

# OC ACCESS Service Update

Accessible Transit Advisory Committee

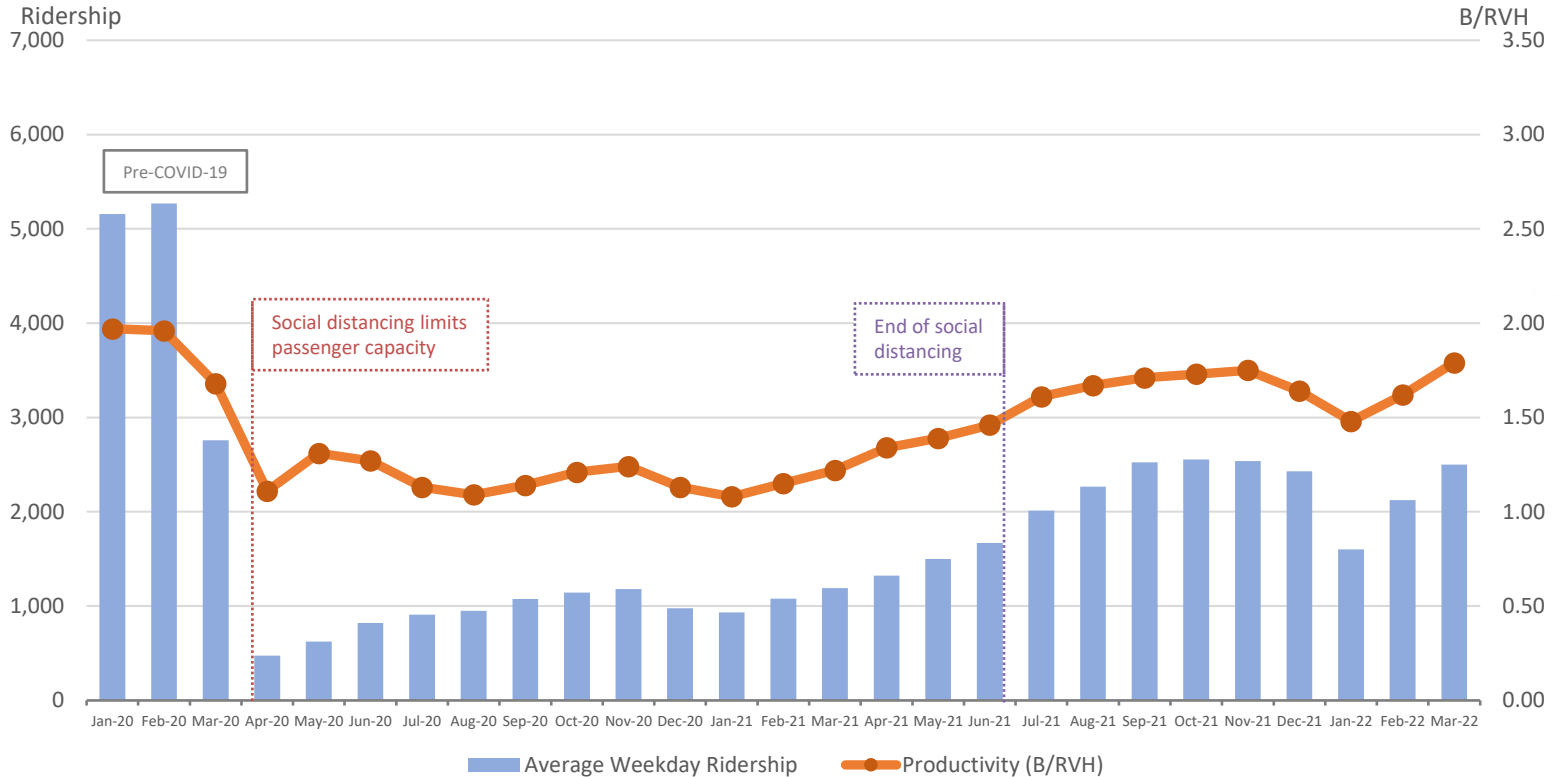
April 2022



# OC ACCESS RIDERSHIP AND PRODUCTIVITY

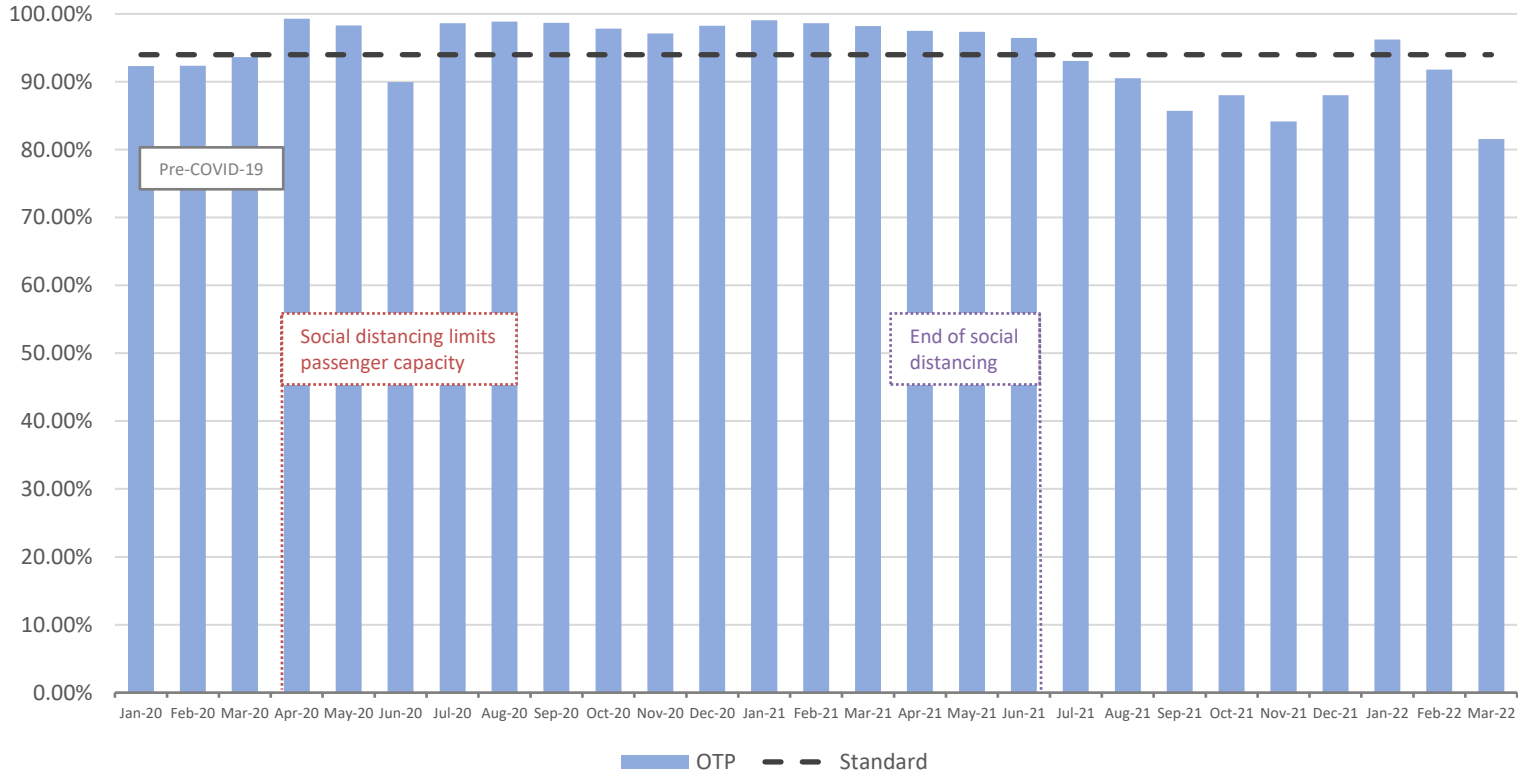


(AVERAGE WEEKDAY)



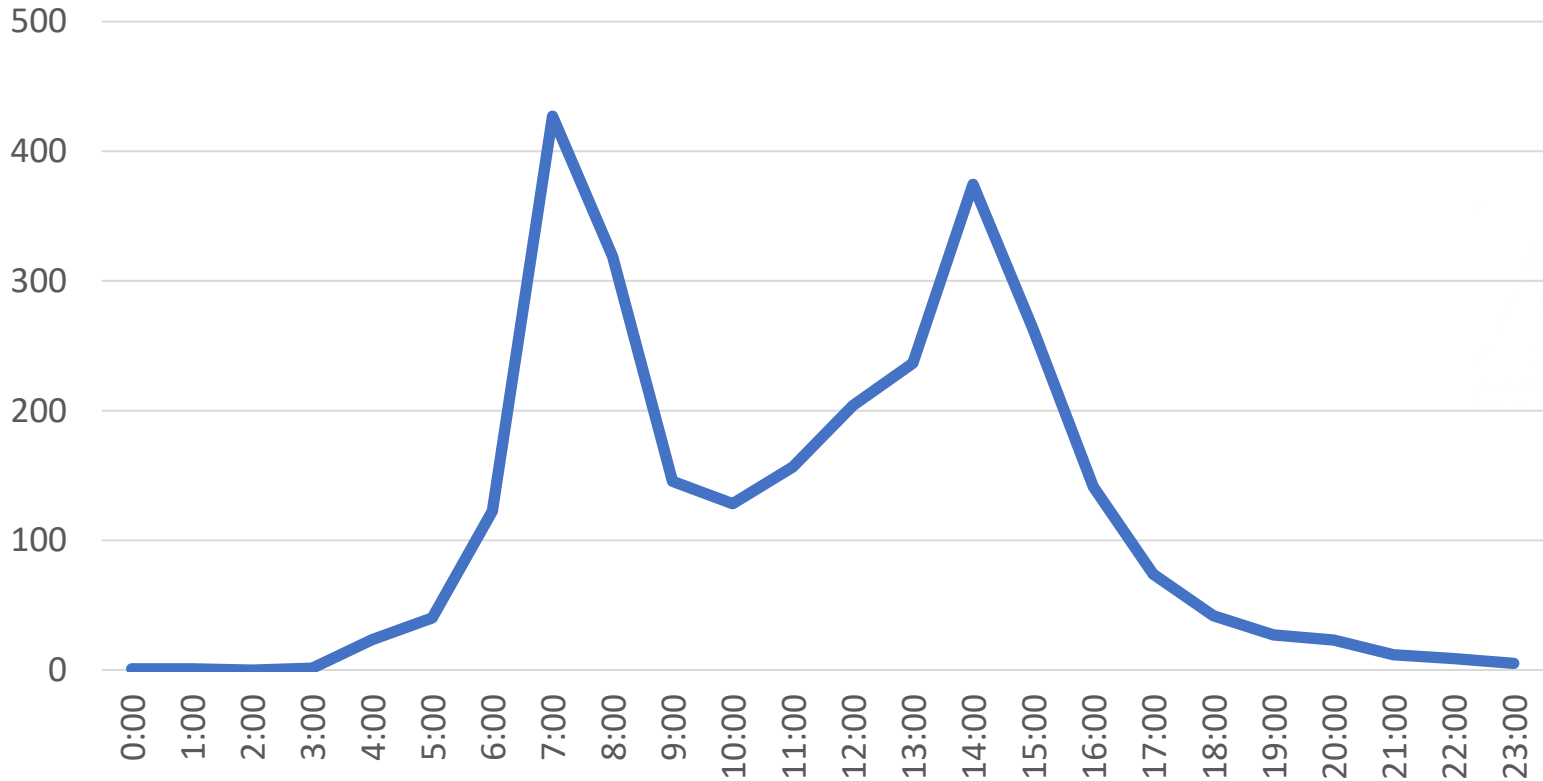
# OC ACCESS ON-TIME PERFORMANCE

(AVERAGE WEEKDAY)



# OC ACCESS HOURLY RIDERSHIP

(AVERAGE WEEKDAY)



- Addition of a new subcontractor, SMS, in late March 2022
- Targeted strategies to recruit and retain new employee drivers, including generous sign on bonus
- Driver schedule adjustment in progress, with targeted implementation in early May
- Regular outreach to facilities to discuss operational challenges and opportunities to increase efficiency