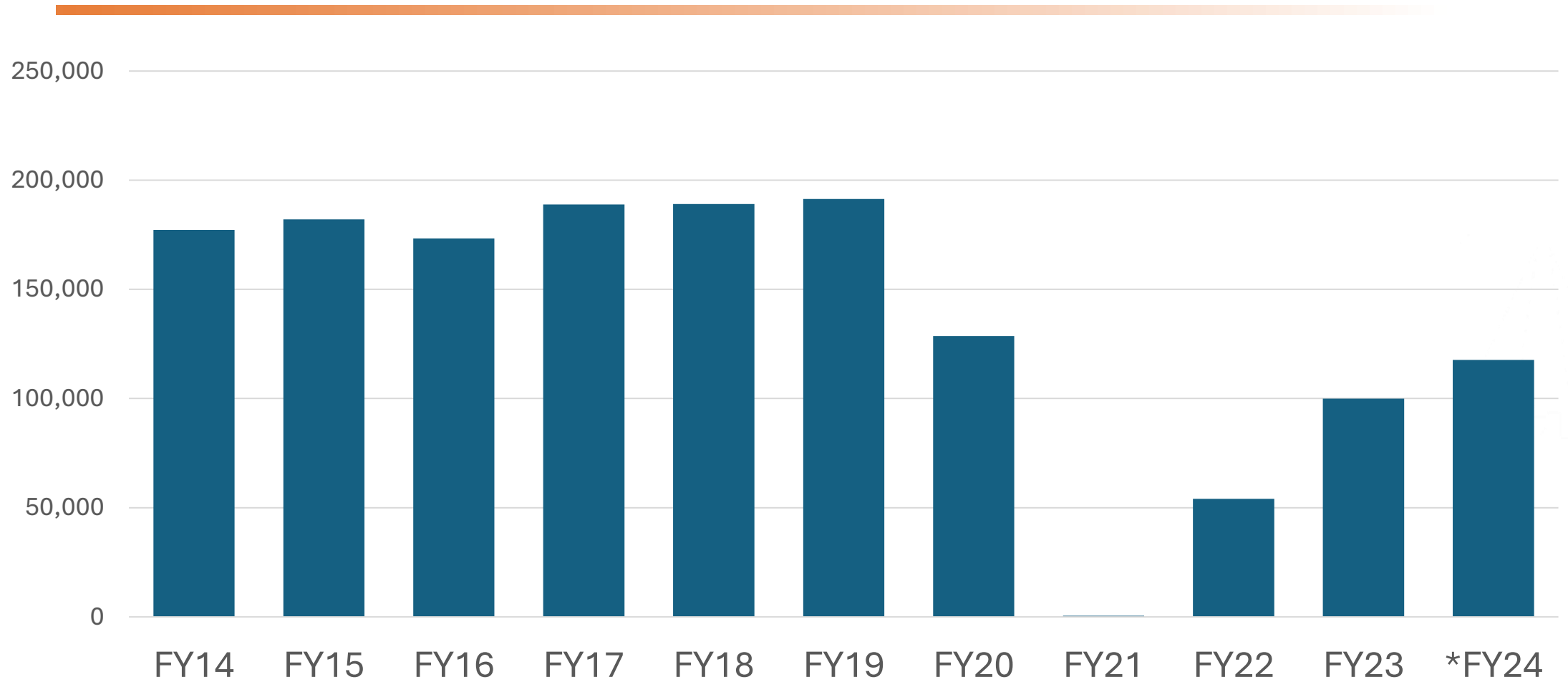


# COOPERATIVE TRANSIT AGREEMENT PARTNERS

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- Acacia Adult Day Services
- Alzheimer's Family Services
- Community SeniorServ dba Meals on Wheels Orange County
- Orange County Adult Achievement Center dba My Day Counts
- SoCal Senior Services LLC

# COOPERATIVE TRANSIT AGREEMENTS RIDERSHIP



\*estimated, not final



# SENIOR MOBILITY PROGRAM (SMP)

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## Overview

- Funded by Measure M2 (cities) and local transportation funding (non-profits)
- Operated by cities and certain non-profits to provide local, community-based transportation
- City funding is allocated based on their share of the county's 60+ population
- 32 participating cities, 3 participating non-profits

## Eligibility Requirements

- Seniors (60+)
- Eligible trip destinations, service hours, and fare vary by program

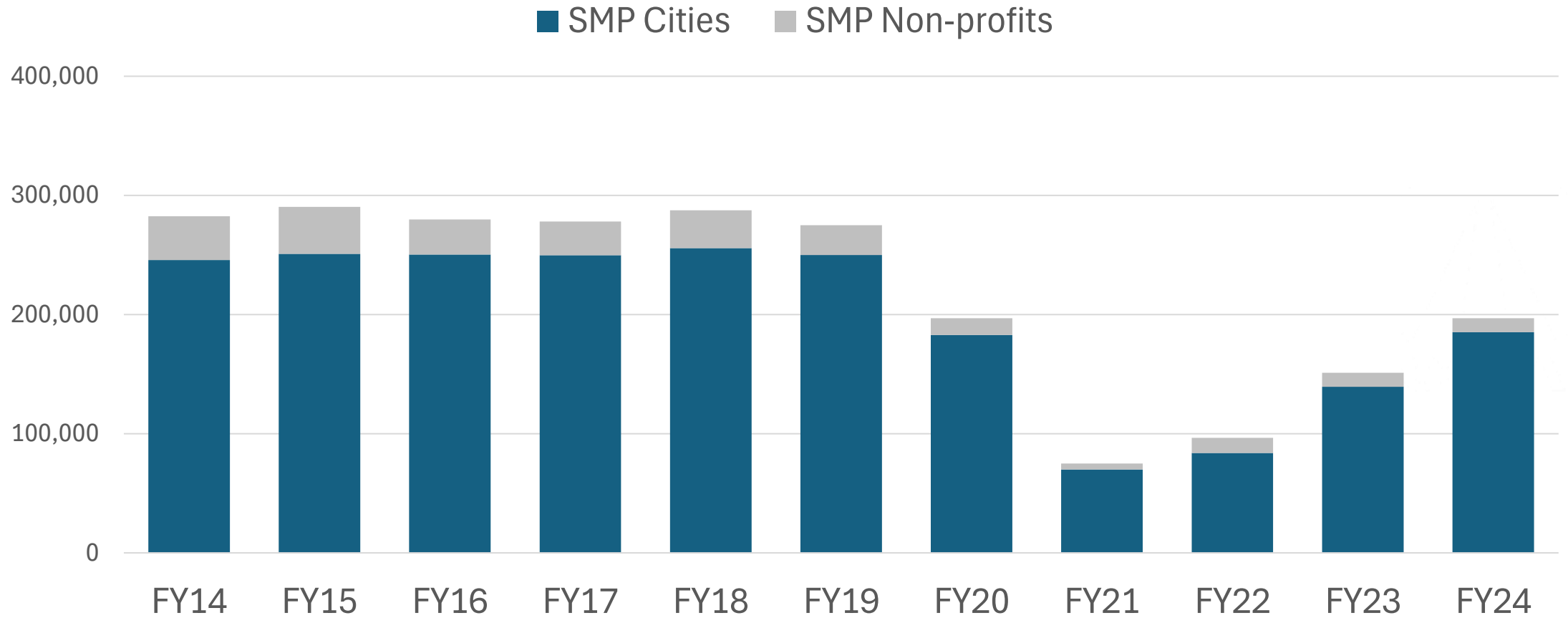




# SMP PARTNERS

Cities				Non-profits
Aliso Viejo	Huntington Beach	Orange	Westminster	Abrazar
Anaheim	Irvine	Placentia	Yorba Linda	Korean-American Seniors Association
Brea	La Habra	Rancho Santa Margarita		Southland Integrated Services, Inc
Buena Park	Laguna Beach	San Clemente		
Costa Mesa	Laguna Hills	San Juan Capistrano		
Cypress	Laguna Niguel	Santa Ana		
Dana Point	Laguna Woods	Seal Beach		
Fountain Valley	Lake Forest	Stanton		
Fullerton	Mission Viejo	Tustin		
Garden Grove	Newport Beach	Villa Park		

# SMP RIDERSHIP



\*estimated, not final



# SENIOR NON-EMERGENCY MEDICAL TRANSPORTATION (SNEMT)

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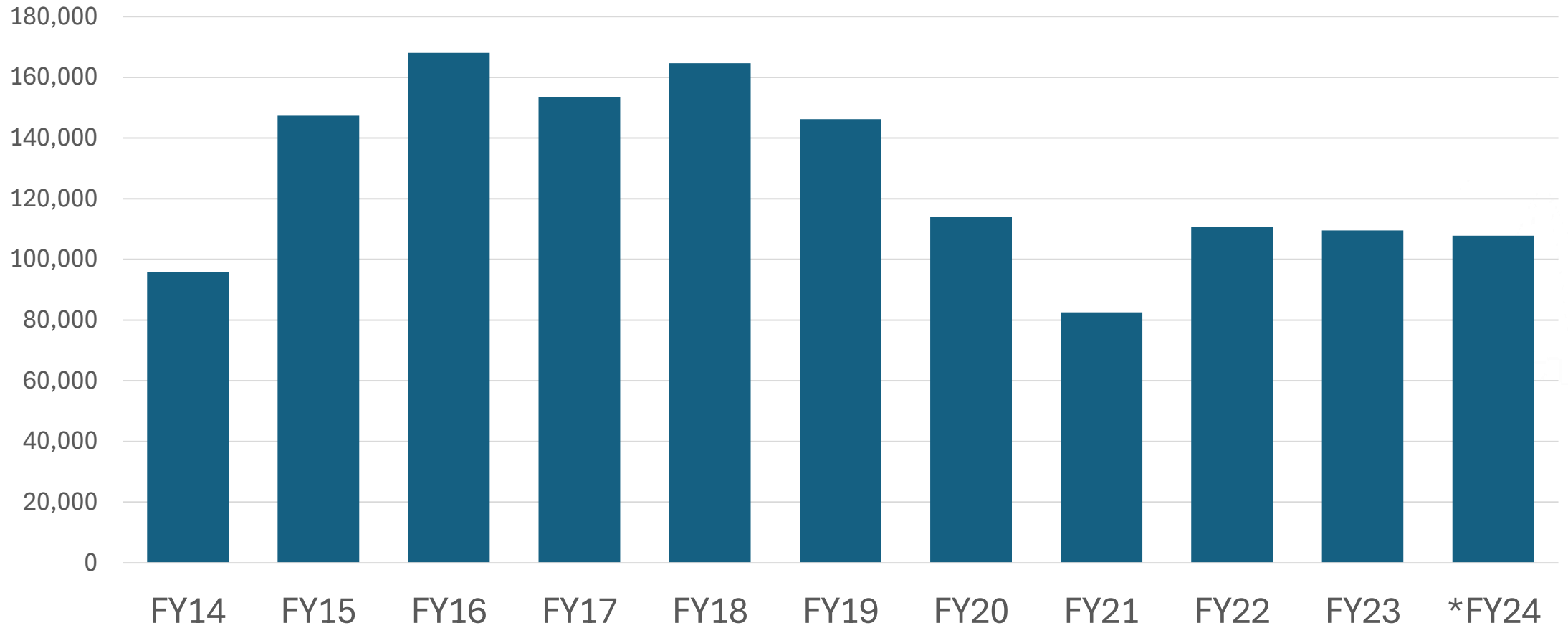
## Overview

- Operated by the Orange County Office on Aging
- Jointly funded by OCTA and other agencies
- Transportation provided by Abrazar (North, Central/West County) and Age Well (South County)
- Rides must be booked 5 days in advance
- Riders pay a donation-based fare
- Riders limited to 16 one-way trips per month

## Eligibility Requirements

- Seniors (60+)
- Trips to/from medical appointments and other health related activities, up to 15 miles within Orange County and 10 miles outside Orange County

# SNEMT RIDERSHIP



\*estimated, not final

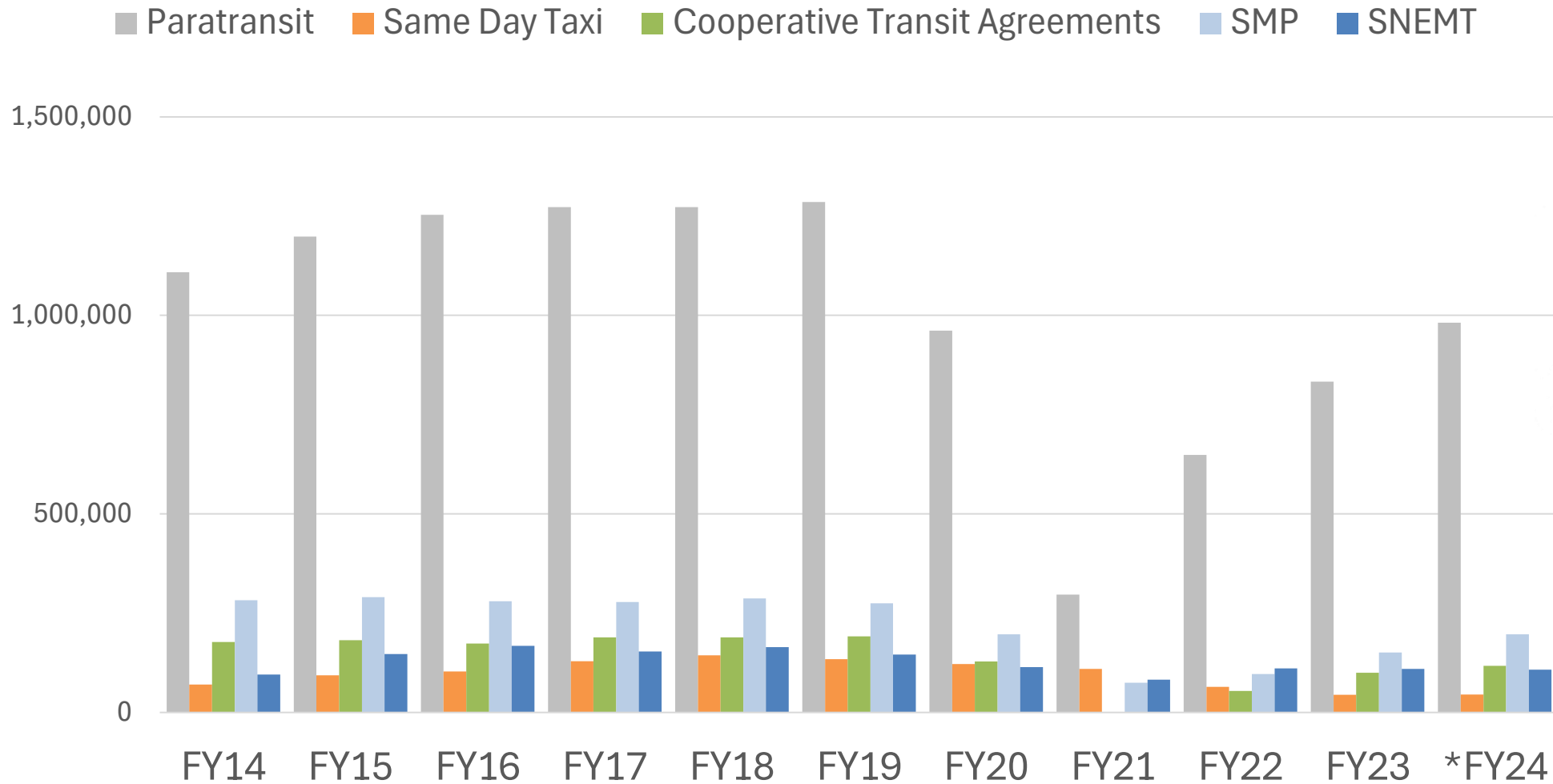
# FISCAL IMPACT

Program Name	Estimated FY24 Ridership	FY24 Average OCTA Program Cost per Passenger Trip	Average Passenger Fare	OCTA Subsidy per Trip
Paratransit - OC ACCESS	637,388	\$50.99	\$3.60	\$47.39
Paratransit - OC ACCESS RCOC	344,535	\$50.99	\$12.00*	\$38.99
Same Day Taxi	45,139	\$20.69	\$3.60	\$17.09
Cooperative Transit Agreements	117,701	\$25.00	\$0.00	\$25.00
Senior Mobility Program**	196,948	\$32.43	Varies	Varies
Senior Non-Emergency Medical**	107,780	\$32.59	\$2.00	Varies

\* Fare paid by RCOC at a rate negotiated with OCTA

\*\* OC ACCESS eligibility not required

# STS RELATIVE RIDERSHIP BY PROGRAM



\*estimated, not final



# OC ACCESS MANAGEMENT STRATEGIES

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## **Additional Staff Initiatives: 2021 - 2024**

- Analyzed ridership and cost growth factors
- Performed peer review of other transit agencies and incorporated best practices
- Renewed lower-cost service options and introduced changes to cooperative agreements
- Explored fleet-mix options

