



Accessible Transit Advisory Committee

550 S. Main Street, Orange CA, Room 07

July 26, 2022 | 12:00 p.m. – 2:00 p.m.

Agenda

- 1. Call to Order/Welcome (5 min.)**
 - Pledge of Allegiance
 - Welcome New Members
 - Approval of Minutes

Wayne Heidle, *Chair*
Cesar Hernandez, *Vice Chair*
- 2. New Chair & Vice Chair Elections**

Christina Byrne, *External Affairs*
- 3. ACCESS Driver Exceptional Service Awards**
- 4. Making Better Connections Study**

Ryan Maloney, *External Affairs*
- 5. Trapeze EZ Wallet Update**

Melissa Mungia, *Paratransit Services*
- 6. Feedback on OC ACCESS Policy**

Jack Garate, *Operations*
- 7. Reports (5 min. each)**
 - **OC Bus Update**

Kim Tucker, *Operations*
 - **OC ACCESS Program Update**

Melissa Mungia, *Paratransit Services*
 - **OC ACCESS Eligibility / Mobility Management Service**

Gracie Davis, *Paratransit Services*
 - **Senior Mobility Program (SMP)**

Joanne Jacobson, *Paratransit Services*
 - **Marketing & Customer Engagement**

Ryan Maloney, *External Affairs*
 - **Committee Liaison Update**

Christina Byrne, *External Affairs*
- 8. Committee Member Comments**
- 9. Public Comments***
- 10. Adjournment / Next Meeting:**

October 25, 2022

Agenda Descriptions

The agenda descriptions are intended to give notice to members of the public of a general summary of items of business to be transacted or discussed.

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact the OCTA at (714) 560 5611, no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility to this meeting.

*Public Comments: At this time, members of the public may address the Accessible Transit Advisory Committee (ATAC) regarding any items within the subject matter jurisdiction of the ATAC, provided that no action may be taken on off-agenda items unless authorized by law. Comments shall be limited to three (3) minutes per person, unless different time limits are set by the Chairman, subject to the approval of the ATAC.



Accessible Transit Advisory Committee
April 26, 2022
1:00 p.m. to 3:00 p.m.
Orange County Transportation Authority
550 S. Main Street, Orange, CA

Committee Members Present

Arturo Cazares, Regional Center of OC
Bhumit Shah, Dayle MacIntosh Center
Bob Tiezzi, Intake Coordinator, OCARC
Brandi Kelly Contreras, City of Huntington Bch.
Cesar Hernandez, Transportation Solutions
Ericka Danczak, County of Orange Office on Aging
Henry Michaels, Elwyn California
Isaac López, Advocate for Persons with Disabilities
Mario Ortega, ABRAZAR, Inc.

Paul K. Miller, Cal State Fullerton
Raymond Bueche, Saddleback Valley USD
Richard King, Comm. for Persons w Disabilities, FV
Sandra Albear, Braille Institute of America
Sandra Stang, Housing & Transportation Committee
Sue Lau, Polio Survivors Plus AARP
Tracy Bryars, St. Jude's Medical Center
Wayne Heidle, Marshall B. Ketchum University

Committee Members Absent

Giovanna Lara, St. Jude's Senior Services
Ellen Schenk, State of Calif. Dept. of Rehab
John Ott, Surf City Seniors on the Go
John Ulrich, Laguna Niguel Chamber of Commerce
Jon Peat, City of Cypress Councilmember
Mallory Vega, Acacia Adult Day Services
Mary Lou Shattuck, Alzheimer's Family Services

Miguel Gonzalez, SA Enviro/Transp Adv Comm
Morris Schwartzberg, Spc Needs at Dana Hills HS
Pam Thompson, Saddleback Valley USD
Sandy Rains, Laguna Niguel City Council
Scott Quinlan, Lions District 4-L4
Tom Krogstad, Senior and Special Needs Advocate

1. Call to Order/Welcome

Chair Wayne Heidle called the meeting to order and welcomed everyone to the Accessible Transit Advisory Committee (ATAC) meeting.

• *Pledge of Allegiance*

Vice Chair Cesar Hernandez led the Pledge of Allegiance.

• *Approval of Minutes*

Chair Wayne Heidle asked if there are any corrections to the January 25, 2022, Minutes and Attendance Report.

Paul Miller clarified under Item 5 in the minutes. He said the Department of Justice (DOJ) designates only dogs (and miniature horses in certain rural areas) as service animals. He is still interested in the difference between DOJ and transit regulations regarding what qualifies as a service animal. Christina Byrne said this may be addressed in an item later in the agenda.

A motion was made by Paul Miller, seconded by Sue Lau, and carried unanimously to approve the January 25, 2022, Minutes and Attendance Report with corrections.

2. Making Better Connections Study

Dan Phu presented the Making Better Connections Study. He said this study started in the Fall of 2021. He went through the Purpose & Needs, Goals & Guiding Principles, Study Approach, and Public Involvement. Dan said Next Steps include going to the OCTA Board of Directions May 23, 2022, a Public Hearing on July 25, 2022, and implementation at the February 2023 Service Change. He let the committee know there will be some public meetings in the middle of June and the dates will be emailed to the committee. <The full presentation is available on OCTA.net.>

Committee Member Comments:

There were no committee member comments.

3. OC ACCESS Designated Stops

Christina Blanco presented the OC ACCESS Designated Stops Redesign. She talked about changes to the OCTA website that will show exact location, a picture, and a description of the OC ACCESS Stops. She said the stops are viewable from Google Maps. <The full presentation is available on OCTA.net.>

Committee Member Comments:

Paul Miller asked if the new signs have already been produced. Christina Blanco said they have not been produced yet. Paul reminded staff to look at the updated guidelines. He said there have been changes that make it a less static representation of the wheelchair. He said there are a few variations that show movement.

Chair Wayne Heidle talked about traveling with a visually impaired person at John Wayne Airport who was having difficulty finding the OC ACCESS location. He asked if there is a better way to make the signs more identifiable. Christina Blanco said there is a stamp plate at this location. She said someone at the airport should have been able to help. Chair Heidle said he flew into a terminal far from the location of this pick-up point. Sandra Albear said the airport has "Helping Hands" to help in these situations. Chair Heidle said finding "Helping Hands" is sometimes a challenge.

Sandra Albear asked if the pictures shown will have descriptions with audio. Christina Blanco said yes.

Paul Miller asked if OCTA works with Apple hardware. He said they have been working on a geo-location technology that helps blind people.

Tracy Bryars asked if there is any community outreach to find out where these stops need to be located and find people who need OC ACCESS services but are not aware of how to use the service. Christina Blanco said that is something to be considered.

Sandra Albear said the Laguna Hills Braille Institute neighborhood center is hard to access and asked if there could be an OC ACCESS stop in the parking lot of the center. Christina Blanco said it can be requested.

Paul Miller asked when individuals are travel trained for regular trips will staff indicate different locations that may need to be marked. Gracie Davis said during travel training, staff can note where there may be problems with sign locations.

Mario Ortega asked if these locations are “live” right now or when will it be launched. Christina Blanco said it is currently in the test environment and the map can be accessed. Mario said ABRAZAR makes many of the same trips and have unofficial stops they use. He talked about how troublesome UCI is and how the ABRAZAR drivers have started using different locations. He also recommended checking with AgeWell in South Orange County on where they make pickups.

4. Trapeze EZ Wallet

William Gonzalez presented the Trapeze EZ Wallet. He started the presentation with background and a view of the website interface for EZ Wallet. He said individuals can use EZ Wallet in addition to cash and coupons. William showed statistics on the use of EZ Wallet. <The full presentation is available on OCTA.net.>

Committee Member Comments:

Isaac López asked about security encryption. William Gonzalez said OCTA uses a third party that keeps all credit card information separate from the Trapeze software.

Sue Lau asked if OCTA will ever allow credit cards to be used onboard the vehicles. William Gonzalez said this is not currently being looked at, but he will bring back that request.

Sandra Albear asked how OCTA is promoting the EZ Wallet. William Gonzalez said through meeting like these, events, and mass mailings. Jack Garate said there will be information in the Transit Connections Newsletter. He said there will be a larger marketing campaign coming soon.

Isaac López asked if there is a way to attach EZ Wallet to transit ID for easy transactions. He said it shows the driver that you still owe money. William Gonzalez said EZ Wallet only works with OC ACCESS currently and not with fixed-route buses.

Jack Garate said adding the card readers to the OCTA fixed-route buses is big endeavor and is not currently planned.

Arturo Cazares said the Regional Center of Orange County purchases many coupons for the people they serve. He is wondering if this is something they can use to provide their constituents with rides. William Gonzalez said right now these are individual accounts. He said the Regional Center would have to put money in each individual's account. Jack Garate said right now it is a web-based tool and not a mobile application. He said OCTA will look into the mobile application in the future.

5. Reports

- *OC Bus Update* – Kim Tucker provided an update on the OC Bus Service. She talked about the key metrics. Kim said currently OCTA is up to about 90,000 daily boardings which is up from 80,000 previously. <The full presentation is available on OCTA.net.>

Committee Member Comments:

Isaac López asked if there are any major changes in the upcoming service change. Kim Tucker said there are some minor adjustments at the June Service Change.

Vice Chair Cesar Hernandez asked about bus stops with buttons. He wishes there were more of them because the driver will be sure to stop when the light is lit. Kim Tucker said the buttons are used for lighting areas where there are not streetlights. She said this is good feedback and OCTA works with the cities to locate the places where they are needed. She said there is some money available through Measure M2 that could be used for this.

Sue Lau said she really likes the solar powered screens that show real-time information. Kim Tucker said the Main Street corridor is the next area to receive these. She said there will be a new Bravo Route on Main Street in October.

- *OC ACCESS Eligibility/Mobility Management Service* – Gracie Davis said OCTA has returned to pre-pandemic numbers with 480 individuals certified for eligibility in November and 492 in December. She said OCTA just completed the first month of in-person certification. Gracie said 45% of those coming to the center transported themselves which means big savings for OCTA. Gracie said the number of individuals certified is up 45%. Most of those certified are unrestricted access. Gracie thanked those who agreed to work on the appeals board. Gracie provided an update on mobility management.

Committee Member Comments:

Arturo Cazares is concerned about turnaround times and delays. Gracie Davis said OCTA is not experiencing any delays. She said OCTA usually gets people in for certification within 3-5 days. She said if it is an emergency use certification, OCTA will get them in quicker. Gracie said the mandated time is 21 days.

Henry Michaels asked if Elwyn could submit a list of individuals to verify certification. Gracie Davis said yes, if you need to find out who is certified, please give OCTA a call. William Gonzalez said you can email OCTA at ACCESSEligibility@OCTA.net.

Paul Miller asked if people need to reapply if they don't use the service. Gracie Davis said eligibility is usually given for a five-year period with an annual review. Some individuals have short-term eligibility based on needs.

Mario Ortega said ABRAZAR works with a lot of the care centers and OCTA is very good with auto-renewals.

Cesar Hernandez asked if OCTA has moved the eligibility center. Gracie Davis said yes, it is located near Main and Katella.

- *OC ACCESS Operations* – Melissa Mungia provided an update on OC ACCESS Operations. Melissa also reviewed First Transit Performance Management Strategies. <The full presentation is available on OCTA.net.>

Committee Member Comments:

Chair Wayne Heidle said he has been stranded up to two hours and 30 minutes. He said he had to stop booking on the website because his ride was not coming. Melissa Mungia said this is due to the vehicle equipment. She said some older equipment cannot connect with the booking software. She said OCTA plans to go to the OCTA Board with a contract this summer to add tablets to the vehicles.

Paul Miller asked if SMS is the traditional taxi. Melissa Mungia said they use small buses. Paul asked where the taxi service fits in. Melissa said CabCo provides services for Same-Day Taxi.

Paul Miller asked about the service animal complaints and the taxi drivers not liking to pick up an individual with pets. Melissa Mungia said she has not heard of this happening since this committee last spoke about it.

Isaac Lopez said a friend has been stranded due to the driver shortage. He asked what the threshold is for being stranded. Melissa Mungia said there is a driver shortage across the board. She would like to look into the specifics of the friend's ride. She will meet with Chair Heidle and Isaac after the meeting to get information.

Henry Michaels said there are mixed messages regarding the mask mandate. Melissa Mungia said masks are optional on all OCTA transit per guidelines. Paul Miller said he is curious if most coach operators wearing masks. Melissa said she is unsure, but it is probably about 50/50.

- *Senior Mobility Program (SMP)* – Joanne Jacobsen provided background on the program. She said during this program year (July 1, 2021 - March 30, 2022) there have been 59,400 trips provided with the average cost per trip at \$39.69. She said prior to COVID-19 this program was averaging 275,000 trips per year. Joanne said this program is slow to come back from the pandemic. She said all but one agency is providing service and they are in the contract phase.
- *Marketing & Customer Engagement* – Ryan Maloney talked about the Value Pass for the period of March 15 - July 15, 2022. He said there have been 250,000 boardings using this pass during the last month. Ryan talked about the Youth Ride Free Program. He said so far in April there were 166,000 boardings using this pass. Marketing campaigns continue for this program. Ryan said eligible OC ACCESS riders 18 and younger are also able to ride free, but not on Same-Day Taxi or OC Flex.

Committee Member Comments:

Raymond Bueche asked about the Youth Ride Free Program. He said OCTA is missing a training component for these young riders. Ryan Maloney said originally this program was for those 13 and younger, but it was later moved to 18 and younger. He also talked about the college pass program.

Paul Miller asked if six- and seven-year-olds can ride by themselves. Ryan Maloney said those five and under are free with an adult and that is why this program is for six- to 18-year-olds.

Sue Lau asked for the same program for seniors. Ryan Maloney will take the feedback. He said seniors are subsidized through many other programs. He provided information on the Measure M funding.

Cesar Hernandez asked about discounts for those in homeless shelters. Ryan Maloney said that is good feedback and he would do some research.

Sue Lau said other transit agencies are providing special passes for those of low income. Ryan Maloney said he would have to do some research.

Paul Miller asked about the status of the OC Streetcar. Christina Byrne said the OC Streetcar project is in full swing. She talked about the Eat Shop Play program where OCTA has teamed up with businesses in construction areas to promote downtown businesses. Unfortunately, the businesses want direct payments for their losses and

OCTA is unable to provide that due to the use of public funds. She said OCTA is providing many resources behind the scenes and OCTA is meeting with the businesses frequently.

Mario Ortega asked about the Value Pass purchase date. Ryan Maloney said individuals can purchase the passes starting on March 15 and the last day to activate the pass is July 15. He said this means if you have a 30-day pass you must use the first day by July 15 and it will be good for the next 30 days.

Sue Lau asked if there are Value Passes for seniors and disabled. Ryan Maloney said the senior and disabled passes cost less than the Value Pass. There are no additional discounts.

- Committee Liaison Update – Christina Byrne proposed changing the meeting time from 1p.m. to Noon with lunch provided. She took a vote and was met with overwhelming approval. Christina said it was great to see everyone in-person. She said at the July meeting this committee will be electing a new Chair and Vice Chair. Please let her know if you would like OCTA to add your name to the ballot. Christina also said that it is recruitment time for this committee. She said if your appointment is up, staff is working with the appointing board members and will let you know about your appointment status.

Committee Member Comments:

A committee member asked if proxies can attend the meeting if one is unable to attend. Christina Byrne said no, it has to be the appointed person. If you can no longer attend meetings, staff can work with you to get a permanent replacement.

6. Committee Member Comments

Isaac López thanked the Chair and Vice Chair for the hard work during the pandemic doing virtual meetings.

12. Adjournment

The meeting was adjourned. **The next scheduled meeting date is July 26, 2022 at Noon.**

**Accessible Transit Advisory Committee
Fiscal Year 2021-2022 Attendance Record**

● = Present ⊙ = Absent E = Excused Absence R = Resigned

Member	7/27/21	10/26/21	01/25/22	04/26/22
Arturo Cazares	●	●	●	●
Brandi Kelly Contreras	●	⊙	⊙	●
Caroline Wahlstrom	⊙	R	R	R
Cesar Hernandez	●	●	⊙	●
Ellen Schenk	⊙	●	⊙	⊙
Ericka Danczak	⊙	⊙	●	●
Giovanna Lara	⊙	●	●	⊙
Gloria Reyes	⊙	⊙	⊙	⊙
Henry Michaels	●	●	●	●
Isaac López	●	⊙	●	●
John Ott	●	●	⊙	⊙
John Ulrich	⊙	⊙	⊙	⊙
Jon Peat	●	●	●	⊙
Mallory Vega	⊙	⊙	⊙	⊙
Mary Lou Shattuck	●	●	●	⊙
Mike Gonzalez	⊙	⊙	⊙	⊙
Morris "Jake" Schwartzberg	⊙	⊙	⊙	⊙
Pam Thompson	●	⊙	●	⊙
Paul Miller	●	●	●	●
Raymond Bueche	●	●	⊙	●
Richard King	●	⊙	●	●
Sandra Albear	⊙	⊙	⊙	●
Sandra Stang	●	⊙	⊙	●
Sandy Rains	●	⊙	●	⊙
Scott Quinlan	●	●	●	⊙
Sue Lau	●	●	●	●
Tom Krogstad	●	⊙	●	⊙
Tracy Bryars	●	⊙	●	●
Wayne Heidle	●	●	●	●