



ACCESS Service Overview and Update



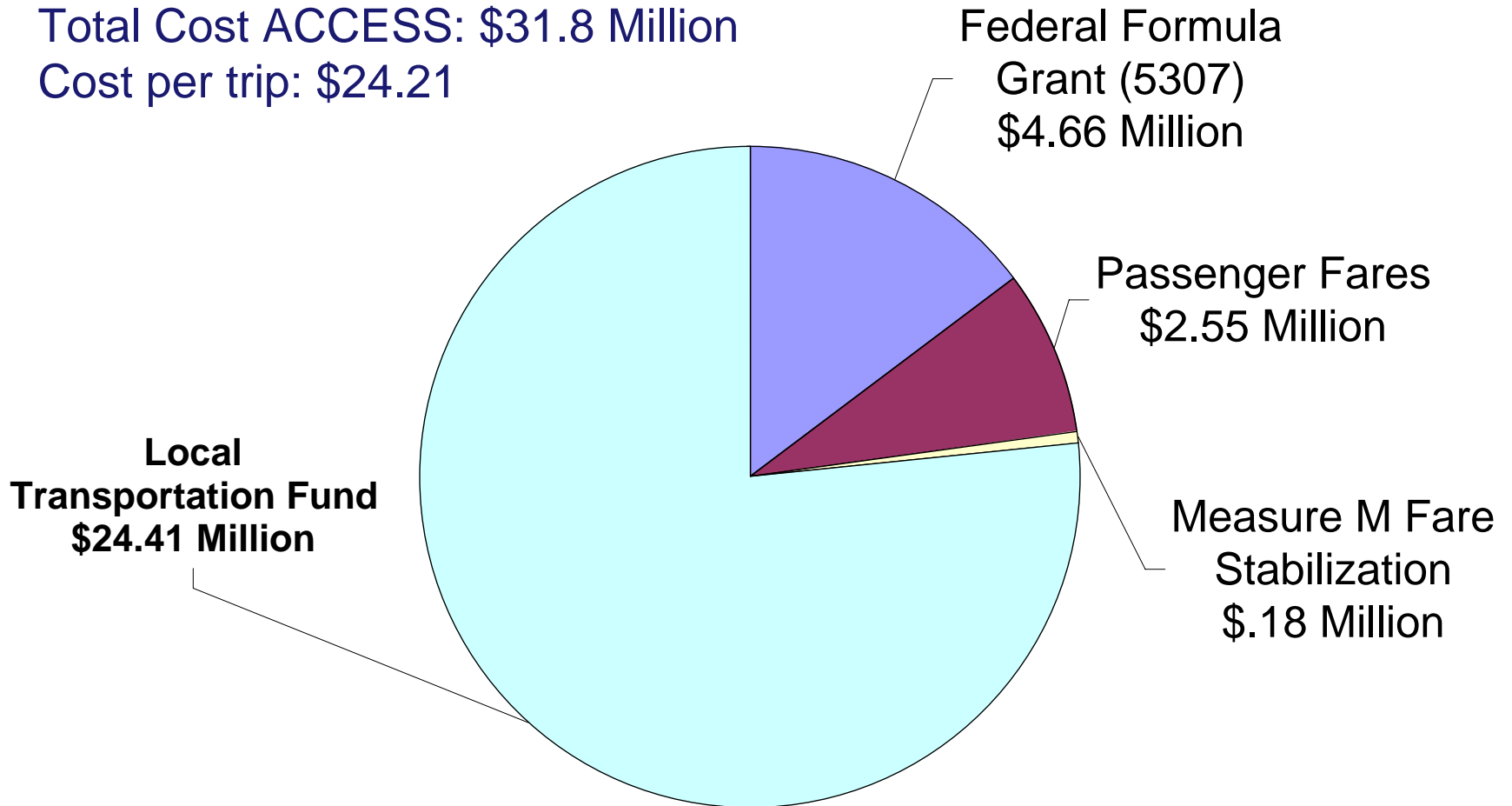
Board of Directors Meeting
February 12, 2007

Background

- ❖ Americans with Disabilities Act of 1990
 - Federal mandate requires transit operators to provide service for persons with disabilities that is “comparable” to fixed route service
 - Eligibility process required, including appeals process
- ❖ Paratransit Service at OCTA
 - OCTD/OCTA provided countywide dial-a-ride service using multiple vendors
 - ACCESS service began in 1994
 - Funded primarily through Local Transportation Funds

ACCESS Funding

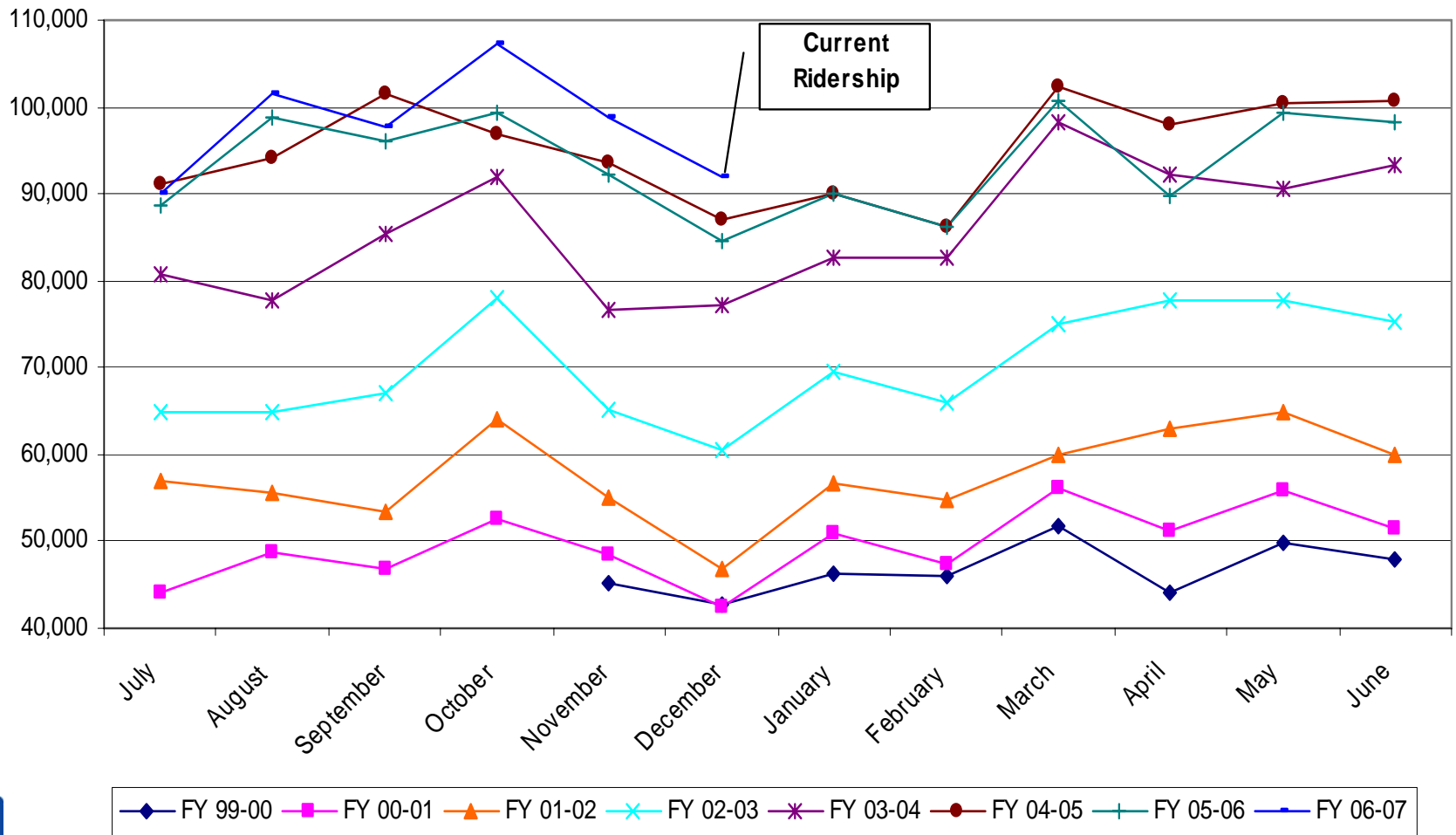
Total Cost ACCESS: \$31.8 Million
Cost per trip: \$24.21



Cost of Providing Service in FY06

	ACCESS	Fixed Route
Fiscal Year 2006 (FY06) actual	\$28,285,347	\$198,998,381
Percent of total actual	12.4%	87.6%
Boardings	1,191,883	67,779,946
Percent of total boardings	1.7%	98.3%
Cost per boarding	\$23.73	\$2.94

Growth in ACCESS Service



Veolia Contract Transition Issues & Status

❖ Contract Transition July 1, 2006

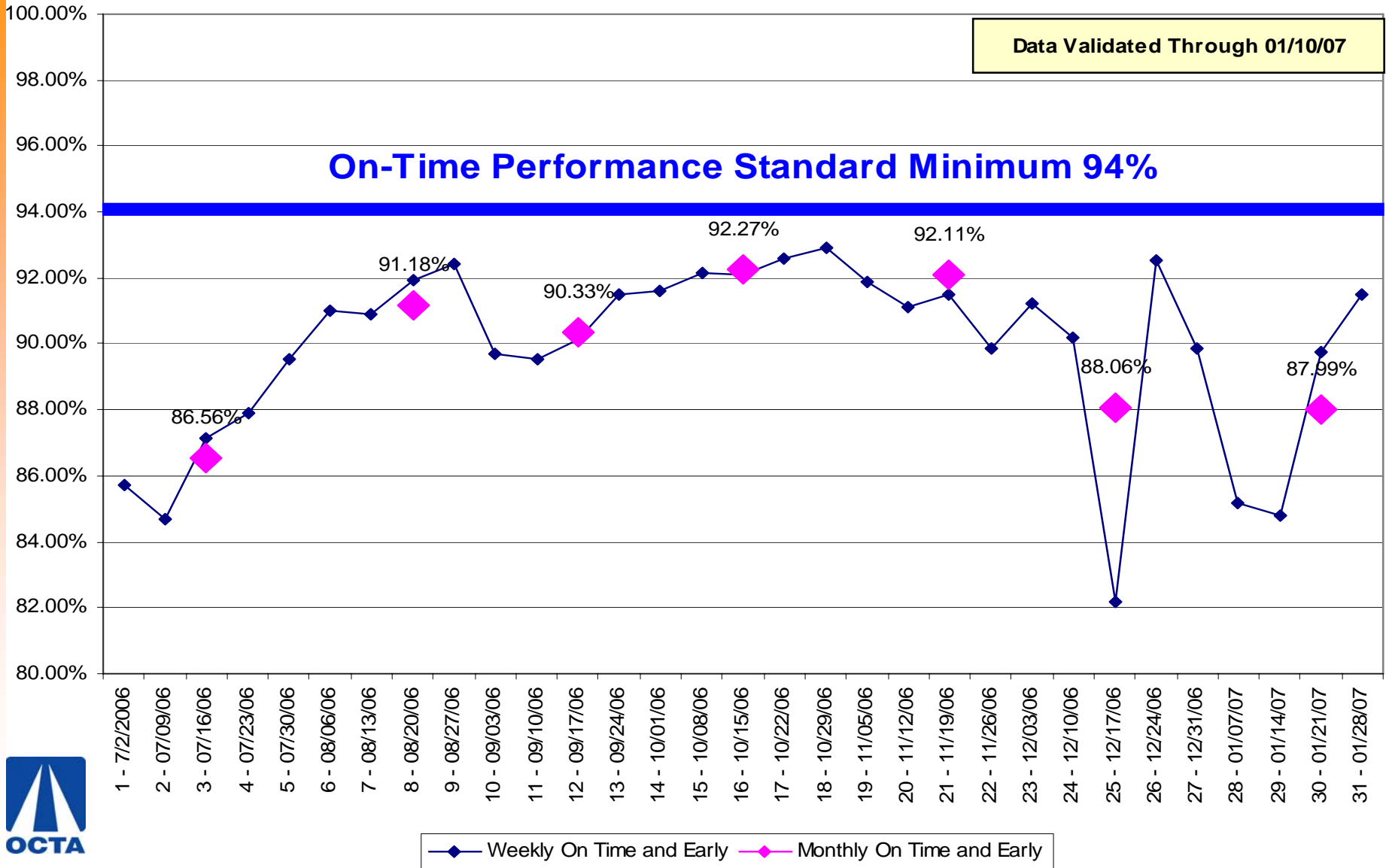
- System on-time performance
- Customer complaints
- Driver staffing levels

❖ Contract Status

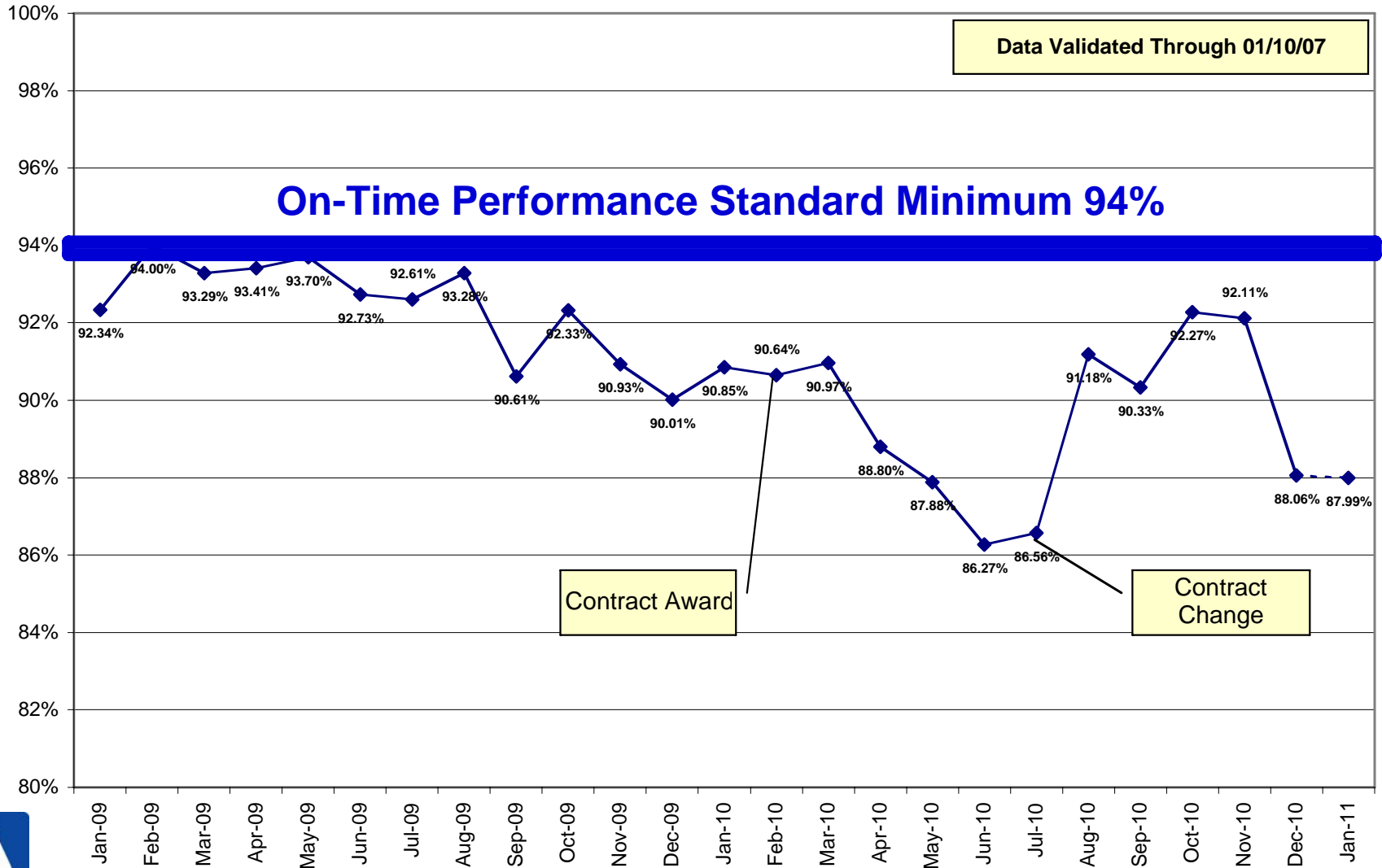
- Board of Directors approve 90-day evaluation period (December 11, 2006)
- OCTA staff providing on-site management support
- Consultant hired to evaluate operation
- Recommendation to Board at March 26, 2007 meeting



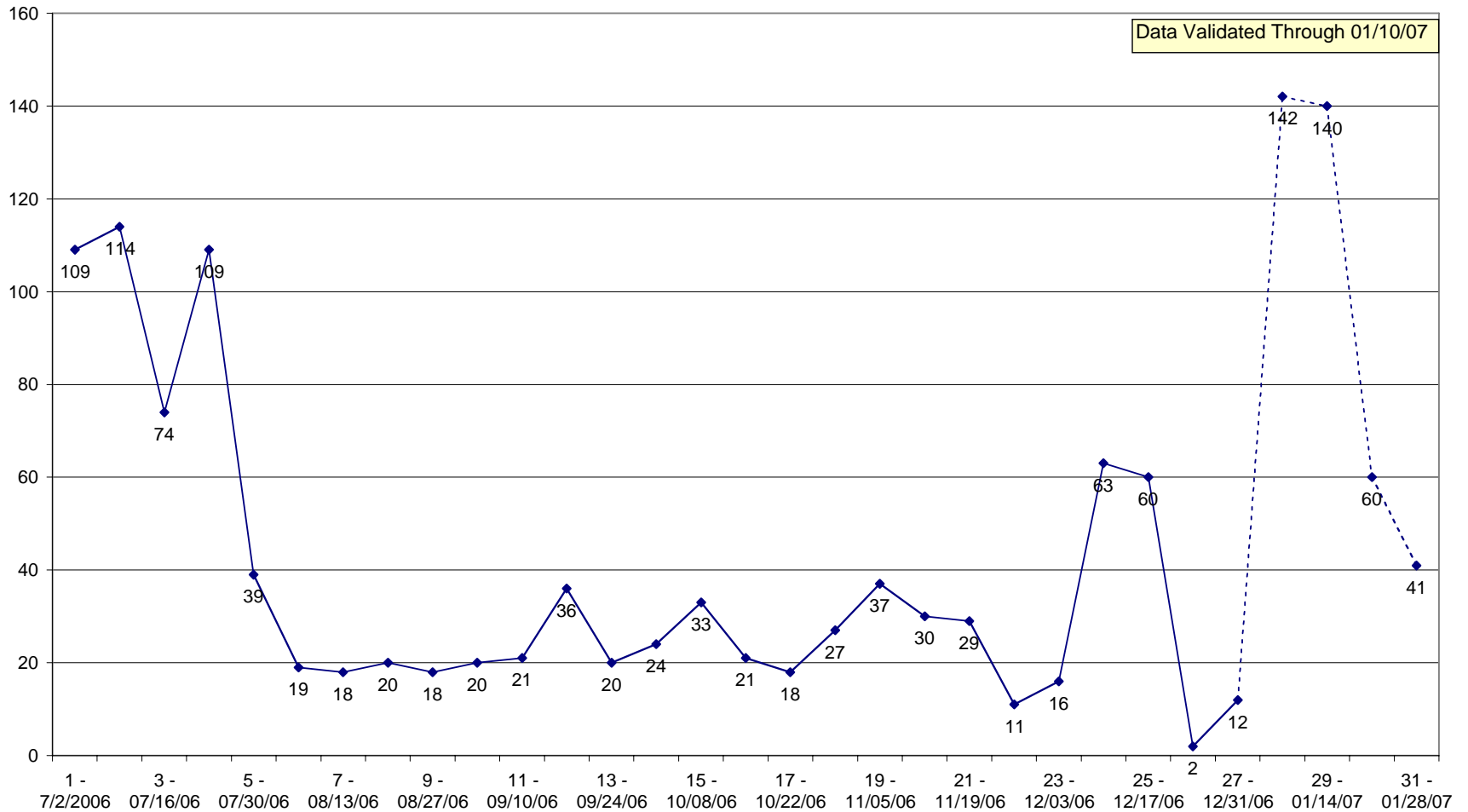
On-Time Performance



On-Time Performance

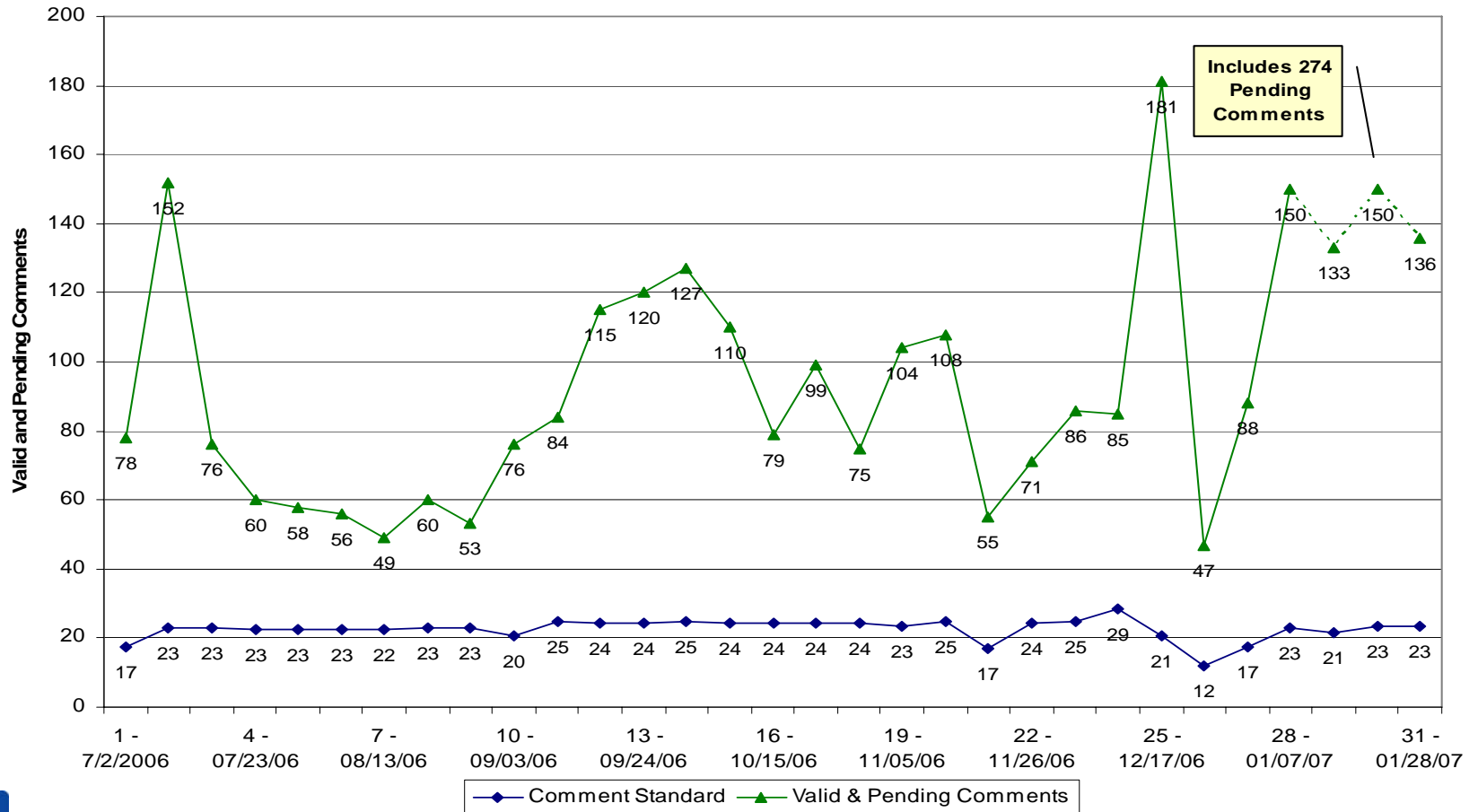


Service Delivery Failure



Weekly Comments

Comment Standard 1 Per Thousand Passengers



Next Steps

Veolia Contract Decision

- ❖ Management Stability/Project Staffing
- ❖ Performance Standards
 - On-time Performance
 - Service Delivery Failure
 - Customer Comments
- ❖ Risk Analysis
- ❖ Financial Impact