

# Mobility Management Services Update

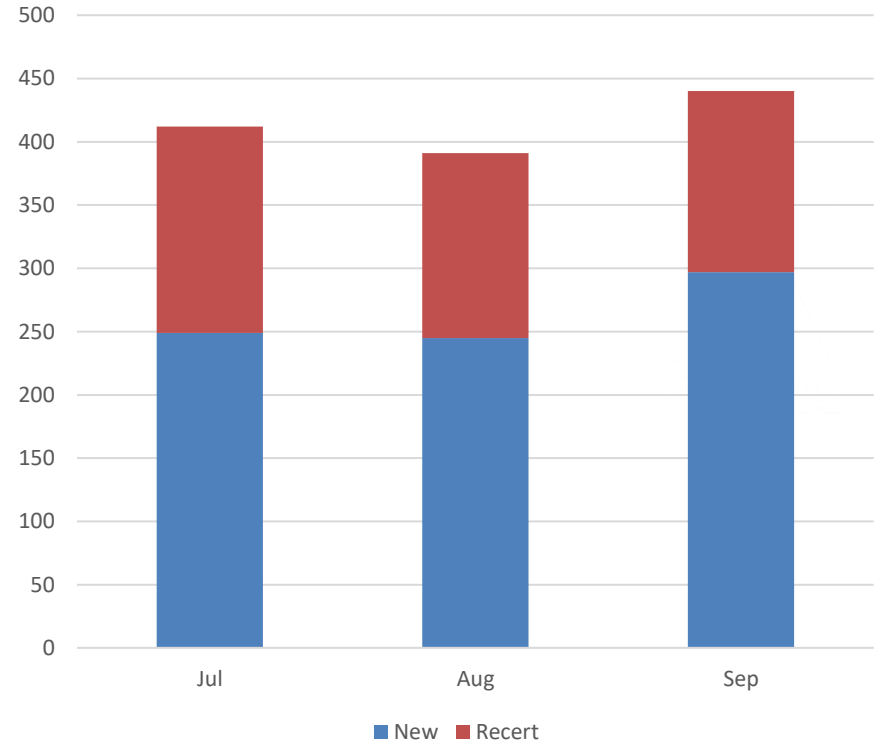


**Gracie A. Davis, Section Manager**

**Accessible Transit Advisory Committee Meeting  
October 24, 2023**

# OC ACCESS ELIGIBILITY – FY24 Q1 UPDATE

- 1,243 Total Certifications
  - 414 Monthly Average
  - 791 (64%) New Certifications
  - 452 (36%) Recertifications
- 12 Eligibility Denials
- 486 Riders added to Auto-Renewal





## TRANSIT TRAINING – FY24 Q1 UPDATE

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- 8 Workshops (121 total attendees)
  - 6 English (88 attendees)
  - 1 Korean (22 attendees)
  - 1 Vietnamese (11 attendees)
- 27 Individual Transit Training
  - 20 English
  - 7 Spanish
- Attended Five Outreach Events



## OC 211 UPDATE

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- Campaign to Encourage OC ACCESS Riders to Register with [www.211RIDE.org](http://www.211RIDE.org)
  - June – August 2023
  - Gift Basket Presentation
  - Rider: “Website was easy to navigate and provided alternative transit options from my home.”

# OCTA SERVICE ANIMAL TRAINING DAY

- Attendees participated in boarding/alighting practices on OC Bus and OC ACCESS
- 155 service animals experienced a ride on OC Bus as part of event
- Outreach to Local Agencies:
  - The Guide Dogs for the Blind
  - Canine Companions
- OC 211/MMP partnered to promote transit training

