

# Orange County Transportation Authority

## Update on ACCESS Paratransit Service

# *Americans with Disabilities Act (ADA)*

As a public provider of fixed route transportation, Orange County Transportation Authority (OCTA) is required under the ADA to ensure that its fixed-route buses are accessible and it provides complementary paratransit service for persons with disabilities.

*\*OCTA serves as the paratransit provider for other fixed route operators in the county, including the City of Laguna Beach, City of Irvine, and the Anaheim Transportation Network.*

# *What is ACCESS?*

ACCESS is OCTA's shared ride service for people who are unable to use the regular, fixed-route bus service because of functional limitations caused by a disability and are certified by OCTA for use by meeting the ADA paratransit eligibility criteria.

# *ADA Requirements for Paratransit Service*

- Service must operate during the same hours/days as fixed-route service and within a  $\frac{3}{4}$ -mile corridor of fixed-route service
- Fares may be no more than twice the base fixed route fare
- Advance reservations are required
- Trips cannot be denied
- A formal process is required to determine customer eligibility for the service
- A process to appeal an eligibility determination must be established

# *ACCESS Eligibility*

A person is eligible for OCTA ACCESS service if they are:

- Unable to board or exit a fixed-route bus
- Unable to get to or from a bus stop due to a physical or environmental barrier
- Unable to understand how to ride the bus due to a cognitive limitation

Eligibility is based on a person's functional abilities and limitations due to a disability, not a specific diagnosis or disability

# ACCESS Customer Profile

	Eligible	Active
<b>Total Customers</b>	60,000	15,000
<b>Female</b>	69%	63%
<b>Male</b>	31%	37%
<b>Age</b>	73	18-44
<b>Trip Frequency</b>	1-2 days/week	4-7 days/week
<b>Trip Purpose</b>	Health-related	Work/school

Overall customer satisfaction rating of  
88% among all customers!

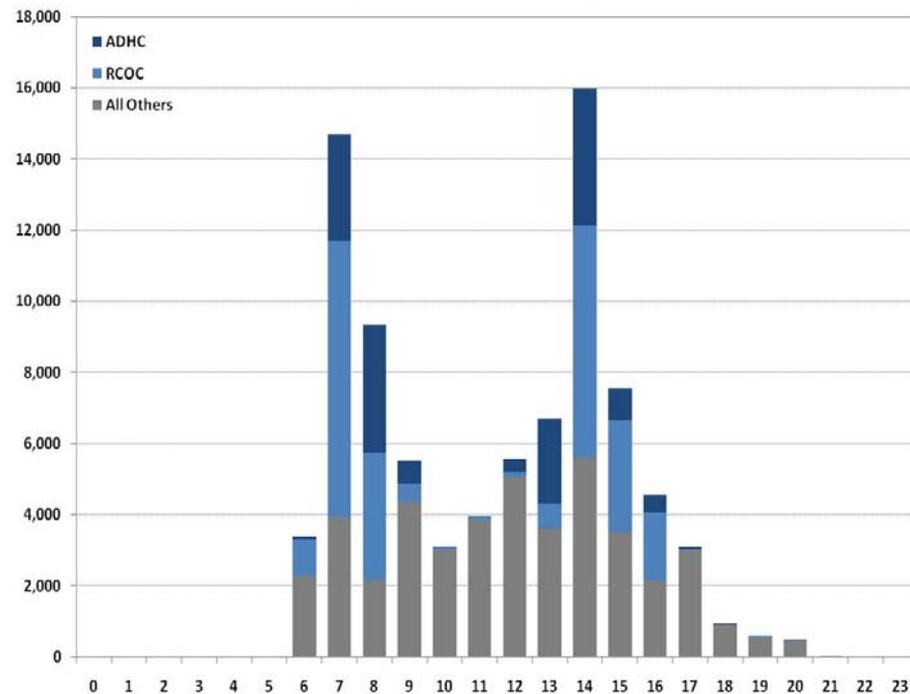
# ACCESS Trips

## ACCESS Trips

Avg weekday trips 4,400  
Avg Saturday trips 1,100  
Avg Sunday trips 890

*ADHC – Adult Day Healthcare  
RCOC – Regional Center of Orange County*

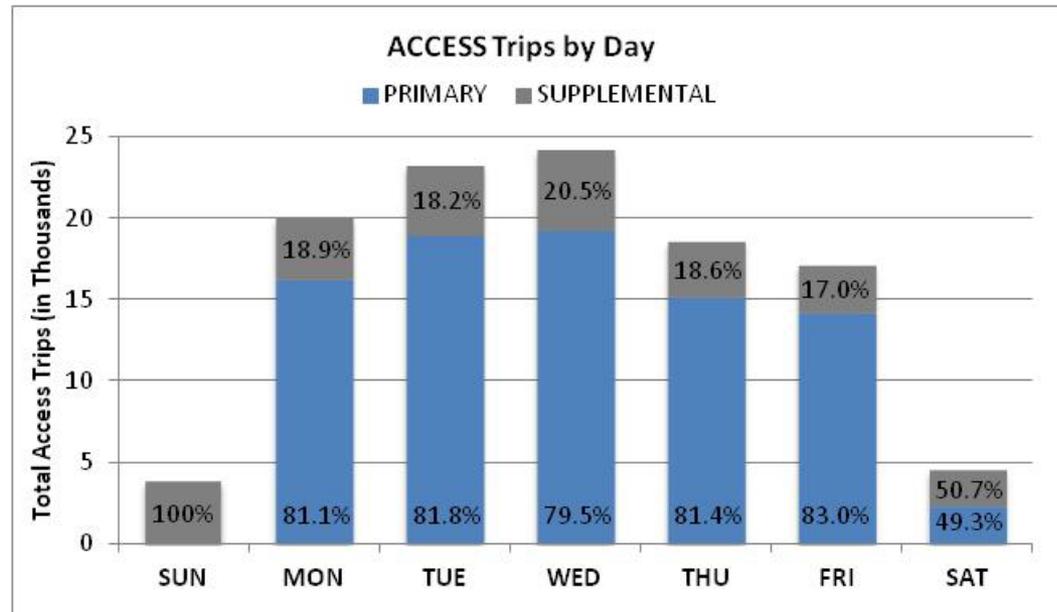
Weekday Primary Provider Trips by Hour



# ACCESS Trips Overview

## ACCESS Fleet

ACCESS Vehicles	248
Supplemental Vehicles	300



# ACCESS Service Overview

Operated under contract with Veolia Transportation, Inc.

- Subcontracting agreement with American Logistics, Inc. for supplemental taxi service
- Anticipate operating approximately 500,000 annual revenue vehicle hours and providing 250,000 taxi trips for fiscal year (FY) 2012-13
- Total contract value through FY2012-13 = \$239 million

## Cost and Ridership

- |                            |              |
|----------------------------|--------------|
| ▪ Annual FY2012-13 budget* | \$45 million |
| ▪ Fare                     | \$3.60       |
| ▪ Annual passenger trips   | 1.2 million  |

*\*Combination of federal and state funding*

# ACCESS Procurement

- Current contract expires June 30, 2013
- Board-approved evaluation criteria
  - Qualifications of the firm 20%
  - Staffing and project organization 25%
  - Work plan 30%
  - Cost and price 25%
- Request for Proposals released September 25, 2012
- Three proposals received
- Recommendation to Committee on February 14 and the Board of Directors on February 25, 2013