



# 2015 Update of OCTA's Coordinated Public Transit-Human Services Transportation Plan





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# Today's Topics

- 2015 Coordinated Plan Key Findings
  - Demographics
  - Transportation Resources and Trip-Making
  - Survey Findings
- Findings in Relation to Strategies of Response
- Your Help in Getting to Priorities





# Inputs to the Coordinated Plan

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# Demographics

Of Orange County



# Orange County Demographics

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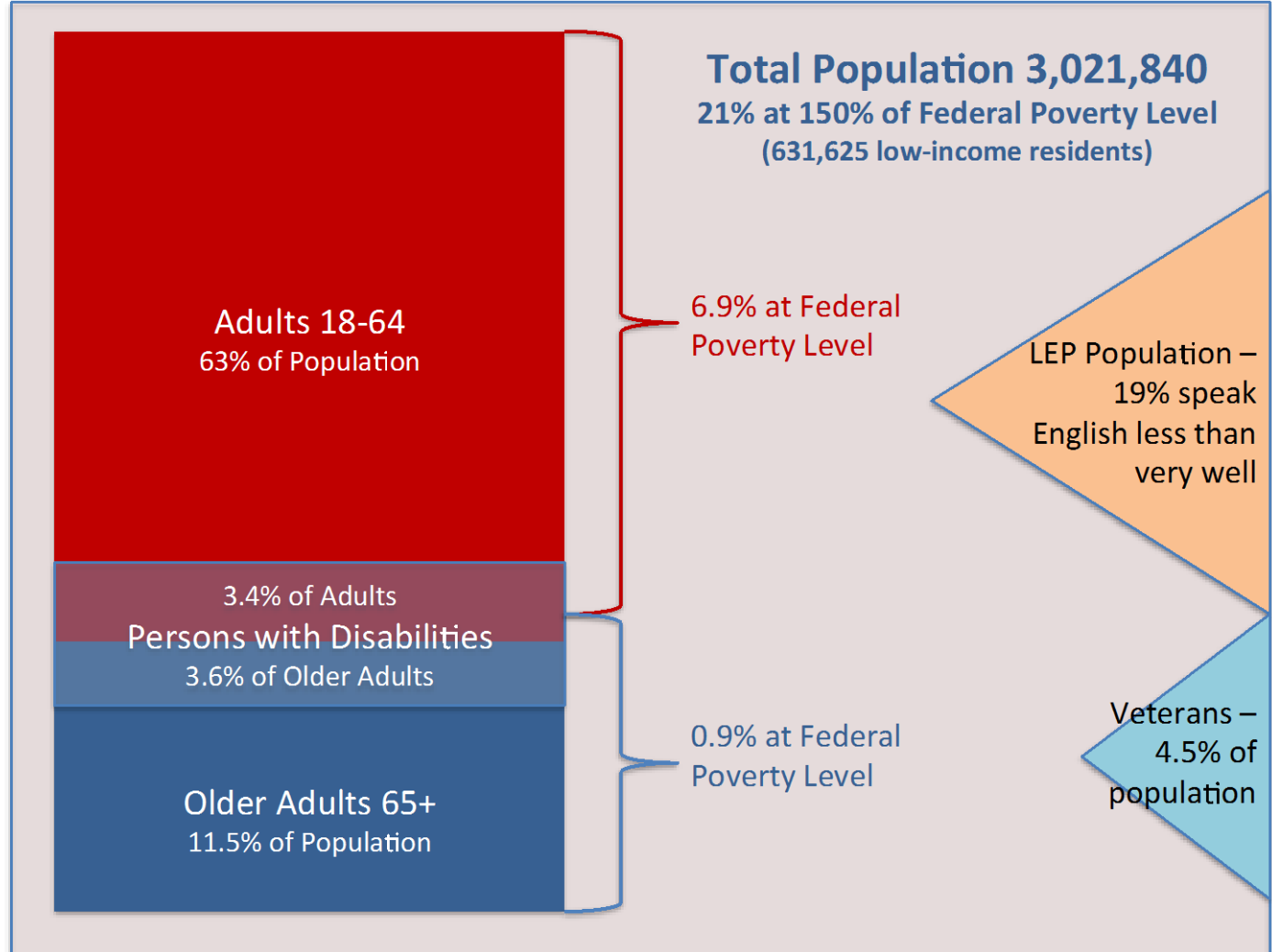
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# Orange County Demographics

- Older adults growing rapidly
  - 26% increase since 2000; almost doubling by 2030
- Increasing proportions ages 75+
- Low-income population grew by 20%
  - 204,000 at the poverty level
  - one-in-five at 150% of poverty level

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# Transportation Resources

Supply and Demand



# Transportation Inventory

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## Public Transit:

Metrolink  
OCTA Fixed Route  
OCTA Access  
Laguna Beach  
Vanpool

## Private Sector Transportation:

OCTAP/ Taxi Services

## Specialized Transportation:

OCTA Same-Day Taxi  
ACCESS Cooperative Agreements  
Senior Non-Emergency Medical  
Senior Mobility Program  
JARC/ New Freedom Programs

## Agency Bus Pass Subsidy, Volunteers/ Mileage Reimbursement:

Other Human Service Agency  
Transport







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# Public Transit in Orange County

- Metrolink
- Fixed Route - OCTA and Laguna Beach
- ADA Paratransit OCTA ACCESS
- Specialized Transportation Programs
- Vanpool

*Provided 55 million trips  
in FY 13-14*





# Transit Trips per Capita for Orange County's 3.1 million residents

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	Trips per Capita	Annual Trips
OCTA Fixed Route	15.7	48,971,000
OCTA Access	.47	1,462,500
Specialized Transportation	.14	450,000
<b>Total Specialized Transportation</b>	<b>.61</b>	<b>1,912,500</b>
<b>Range of Estimated Demand for Specialized Transportation</b>	<b>.9</b>	<b>2,800,000</b>
	<b>1.5</b>	<b>4,700,000</b>





# An Array of Transportation Options

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Public Transportation Trips Provided	OCTA's FY '06 - '07		OCTA's State of Transit FY '12 - '13		OCTA's State of Transit FY '13 - '14	
	Passenger Boardings		Passenger Boardings	% of Total Trips	Passenger Boardings	% of Total Trips
<b>Rail</b>	<b>3,800,000</b>		<b>4,400,000</b>	<b>7.36%</b>	<b>3,288,051</b>	<b>5.94%</b>
MetroLink	3,800,000		4,400,000		3,288,051	
<b>Public Bus, Fixed Route</b>	<b>65,643,592</b>		<b>52,067,259</b>	<b>87.13%</b>	<b>48,971,563</b>	<b>88.40%</b>
OCTA Fixed - Route Passenger Boardings	65,181,592.00		51,421,961		48,571,563	
Laguna Beach Transit	462,000.00		645,298		688,250	
Reduced Fare (Included in total boardings)			64,775		64,775	
<b>Public ADA Demand Response</b>	<b>1,061,845</b>		<b>1,787,413</b>	<b>2.99%</b>	<b>1,462,514</b>	<b>2.64%</b>
OCTA Access	1,061,845		1,528,787		1,170,944	
OCTA Access Non - ADA Same Day Taxi Trips			52,888		70,546	
COOP Agreements			205,738		221,024	
Acacia AHC(COOP only)			33,767		33,210	
Agewell(COOP only)			8,062		8,255	
Alzheimer's Family Services Center(COOP only)			8,232		22,015	
Community Senior Serv.(COOP only)			40,633		44,946	
OC Adult Achievement Center(COOP only)			75,997		67,765	
Sultan(COOP only)			39,047		45,333	
<b>Specialized Transportation Program</b>	<b>304,210</b>		<b>391,902</b>	<b>0.66%</b>	<b>450,520</b>	<b>0.81%</b>
Senior Non-Emergency Medical Transportation (SNEMT)	72,080		122,836		127,018	
Senior Mobility Program	232,130		269,066		286,029	
Abazar Inc.	3,147	3,128			5,371	
Aliso Viejo	0				1,173	
Anaheim	10,781	9,207			9,147	
Brea	10,241	8,688			8,496	
Buena Park	7,500	8,024			10,837	
Costa Mesa	9,009	8,232			6,699	
Cypress		3,762			4,731	
Dana Point	0				2,120	
Fountain Valley		0			234	
Fullerton		5,492			7,206	
Garden Grove		9,136			10,706	
Huntington Beach	38,874				29,061	
Irvine	19,014	14,280			14,551	
Jewish Fed and Family Svcs.	34,214	9,723			9,390	
Korean American Senior Assoc.	14,752	17,415			16,497	
La Habra	11,323	8,439			8,668	
Laguna Hills		637			1,601	
Laguna Niguel	2,110	3,933			6,399	
Laguna Woods	8,433	15,201			14,319	
Lake Forest	3,704	5,070			4,662	
Mission Viejo		3,059			6,452	
Newport Beach	13,245	13,112			13,940	
Orange		6,032			5,653	
Placentia	3,716	2,414			2,533	
Rancho Santa Margarita	507	765			744	
San Clemente	4,022	2,959			2,878	
Santa Ana		35,186			33,923	
San Juan Capistrano		0			4,298	
Seal Beach	16,605	17,572			16,932	
Stanton		3,872			4,243	
Tustin		2,096			2,676	
Vietnamese Community of Orange County (VNCO)C	4,932	5,322			5,501	
Westminster	14,224	13,012			12,000	
Yorba Linda	1,777	1,782			2,388	
<b>Job Access and Reverse Commute Programs (Section 5316)</b>			<b>12,833</b>		<b>21,270</b>	
Abazar Inc.					3,883	
Alzheimer's Family Services Center ( Mobility Mgmt.)					0	
Boys and Girls Club Huntington Valley		1010			1,394	
Dayle Macintosh Center					217	
Horizon		7,600			8,300	
Jewish Fed and Family Svcs.		1426			3,480	
North Orange County Community College District(Mobility Mgmt.)		0			0	
Vietnamese Community of Orange County (VNCO)C		2797			1,980	
Women Helping Women					2,018	
<b>New Freedom Programs (Section 5317)</b>			<b>28,209</b>		<b>16,203</b>	
Abazar Inc.					6,076	
Acacia					2,452	
Dayle Macintosh Center					639	
Jewish Fed and Family Svcs.					5,604	
Office on Aging		28,209			184	
VNCO (KCS)					248	
<b>OCTA Van Pools (NTD)</b>			<b>1,109,126</b>	<b>1.86%</b>	<b>1,224,467</b>	<b>2.21%</b>
First reporting year '08						
<b>ALL TRIPS</b>	<b>70,809,647</b>		<b>59,755,700</b>	<b>100%</b>	<b>55,397,115</b>	<b>100%</b>
<b>TRANSIT ONLY TRIPS</b> (excluding rail and vanpools)	<b>67,009,647</b>		<b>54,246,574</b>	<b>91%</b>	<b>52,109,064</b>	<b>94%</b>
<b>TOTAL POPULATION</b> (American Community Survey (ACS))	<b>2,846,289</b>		<b>3,021,840</b>		<b>3,114,363</b>	
<b>OVERALL TRIPS PER CAPITA</b>	<b>24.9</b>		<b>19.8</b>		<b>17.8</b>	
<b>TRANSIT ONLY TRIPS PER CAPITA</b>	<b>23.5</b>		<b>18.0</b>		<b>16.7</b>	

1. Getting Specialized Transportation a seat at the table.
2. Growing Specialized Transportation.
3. Improving “getting the word out”.



# Specialized Transportation Program – Evaluation

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40 Transportation Programs

5 Funding Sources

175 Vehicles

476,000 Trips

45+ Telephone Numbers





# Evaluation – Average Operating Cost Per Trip

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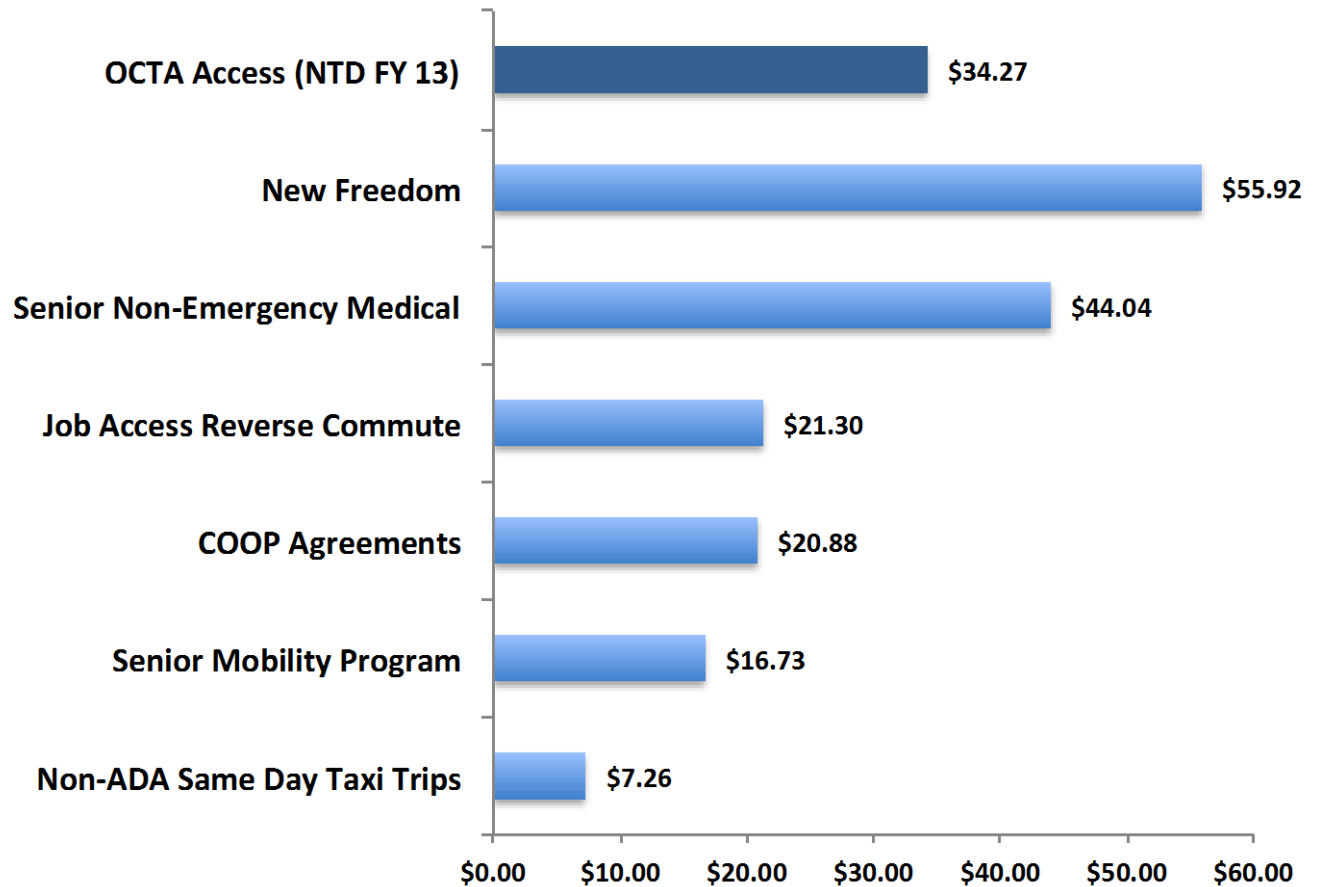
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## All OCTA Specialized Transportation Programs





# Evaluation – Capacity?

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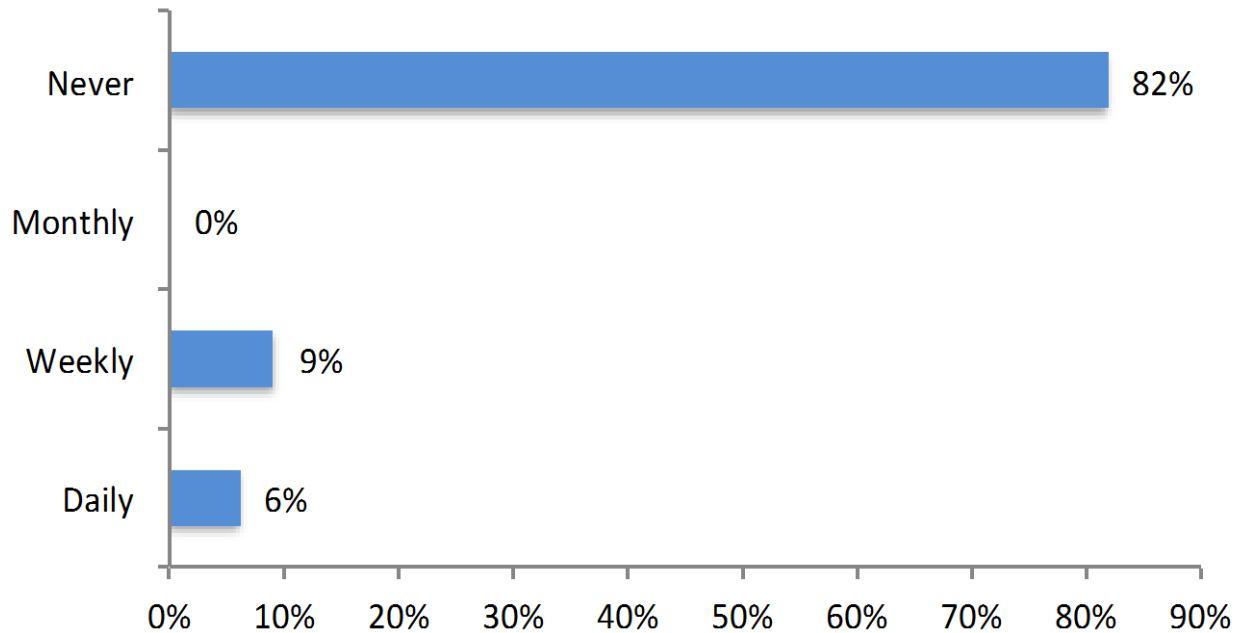
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## Do you ever turn down or say "no" to passenger trip requests?





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# Evaluation – Differences from Public Transit?

- Highly individualized
- Transportation case management, “wrap around” assistance
- Door-to-door; door-through-door
- Assists mono lingual consumers
- Assists high need, very frail consumers
- Long distance trips facilitated
- Eases consumers fears about “being left”



# Outreach

Two Surveys

Stakeholder Interviews





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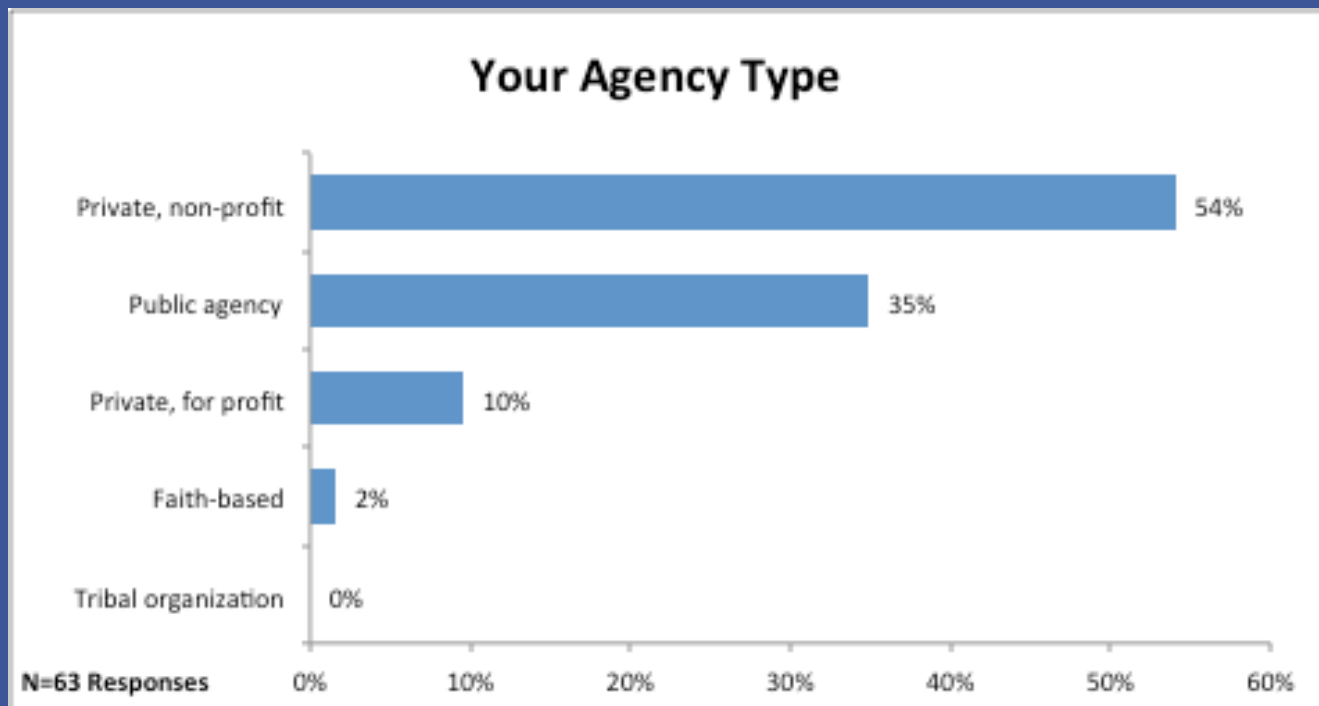
# Outreach

- Agency E-survey, n=67
- Intercept survey, Huntington Beach Seniors Fair, n=63
- Stakeholder interviews with 22 agencies, about 60 persons



# Outreach – Agency E-survey

- Initial small response
- Sent out a third time, via physical mail
- 67 responses and 55 agencies



# Outreach – Agency E-survey

ABRAZAR, INC.

Acacia Adult Day Services

Age Well Senior Services

AIDS Services Foundation Orange County

AIFRC/CAPOC

Alzheimers Family Services Center

Anaheim Healthcare Center

Boys & Girls Clubs of Huntington Valley

Boys and Girls Club of Cypress

Catholic Charities of Orange County

Community Action Partnership of Orange County

County of Orange Social Services Agency

Cross Church Care Inc.

Dayle McIntosh Center

El Modena Family Resource Center/ CAP of Orange County

Fountain Glen Apts.

Fresenius Medical Care

Goodwill of Orange County

Intergrated Rehab Therapies

Irvine Adult Day Health Services

Irvine Unified School District

IUSD

Jewish Federation & Family Services, Orange County

Lakeview Senior Center

Lincoln Education Center

National MS Society

Newport Mesa Unified School District

NMUSD

Orange County Goodwill

Orange County Adult Achievement Center

Orange County Office on Aging

Orange Senior Center

Project Independence

Regional Center of Orange County

RIO Rehabilitation Institute Southern California

Saddleback. Valley Unified School District

School of Continuing Education

Seal Beach Health Rehab Center

Seaside Terrace

Social Services Agency

Sultan ADHC

The Bridge Church

Triangle Terrace

Triangle Terrace Apartments

Westview Services

Working Wardrobes for a New Start

City of Anaheim

City of Fullerton

City of Garden Grove

City of Huntington Beach

City of Huntington Beach Senior Outreach

City of Newport Beach

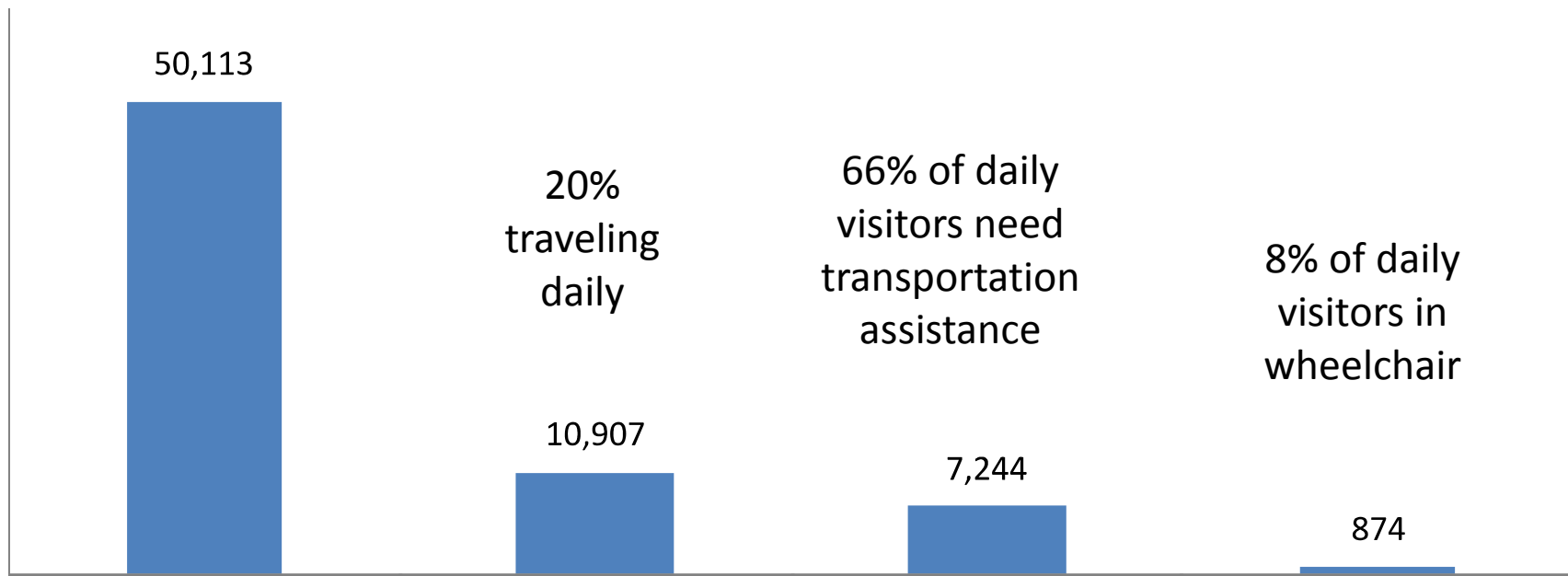
City of Santa Ana

City of Tustin

City of Yorba Linda

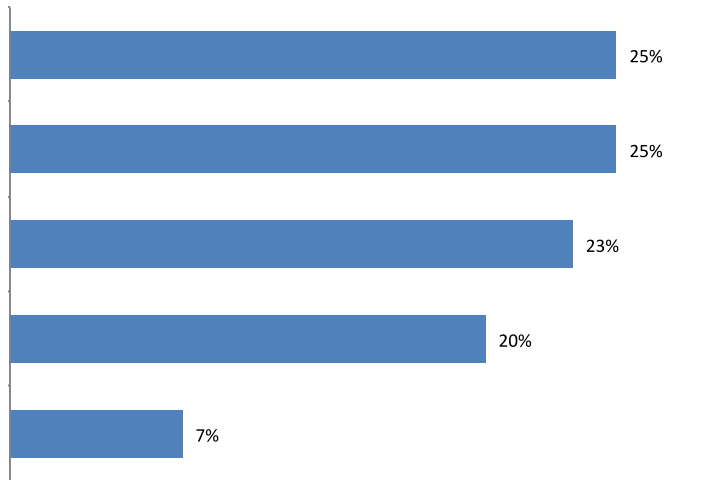
# Agency E-survey - Caseload

**n in your program living  
within Orange County**



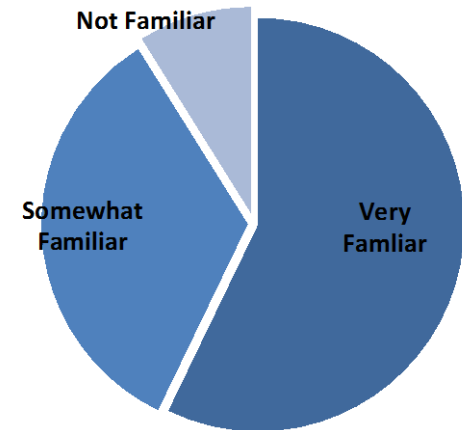
# Agency E-survey – Use & Awareness

How often do you refer clients to transportation?



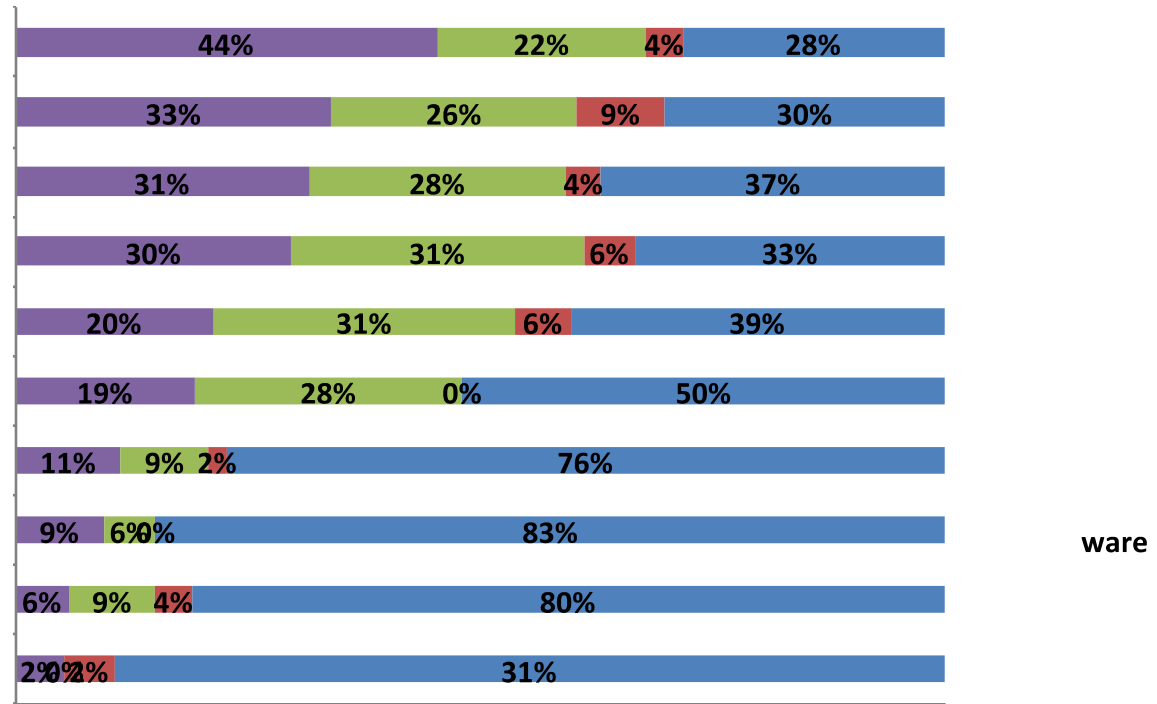
Most refer clients to transportation and are very or somewhat familiar with OCTA system

How familiar are you with OCTA's PUBLIC TRANSIT System? (OCTA Fixed-Route, OCTA Access etc.)



N=56

# Agency E-survey – Information Tools



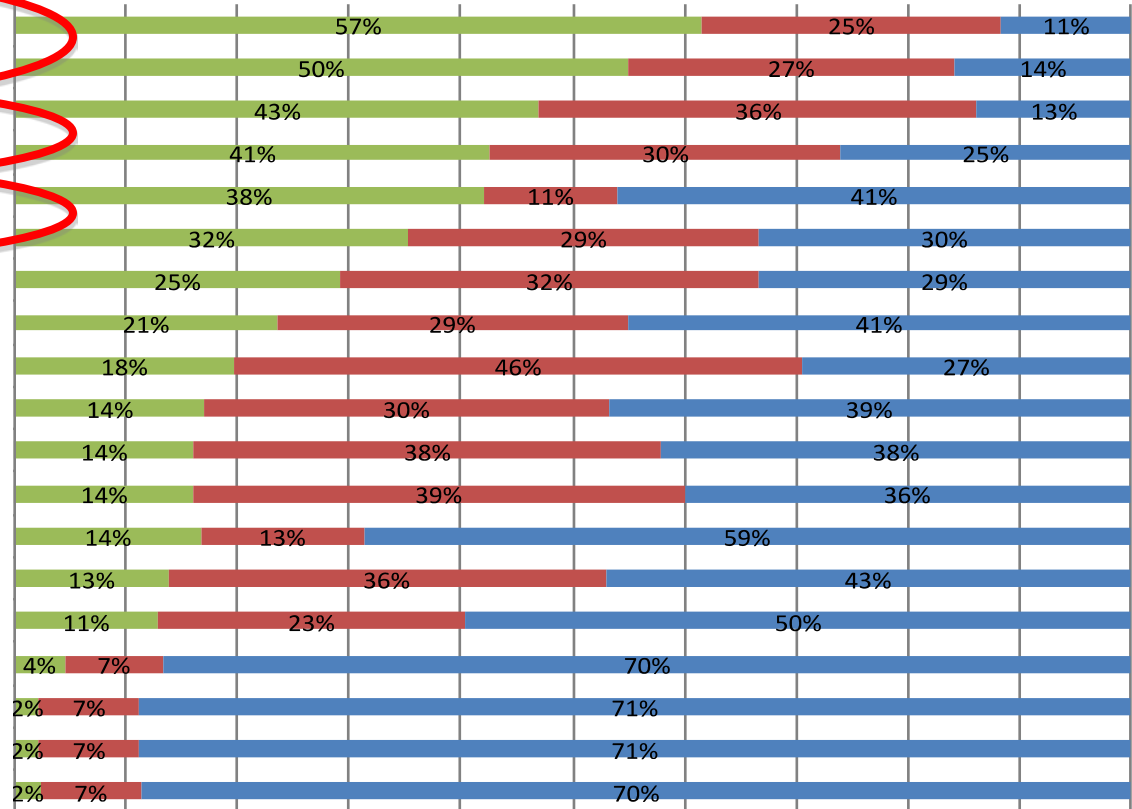
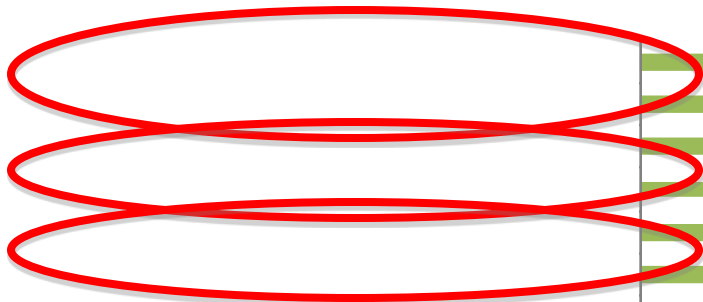
Lack of familiarity with many information tools

# Agency E-survey – Trip Difficulties By Trip Purpose

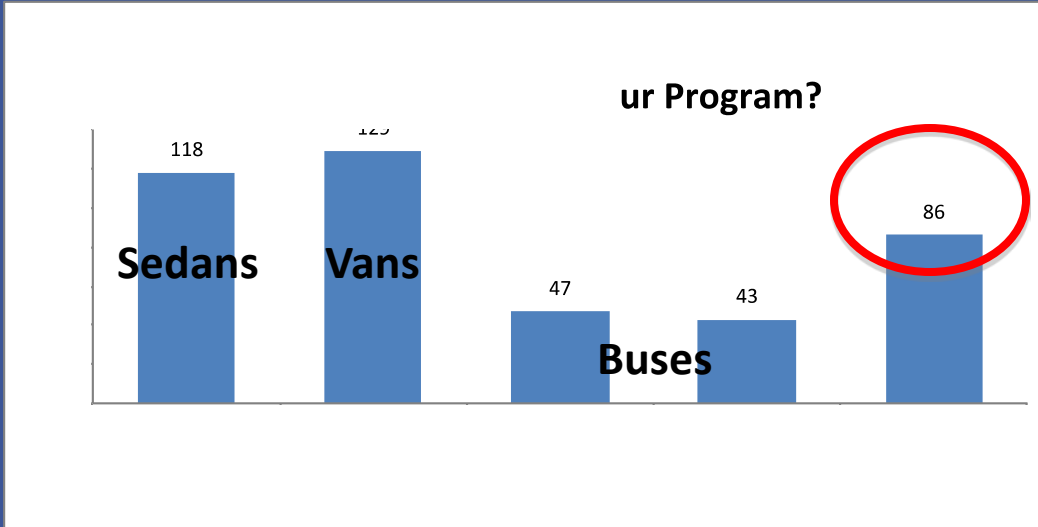
## TRANSPORTATION NEEDS:

e

- Often
- Sometimes
- Rarely or Not at All

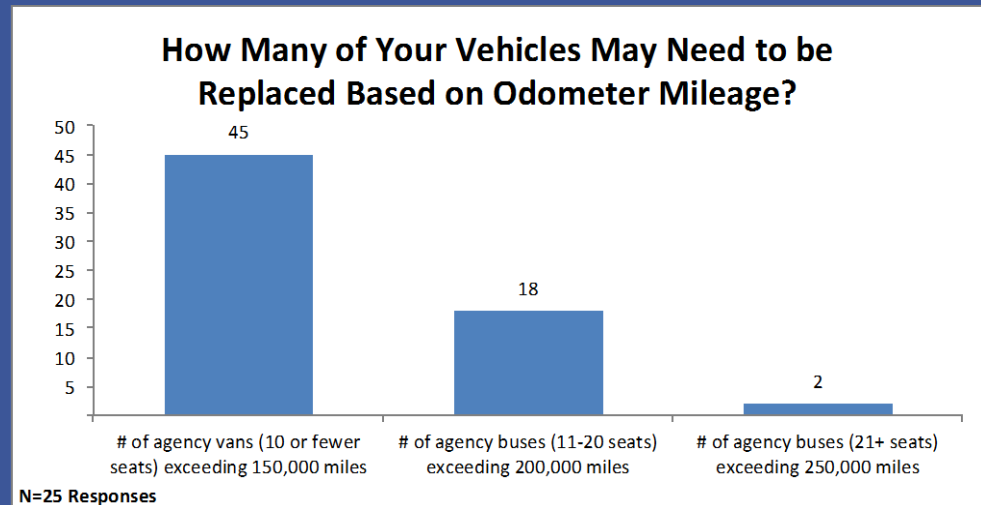


# Agency E-Survey - Vehicles



Only 25% of reported vehicles lift-equipped

20% of reported vehicles may need replacing





# Outreach – Huntington Beach Seniors Fair



- Intercept surveys – 63
- More homogenous, less diverse than County as a whole
- Average age almost 75

- 49% reported some transit use:
  - OCTA fixed route; Access; Huntington Beach; other community transit services
- Most always or usually able to make needed trips.
- Many have “no clue” where to look for transit information.

# Outreach – Agency Interviews

- Acacia Adult Day Services
- Alzheimer’s Family Services Center
- Boys and Girls Club of Fountain Valley
- Catholic Charities, Santa Ana
- Community Services Program, Inc.
- Collaborative Courts Partnership
- Youthful Offender Wraparound
- Information and Referral
- Dayle MacIntosh – Disability Resource Center
- Family Support Network
- Goodwill
- Jamboree Housing Corporation, Irvine
- Jewish Family Services, Irvine
- North Orange County Community College Continuing Education Dept.
- Office on Aging
- Orange County Health Care Agency
- Orange County Social Services Agency
- Orange County Community Resources
  - Office on Aging
  - Veterans Service Office
  - Workforce Development
- Regional Center of Orange County
- Vietnamese Community Center of Orange County
- Women Helping Women
- Working Wardrobes

# From Outreach to Strategies of Response

Key Themes Supporting Other Findings  
Goal Framework and Strategies of Response



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# Outreach Interviews - 10 Thematic Areas

1. Need for Transit and Specialized Transportation
2. Persons with Disabilities
3. Older Adults and Frail Older Adults
4. Affordability and Low-Income Populations
5. Veterans Transportation Needs
6. Health Care Trip Needs
7. South County Mobility Needs
8. Information Needs and Information Portals
9. Existing Transit Services
10. Coordination Experiences & Opportunities



# Demonstrated Need for Public Transit & Specialized Transportation

- **MediCal:** 627,000 enrollees; 21% of County population
- 85,000 residents with some form of dementia and no longer driving
- **Immigrant families** with young children: 7,100 thru Family Resource Center
- **Youthful Offenders** and Collaborative Courts Partnership: 14,000 youth
- **In-Home Supportive Services:** 20,000+ enrollees; frail elderly and chronically ill
- **Disability organizations,** including 30 Goodwill Industries sites: serving 5,740 consumers
- **Jamboree Housing** low-income housing: serving 140 persons with behavioral health, low-income



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# Framework of Response

Goal #1 – Promote and Expand Transportation Information Portals

Goal #2 – Sustain Enhanced Public Transportation Network to Support Mobility Options for Transportation Disadvantaged Populations

Goal #3 – Sustain and Strategically Expand Specialized Transportation To Increase Mobility Options

Goal #4 – Provide Affordable Transportation to Disadvantaged Populations

Goal #5 – Improve the Built Environment to Enhance Mobility



# Information/ Information Portals

- Text4Next valued and used; many with cell phones.
- OCTA's fact sheets very helpful.
- Agency staff need transit training.
- Veterans' services staff unaware of resources.
- Consolidated info for Specialized Transportation is limited.
  - 2-1-1 can't sort resources
  - No Rainbow directory
  - Hard to keep track of resources
- Challenges for mono-lingual.

*CalOptima staff would like transit orientation for up to 100 staff working with consumers.*

# Strategies – Goal #1

- Goal #1 – *Promote and Expand Transportation Information Portals*

1.1 Develop a Mobility Management program to provide customized information.

1.2 Develop an on-line web portal, Find-A-Ride tool to provide comprehensive information about local and regional transportation.

1.3 Promote non-motorized transportation education and safety.

1.4 Ensure that information strategies are developed to support information access to LEP populations.



# Existing Public Transit Network

- Providing 55 million trips last year
- Network densely used in north County.
- Limited service levels in south County.



# Existing Public Transit

- CalOptima, County Social Services and other agencies recognize critical role of OCTA.
- Very limited complaints.
- Bike and pedestrian improvements needed; path-of-access for wheelchairs.
- Driver training & stop announcement concerns.
- Over-crowding on certain routes.

*County Social Services – interested in SSA Mobility Manager role to support client use of OCTA network.*

# Strategies – Goal #2

- Goal #2 – *Sustain Enhanced Public Transportation Network to Support Mobility Options for Transportation Disadvantaged Populations*

2.1 Continued implementation of Orange County's Long Range Transportation Plan.

2.2 Promote safe, reliable and cost-effective public transportation that is responsive to the needs of Coordinated Plan target populations.

2.3 Promote broad-spectrum travel training, through array of strategies.

# Need for Specialized Transportation

- Older adults and frail older adults
- Persons with disabilities
- Veterans
- Limited English proficient populations



# Older Adults, Frail Elderly

- Increased number of elderly aging-in-place.
- Over age 80, 50% likelihood of some level of dementia.
- ACCESS concerns for frail elderly – ride times, long wait window
- How to ensure right transportation service, from among choices.
- Support of healthy aging lifestyles – pedestrian & biking improvements.

*OC Health Care Agency suggested supporting travel training to enlist older adults as volunteer transit ambassadors.*

# Persons with Disabilities

- ACCESS – pockets of unserved areas
- ACCESS – some reliability, wait time concerns.
- Driver, customer service and call taking staff rudeness.
- ACCESS is complex for monolingual riders .
- Safety concerns addressed with cameras.
- Bicycle access important.

*Goodwill,  
Alzheimer's  
Family Center,  
Dayle McIntosh –  
suggested driver  
sensitivity  
training using  
agency staff for  
training.*

# Strategies – Goal #3

- *Goal #3 – Sustain and Strategically Expand Specialized Transportation Services to Increase Mobility Options where Financially Feasible*

3.1 Promote cost effective, high quality, safe specialized and non-motorized transport.

3.2 Promote high quality applications for capital and operating support to FTA Section 5310 program.

3.3 Strategically increase the volume of trips provided on specialized transportation and develop enhanced mobility reporting.

3.4 Promote the OCTAP Taxi certification program and market and explain it to Coordinated Plan target groups.

3.5 Explore OCTA potential for MediCal reimbursement for trips to MediCal eligible.

3.6 Promote door-through-door alternatives.

3.7 Establish biennial specialized transportation summit.

# Affordability / Low-Income Persons

- Transit fares affordable, compared to private auto ownership but still difficult for the lowest income.
- Need for emergency/immediate transportation option.
- Difficult affording multiple trips for trip chaining, particularly on ACCESS.
- Choice of food versus transit for youthful offenders, those on SSDI, Catholic Charities and CalOptima clients.
- Many entry level jobs in South County, but limited transit from north to south.
- Metrolink north-south travel expensive.

*OC Workforce Development would like to explore subsidized vanpool for low income workers.*



# Affordability/ Health Care Trips

- CalOptima
  - MediCal Transportation benefit restricted
  - Taxi benefit reduced from 30 to 15 miles
- Out-of-county medical trips are most commonly raised issue - infrequently needed, but expensive and hard-to-serve.
- Door-through-door assistance.
- Frail elderly veterans' spouses – need escorted trips to Riverside National Cemetery.

*Dayle McIntosh -- interest in a volunteer mileage reimbursement program, a la Riverside's TRIP, to assist with long-distance trips at low cost.*

# Strategies – Goal #4

- Goal #4 – *Provide Affordable Transportation to Disadvantaged Populations*

4.1 Promote information and referral that connects lowest-income families with social service agencies providing subsidized transit coupons for immediate needs.

4.2 Continue OCTA's 5% discount for agency fixed-route fare purchases (88 agencies).

4.3 Develop and promote carpool and subsidized vanpool for lower-income populations for trips beyond OCTA fixed-route and rail services.

4.4 Promote Active Transportation non-motorized transportation alternatives.

4.5 Promote volunteer driver programs that emphasize longer-distance trip-making, including across county lines.

# Built Environment

- Every transit user is a pedestrian.
- Parts of Orange County not very pedestrian friendly.
- Opportunities around Complete Streets initiatives.
- Relationship of active transportation to positive health outcomes.

*Office on Aging –  
policy emphasis on  
“Complete Streets”  
and building senior-  
friendly, pedestrian-  
friendly  
neighborhoods.*

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# Strategies – Goal #5

- Goal #5 – *Improve the Built Environment to Enhance Mobility*

5.1 Promote Complete Streets community planning principles --“senior friendly” and “pedestrian friendly.”

5.2 Promote human service agency location decisions that consider access to public transit.

5.3 Continue attention to “path-of-access” concerns for regional destinations and at local/ neighborhood levels.



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# Framework of Response

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# Workshop—Prioritizing Strategies

1. Strategies that compliment your agency's program and policies
2. Strategies that best serve your clients' needs



# Priorities

## 1. Critical

- Address Immediately

## BLUE

- Agencies operating transportation

## 2. Important

- Address as funding allows

## YELLOW

- Other agencies