



# Update of OCTA's Coordinated Public Transit-Human Services Transportation Plan



1. Coordinated Public Transit-Human Services Plan – purposes and focus
2. What are we updating?
3. What's our approach to this Update?
4. Where we need your help

Next steps



# 1. Coordinated Plans

- Why are we doing them?
  - Statutory requirement of MAP-21
  - Identify mobility gaps of target populations
- How are they used?
  - Support FTA Section 5310 grant requests
  - Used by agencies to validate mobility needs
  - Inform other OCTA planning processes

# 1. Coordinated Plans

- What is their focus?
  - Older adults
  - Persons with disabilities
  - Persons of low-income
  - Veterans

## 2. What are we updating?

- What did the 2008 Plan tell us?
- Four goals and multiple objectives:
  1. Enhanced Transportation Information & Communication
  2. Enhancements to Human Services Transportation
  3. New/ Expanded Services to Meet Specific Needs
  4. Enhancements to OCTA Fixed Route & Access

# 2. What did the 2008 Plan tell us?

## 1. Enhanced Transportation Information & Communication

*7 strategies areas – gatekeeper training, information updates, resource guides, input to service planning, consumer trip planning, mobility training & buddy travel, getting to mono-lingual communities*

## 2. Enhancements to Human Services Transportation

*15 strategy areas – driver training, volunteer retention & insurance, bilingual drivers, enhanced passenger info, accessible vehicles & vehicle replacement, coordinated trip scheduling, vehicle & driver back-ups or shared use; assistance with transit contracting; full cost accounting; manager training; Mobility Managers*

## 2. What did the 2008 Plan tell us?

### 3. New/ Expanded Services Meeting Specific Needs

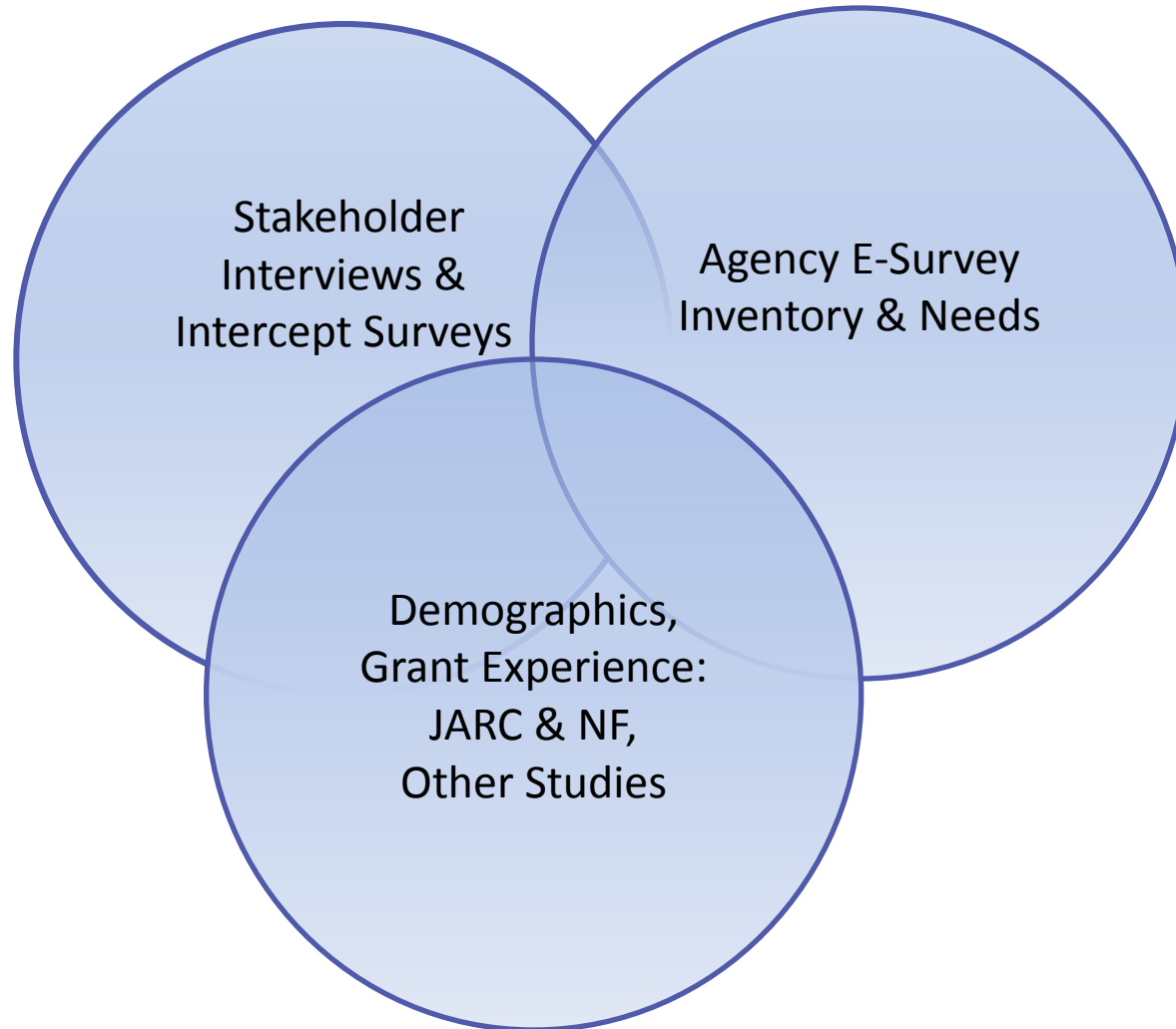
*5 strategy areas – Same-day non-emergency medical transportation, specialized shuttles or van pools for particular purposes or consumer groups; reduced fare projects*

### 4. Enhancements to OCTA Services

*6 fixed route strategy areas – expanded weekend & evening service, overcrowding on selective routes, driver training; pockets of unserved needs, express bus needs; bus signage & amenities*

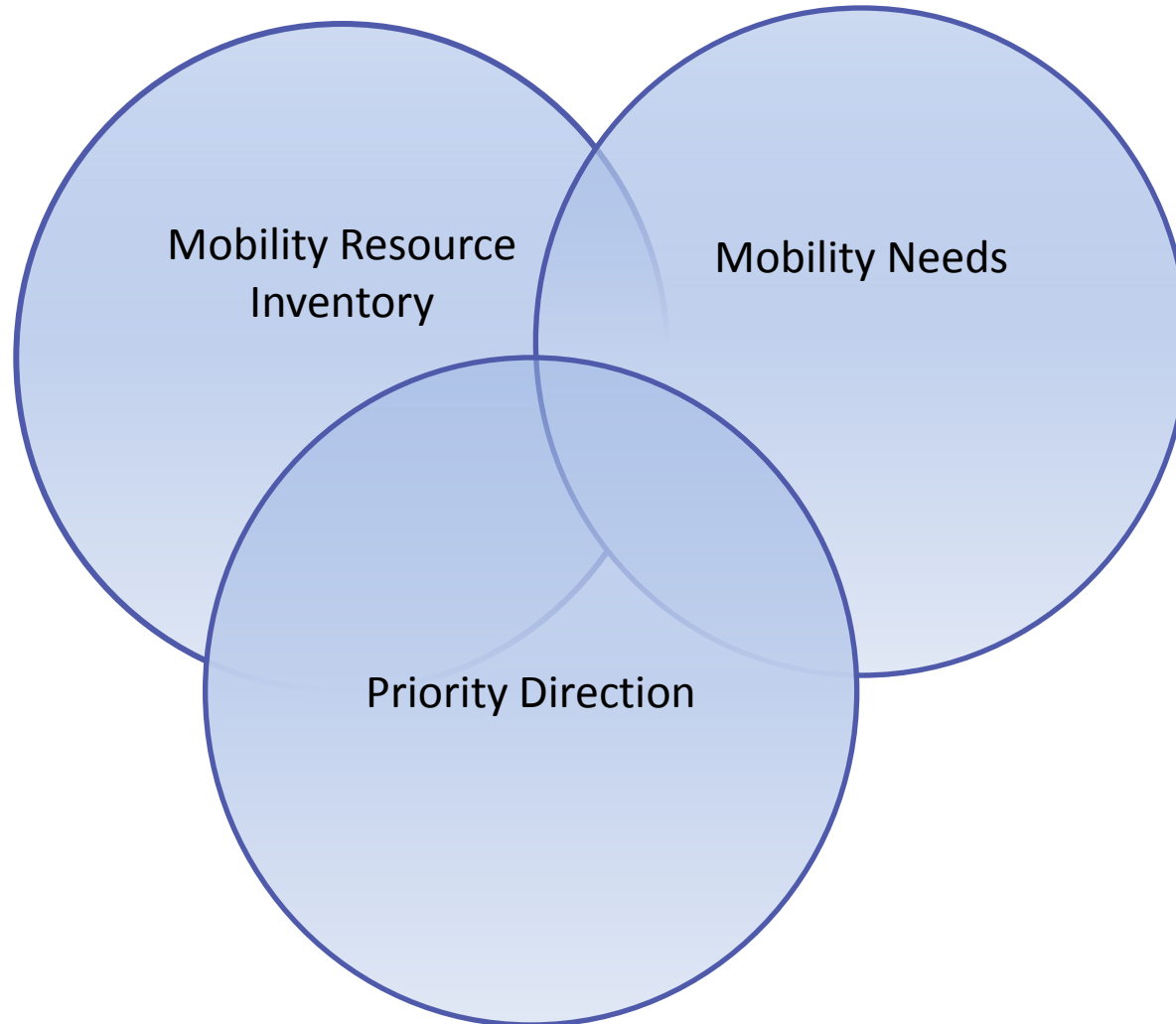
*9 ACCESS strategy areas – telephone contact after 5 p.m., call ahead notification, no-show & same-day service issues; ride times, supplemental taxis; eligibility & reservation processes*

# 3. Approach – Input to the Coordinated Plan

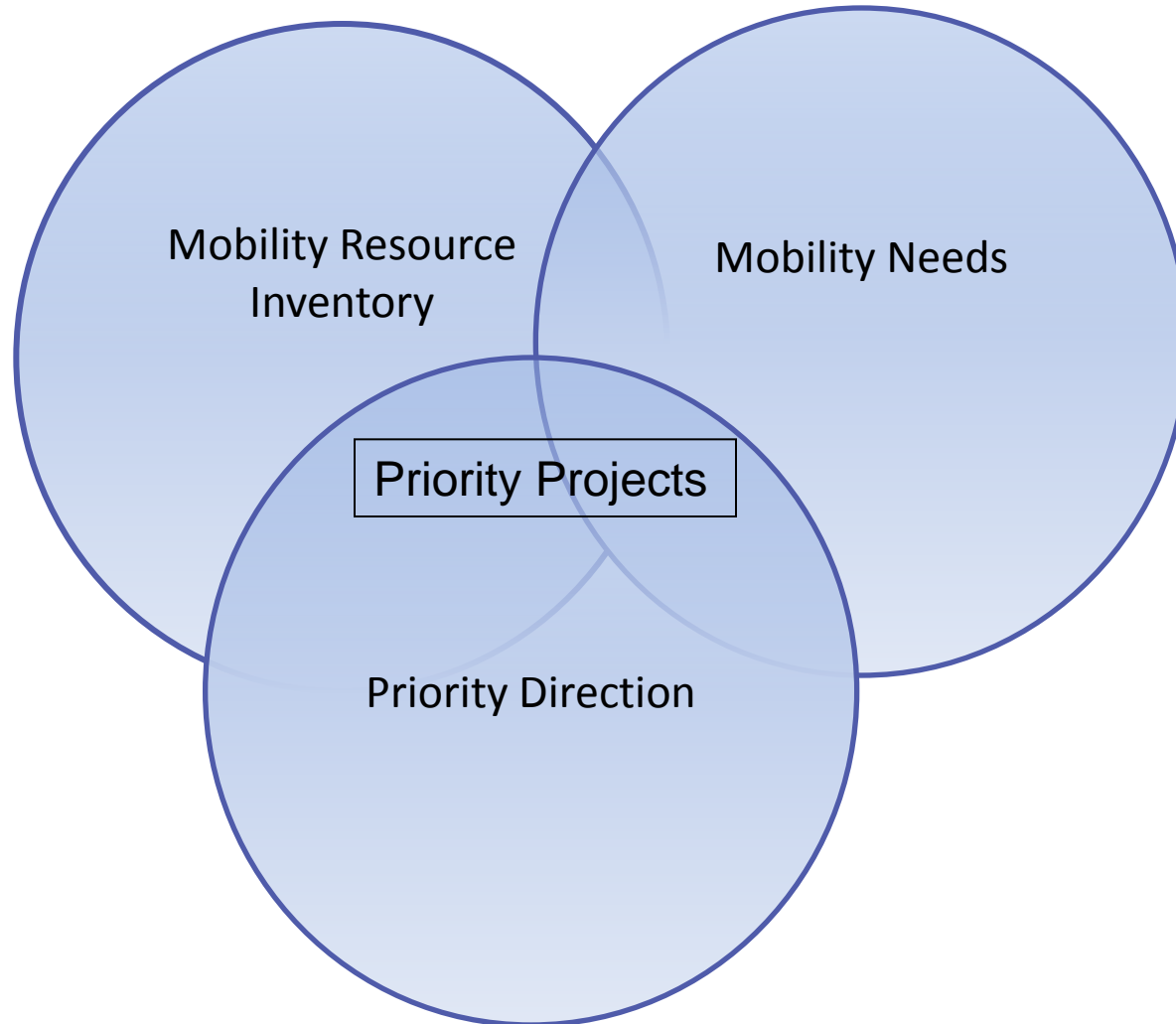




# 3. Approach – Coordinated Plan Outcomes



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# 4. Where we need help

- Review of E-Survey
- E-mail lists and e-forwarding
- Special events and meetings
  - During September (week of Sept. 8<sup>th</sup> – 13<sup>th</sup>)
    - Agency interviews
    - Senior Fairs (Huntington Beach, Lake Forest)
    - Other special events
    - Medical community gatherings

# Next Steps



# Next Steps

- Key stakeholder interviews scheduled
- Agency e-survey released (late August)
- Stakeholder interviews conducted (Sept. 8-10)

# Next Steps

- Late fall – SNAC presentation on key findings
- Draft plan with priority strategies – December
- Final plan for adoption – early in 2015