



August 20, 2026

To: Finance and Administration Committee

From: Darrell E. Johnson, Chief Executive Officer

Janet Sutter, Executive Director
Internal Audit Department

Subject: Travel Training Services Provided by Mobility Management Partners, Internal Audit Report No. 26-514

Overview

The Internal Audit Department of the Orange County Transportation Authority has completed an audit of travel training services provided by Mobility Management Partners. Based on the audit, Mobility Management Partners generally complies with contract terms, and invoices are properly approved; however, one recommendation was made to strengthen controls to ensure original workshop sign-in sheets are retained and program requirements for distribution of free bus passes are improved and enforced.

Recommendation

Direct staff to implement the one recommendation in Travel Training Services Provided by Mobility Management Partners, Internal Audit Report No. 26-514.

Background

The Mobility Management Program (Program) was launched in 2017 to help people understand how to navigate and use the OC Bus system independently. The Program offers travel training for OC ACCESS riders, seniors, individuals with disabilities, college students, new riders, and those with limited English skills. The Program aims to promote independence, expand access to public transit, boost ridership, and reduce reliance on OC ACCESS paratransit.

On May 23, 2022, OCTA entered into Agreement No. C-2-2187 with Mobility Management Partners (MMP) to provide travel training services for an initial three-year term from August 1, 2022, through July 31, 2025, at a firm-fixed price

of \$1,116,804. OCTA exercised a two-year option term to extend services through July 31, 2027, for a total cost of \$1,895,188.

The role of MMP includes designing a curriculum specific to OCTA consumer needs, conducting outreach efforts to identify community organizations to host workshops, preparing workshop materials to educate attendees about OC Bus routes, schedules, and accessibility features, and providing field training on board the OC Bus system. MMP conducts workshops in English, Spanish, Vietnamese, Korean, Mandarin, and other languages, as needed.

Group Transit Training Workshop participants receive two, one-day bus passes with completion of a survey and Individual Transit Training participants receive a 30-day bus pass with completion of a survey.

The Specialized Transit Services section, within the Transit Division, is responsible for contract oversight.

Discussion

Original sign-in sheets for workshops conducted were not always retained and participants are not always required to complete an evaluation survey to receive free bus passes, as required by Program rules. Testing also identified several instances whereby the same participant attended two or three workshops at the same location and received free bus passes at each session. Internal Audit recommended management ensure that MMP maintains original supporting documentation for all activities and requires participants to complete an evaluation survey as a prerequisite for receiving free bus passes. Management should also consider implementing controls to limit the issuance of free bus passes to individuals attending multiple workshops. Management agreed and indicated that the recommendations will be implemented.

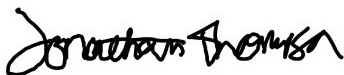
Summary

Internal Audit has completed an audit of travel training services provided by MMP and offered one recommendation for improvement.

Attachment

- A. Travel Training Services Provided by Mobility Management Partners,
Internal Audit Report No. 26-514

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