

ACCESS Service Transition Update

Transition Goals

Focus on the customer!

- Maintain ACCESS service quality & reliability
- Communication
- Coordination
- Execute a seamless transition between existing and future operator



Transition Activities

Staffing & Training

- Hiring of Existing Operators and Staff
- New Hires
- Operator Training



Transition Activities

Service Operations

- Information Technology (IT)
- Vehicle Fleet Transition
- Supplemental Service
 - Vehicle purchase
 - Driver recruitment and training
 - IT Infrastructure



Transition Activities

Community Outreach

- ACCESS Customer Outreach
- ACCESS Stakeholder Outreach
- OCTA Citizens Committees
 - Citizens Advisory Committee
 - Special Needs Advisory Committee



Next Steps

- Continue Monitoring Service Quality and Staffing
- Continue Hiring and Training
- Proceed with IT Integration
- Begin Initial Fleet Inspections
- Continue Outreach Efforts
- Return with Update in June