



Public Transit & Human Services Transportation Coordination



APTA Bus & Paratransit Conference
May 2012



FY11 Service Stats...

- Ridership 1.3 million
- Operating Cost \$46.1 million
- Operating Cost/Boarding \$34.96
- Average weekday trips 4,100
- Avg. trip length 10.7 miles

Customer Profile

- 69% female
- 70% age 60+
- Long-tenured - 4-7 yrs
- 88% customer satisfaction



OCTA coordination activities...

- Regional Center of Orange County
- Senior Mobility Program
- Federal Grant Program Administration
- Transportation Partnership Programs



Our Community Partners



Community/Social Service Agencies

- Abrazar
- Acacia
- AgeWell
- Alzheimer's Family Services
- Boys & Girls Club of Huntington Valley
- Community Senior Serve
- Dayle McIntosh Center
- Irvine Unified School District
- Jewish Federation & Family Services
- Korean American Senior Association
- Orange County Adult Achievement Center
- Orange County Office on Aging
- St. Anselm's Cross-Cultural Community Center
- Sultan Adult Day Healthcare
- University of California, Irvine
- Vietnamese Community of Orange County
- Women Helping Women

Cities

- Anaheim
- Brea
- Buena Park
- Costa Mesa
- Cypress
- Fullerton
- Garden Grove
- Huntington Beach
- Irvine
- La Habra
- Laguna Hills
- Laguna Niguel
- Laguna Woods
- Lake Forest
- Newport Beach
- Orange
- Placentia
- Rancho Santa Margarita
- San Clemente
- Santa Ana
- Seal Beach
- Stanton
- Tustin
- Westminster
- Yorba Linda

Regional Center of Orange County

- Comprises approximately 1/3 of all paratransit service
- Purchased transportation under cooperative agreement with OCTA
 - Guaranteed subscription service
 - Invoice monthly
 - Detailed reporting data
- 400,000+ annual trips
- \$2.15 million in revenue



Senior Mobility Program

- 29 participants
- Formula-based allocation
- Match requirement
- Cities/agencies design program

Since 2001...

- 1.9 million trips
- \$13.2 million in OCTA funding
- \$9.5 million in match funding
- \$12.61 program cost per trip
- \$6.83 OCTA cost per trip



FTA JARC and New Freedom Programs

- Transportation and mobility management programs
- Serves seniors, persons with disabilities, and persons of low income
- 12 grant programs
- \$13.4 million awarded to date



Subsidy Agreements

- 7 adult day healthcare facilities
- 1 Regional Center facility

Agreement Terms

- Per trip subsidy
- ADA-eligible customers only
- Trips to/from facilities
- Utilizing alternative transportation provider



Coordinated Programs Summary

Fiscal Years 07-11



	FY07	FY08	FY09	FY10	FY11	Program Total
Programs/Trips						
Acacia	9,938	34,220	37,099	35,703	29,453	146,413
Alzheimer's Family Services	7,855	8,892	9,202	9,090	11,527	46,566
Community SeniorServ			45,941	48,871	50,864	145,676
OCARC	14,052	23,793	29,026	35,228	69,277	171,376
South County Senior Services	12,080	12,887	13,909	15,248	12,779	66,903
Sultan				7,070	10,179	17,249
	43,925	79,792	135,177	151,210	184,079	410,104
OCTA Cost	\$ 549,934	\$ 1,138,213	\$ 2,046,655	\$ 2,306,239	\$ 2,662,885	\$ 8,703,926
Avg Cost/Trip on ACCESS	26.55	25.83	28.76	34.34	42.86	
ACCESS Cost	\$ 1,166,209	\$ 2,061,027	\$ 3,887,691	\$ 5,192,551	\$ 7,889,626	\$ 20,197,104
Costs Deferred	\$ 616,275	\$ 922,814	\$ 1,841,036	\$ 2,886,312	\$ 5,226,741	\$ 11,493,178

Program Benefits



For transit agency...

- Manage peak-hour paratransit demand
- Helps manage fleet growth
- Saves money!!

For facilities...

- Cost neutral
- Higher level of service

For customers...

- More appropriate service

For the community...

- Increases mobility options



From Our Partners...



“Our partnership with OCTA has improved all of our transportation services. We have been able to invest in the infrastructure of our transportation programs which have improved efficiency and, most importantly, client service and safety.”



Mario Ortega, Abrazar, Inc.

From Our Partners...



“I believe one of the biggest benefits of your partnership is not only the transportation that these clients receive...but the fact that OCTA can claim that they are part of the reason that these frail elders can stay in the community and not have to be institutionalized.”

Ghanim Marouf
Sultan Adult Day Healthcare

