

San Diego, California

Northern San Diego County Paratransit Improvement Study



The North County Transit District, serving Oceanside, Vista, and other cities in northern San Diego County, was facing rising costs for its ADA paratransit service, and rising dissatisfaction with the service. NCTD retained Nelson\Nygaard to evaluate the efficiency and cost-effectiveness of ADA paratransit service delivery and to ensure that the service met all ADA paratransit obligations. We recommended changes in policies and operating methods, including changes to scheduling methods, increased use of taxicabs, and an enhanced eligibility process. Among the issues investigated were driver turnover and supervision, and their connection to wage rates and decentralized supervision. All of the recommendations were approved by the NCTD Board. Under an add-on contract, Nelson\Nygaard then assisted with selecting a new service provider and implementing the new eligibility process.



Project Duration: 2004-2005

Total Budget: \$91,213

For more information:

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