



Accessible Transit Advisory Committee
550 S. Main Street, Orange CA, Room 07
October 25, 2022 | 12:00 p.m. – 2:00 p.m.

Agenda

1. **Call to Order/Welcome** (5 min.)
 - Pledge of Allegiance
 - Approval of MinutesWayne Heidle, *Chair*
Raymond Bueche, *Vice Chair*
2. **OC ACCESS Driver Exceptional Service Awards**
3. **Making Better Connections Study**
Dan Phu, *Planning*
4. **OC ACCESS Policy Update (last month)**
Jack Garate, *Operations*
5. **Trapeze Update**
Christina Blanco, *Paratransit Services*
6. **Transit Training Program**
Martin Browne, *Paratransit Services*
7. **OC Bus Update**
Kim Tucker, *Operations*
8. **Reports** (5 min. each)
 - **OC ACCESS Program Update**
Christina Blanco, *Paratransit Services*
 - **OC ACCESS Eligibility / OC 211**
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*
9. **Committee Member Comments**
10. **Public Comments***
11. **Adjournment / Next Meeting:**
January 24, 2023

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
July 26, 2022
12:00 p.m. to 2:00 p.m.
Orange County Transportation Authority
550 S. Main Street, Orange, CA

Committee Members Present

Arturo Cazares, Regional Center of OC
Brandi Kelly Contreras, City of Huntington Bch.
Cesar Hernandez, Express Transp. Solutions
Ellen Schenk, State of Calif. Dept. of Rehab
Henry Michaels, Elwyn California
Jim Nguyen, Alzheimer's of Orange County
John Ulrich, Laguna Niguel Senior Committee
Jon Peat, City of Cypress Councilmember
Mario Ortega, ABRAZAR, Inc.
Pam Thompson, Saddleback Valley USD

Paul K. Miller, Cal State Fullerton
Raymond Bueche, Saddleback Valley USD
Richard King, Comm. for Persons with Disabilities, FV
Sandra Stang, Housing & Transportation Committee
Scott Quinlan, Lion Sight & Hearing Foundation
Sue Lau, Polio Survivors Plus AARP
Thanh Huynh, Viet-CARE
Tom Krogstad, Senior and Special Needs Advocate
Wayne Heidle, Marshall B. Ketchum University

Committee Members Absent

Ericka Danczak, County of Orange Office on Aging
Isaac López, Special Needs Advocate
Mary Lou Shattuck, Alzheimer's Family Services

Sandra Albear, Braille Institute of America
Sandy Rains, City of Laguna Niguel

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*

Chair Wayne Heidle led the Pledge of Allegiance.

• *Welcome to New Members*

Chair Wayne Heidle welcomed the new members to the committee. He asked each to introduce themselves.

Jim Nguyen introduced himself and said he is with Acacia Adult Day Services which recently merged with Alzheimer's of Orange County.

Mario Ortega said he is the CEO of ABRAZAR, Inc. He said Abrazar means to embrace. He said they are a service provider for going on 48 years and he has been with ABRAZAR, Inc. for 20 years.

Thanh Huynh said he is Vice President of Viet-CARE which is a mental health non-profit.

- *Approval of Minutes*

Chair Wayne Heidle asked if there are any corrections to the April 26, 2022, Minutes and Attendance Report.

A motion was made by Scott Quinlan, seconded by Vice Chair Cesar Hernandez, and carried unanimously to approve the April 26, 2022, Minutes and Attendance Report.

2. New Chair & Vice Chair Elections

Christina Byrne said OCTA staff reached out to ATAC members to gauge interest in running for Chair and Vice Chair of the committee. She thanked Chair Heidle and Vice Chair Hernandez for the hard work during this challenging time.

Ballots were passed out for the position of Chair. Christina Byrne said Chair Wayne Heidle was the only one to express interest in the position of Chair. She said there was also space open for a write-in candidate as well. She asked Chair Heidle to say a few words.

Chair Wayne Heidle said he would like the committee's consideration for another term since this term was short due to Covid.

Christina Byrne said Wayne Heidle was selected unanimously to the position of Chair.

Ballots were passed out for the position of Vice Chair. Christina Byrne said Raymond Bueche was the only one to express interest in the position of Vice Chair. She said there was also space open for a write-in candidate as well. She asked Raymond Bueche to say a few words.

Raymond Bueche asked for the committee's consideration for the position of Vice Chair. He said this is his third year on the committee and would like to get more involved.

Chair Wayne Heidle nominated Paul Miller to the position of Vice Chair. Paul accepted the nomination.

Ballots were counted and Christina Byrne said Raymond Bueche was selected to the position of Vice Chair starting at the next meeting in October.

Chair Wayne Heidle thanked Vice Chair Cesar Hernandez for his service to the committee. Vice Chair Cesar Hernandez thanked everyone for electing him last time.

3. ACCESS Driver Exceptional Service Awards

Chair Wayne Heidle said this is the first time in many years that the ATAC was able to hand out ACCESS Driver Exceptional Service Awards. Chair Heidle said this time he selected the award recipients, but next time the recipients will be selected by the committee. The following ACCESS Drivers were recognized for their exceptional service:

Jennifer Alvarez – OC ACCESS
Alden Redman – OC ACCESS
Joshua Macedo – Same-Day Taxi
Joe Minnich – Same-Day Taxi

Committee Member Comments:

The following ATAC members joining the ACCESS Driver Exceptional Service Award selection committee are Richard King, Cesar Hernandez, and Sue Lau.

4. Making Better Connections Study

Jorge Duran presented the Making Better Connections Study along with Ryan Maloney. Jorge started with some background on the study and provided a summary of the proposed modifications. He also showed maps of the proposed timing on routes and the segments of routes that are being discontinued along with new routes. Ryan Maloney went over the Public Outreach and went through the feedback OCTA has been receiving. Ryan said this data was as of June 20, 2022, but as of July 22, 2022, the number of surveys collect has doubled. He said the responses are consistent with what is shown. Ryan went over the next steps. <The full presentation is available on OCTA.net.>

Committee Member Comments:

Wayne Heidle asked how ACCESS has been taken into consideration in the areas of discontinued service. Jorge Duran said OCTA has looked at some mediation in areas where service will be discontinued, but there will be some impacts to ACCESS.

Richard King asked what OCTA outreach efforts have been done in the blind community. He said there are some problems with the OCTA website for the blind community and he is wondering if they were able to access the survey. Ryan Maloney said he will look into the accessibility of the survey on the website. He said emails were also sent with direct links to the survey as well as print surveys in various formats. The Customer Information Center was also available to help with the survey. Richard said it would be good to the get the surveys to various organizations who work with the blind community. Ryan thanked everyone for the great feedback and he noted there are members of this committee that represent the blind community and OCTA urges committee members to reach out to constituents.

Cesar Hernandez asked how broad the survey was and if there was outreach to the students at Cal State Fullerton. Ryan Maloney said that everyone was given the options of which routes they wanted to give feedback on and there were Cal State Fullerton students who provided feedback. Ryan said this is the draft plan and we will continue to get feedback through October for the final plan.

Pam Thompson asked how it was determined which lines will be cut. Jorge Duran said OCTA looked at areas where there were less than 10 boardings per hour, along with areas that had alternative service, cost per passenger, etc.

Sue Lau said she did not see anything about route 47 North or South going over to Fairview near Ikea and the new shopping center. She said there are many multi-resident dwellings in that area. She clarified that when the route gets re-routed due to construction it heads east/west on Baker. Jorge Duran said this was a temporary detour. Sue said this should be considered. Jorge said this detour is detrimental to the overall system because it slows down the trip on a major route. He said that detour is costly. Sue said it would collect more riders. Jorge said we will look into this.

Scott Quinlan said many elderly people take the bus and when OCTA says the alternate route is within walking distance it may not be possible from some. He asked if this has been considered. Jorge Duran said yes, the difference between a quarter of a mile and a half of mile can be hard. He said OCTA realizes this, but it is the nature of fixed-route service. OCTA primarily focuses on main roads.

Mario Ortega asked if the survey indicated there would be consequences for ACCESS services. He said many of his constituents have an ACCESS ID, but do not realize they need to be within a certain area of fixed-route service to be able use ACCESS. He believes people do not realize that cutting a route may affect them unless it is spelled out. Ryan Maloney said it did occur to some of those taking the survey that termination of a route may affect ACCESS services.

Raymond Bueche said discontinued service always impacts South Orange County and therefore impacts ACCESS service. He said smaller programs are impacted. He said the deleted part of Route 86 really impacts the Saddleback community and the senior center.

Arturo Cazares said ACCESS services are impacted for Regional Center of Orange County and he said there are not as many riders due to the pandemic, but in January riders will resume their pre-pandemic needs to get around. He said the majority of the people they serve will not take a survey, but it would be better if we can reach out to their caregivers and family members. Ryan Maloney said it would be great to work with you on this and please any other committee members feel free to reach out to OCTA and we will help you get the information to the right people.

Cesar Hernandez said he has had issues with ACCESS in the past because he could not get a route near his doctor appointment due to no fixed-route service in the area.

5. Trapeze Update

Melissa Mungia said she is presenting software enhancements to Trapeze and not EZ Wallet. She talked about software enhancements and tablets in vehicles planned for FY 2023. <The full presentation is available on OCTA.net.>

Committee Member Comments:

Paul Miller said it is good OCTA is looking proactively into these improvements.

6. Feedback on OC ACCESS Policy

Jack Garate presented OC ACCESS Policy Changes Feedback. He went over the proposed policy changes in detail. Jack said in next steps OCTA will gather information from other transit agencies, along with the ATAC feedback, and then develop a communication plan. <The full presentation is available on OCTA.net.>

Committee Member Comments:

Chair Wayne Heidle asked if he would have to pay for the extra mileage after a postponement under the Not Ready Return policy. Jack Garate said yes, you would still have to pay for that extra mileage. He said other agencies handle this the same way. Chair Heidle does not think it is fair the have to pay that additional amount. Jack said OCTA will take the feedback into consideration.

Chair Wayne Heidle asked if the number of passengers is for taxi. Jack Garate said it would be for all ACCESS services. Chair Heidle was unsure about traveling with his service dog in this situation. Jack said the service animal does not count.

Vice Chair Cesar Hernandez asked if this goes through the procurement process. Jack Garate said this would go through the procurement process.

Vice Chair Cesar Hernandez asked if the identification requirement would be any type of identification. Jack Garate said OCTA is thinking the Reduced Fare Identification which would have a couple benefits: it would serve as your identification and if you need to take a fixed-route bus you would have to the reduced fare.

Scott Quinlan said times will be pushed out even further due to the driver shortage. Jack Garate said the provider for Same-Day Taxi is also the provides support for OC ACCESS service. He said we are proposing that the provider only support Same-Day Taxi service to help. He said the vendor is working with outside vendors to help with the driver shortage and provide relief. Scott asked if the general ridership will know about these changes. Jack Garate said we can notify everyone that uses the service and information will be in the Transit Connections Newsletter. Scott said he has not received the newsletter in 15 years. Jack said it is available online and in print and we can provide back copies. Scott asked why OCTA cannot capture email addresses and send the newsletter in print. Jack said we are getting to the place where we can send a mass email with information.

Jon Peat said OCTA should consider issuing multiple ID's to the parents and programs. Jack Garate said that is a great idea and that is the type of feedback we hope to find from other transit agencies

Sue Lau suggested OCTA take any government issued identification. She said in regard to Chair Heidle's concern, she suggested some of the onus be put on the rider. She said when she has a doctor appointment, she calls to see if they are running behind and if they say yes, she calls right away to change her ride. Jack Garate said that is what OCTA is running into and we are trying not to delay others. He said we hope to move this to Same-Day Taxi. Sue does agree that the extra cost should not be added.

Mario Ortega asked what must be provided to acquire an the Reduce Fare ID. Gracie Davis said once an individual completes a functional assessment, OCTA takes a photo and then the individual can receive a Reduced Fare ID. Henry Michaels said individuals have to have a doctor sign-off in order to get the Reduced Fare ID. Gracie said it would be the same as the ACCESS ID. Gracie said there are different types of Reduced Fare ID cards. The card for this service would be the ACCESS ID card. Sue Lau said if you lose the card you have to pay for a replacement.

Pam Thompson said her son's card has an expiration date and she never got a new card with an updated date. She said this can be a hardship. Gracie Davis said if you are a recertification, you can get a new identification.

Vice Chair Cesar Hernandez asked why OCTA goes with just one company for taxi service. Jack Garate said OCTA no longer does the OCTAP service where they qualify all taxi service. He said when OCTA puts out a bid we have to select one vendor. He said OCTA is happy to work with multiple providers.

7. Reports

- *OC Bus Update* – Kim Tucker provided an update on the OC Bus Service. She talked about the increase in bus ridership and OCTA's on-time performance. She said there will be some slight modifications at the October Service Change. <The full presentation is available on OCTA.net.>
- *OC ACCESS Program Update* – Melissa Mungia provided an update on OC ACCESS Operations. She went over the metrics and provided graphs. Melissa also went over Performance Management Strategies First Transit is using as they gear up for a ridership increase in the Fall. <The full presentation is available on OCTA.net.>

Committee Member Comments:

Jon Peat said he was happy with the lost and found process. When his son left his backpack on a vehicle, and it was returned right away. Melissa Mungia said that is great to hear.

Tom Krogstad asked how driver retention and recruitment is going. Melissa Mungia said it has been tough. She said we gain some and lose some. She said First Transit focuses on how the drivers make a difference in the community.

Cesar Hernandez asked if OCTA changed contractors. Melissa Mungia said OCTA had MV Transportation and First Transit started about six months ago.

Sue Lau asked what “equivalent service” means. She read the ADA definition of “equivalent service.” Melissa Mungia said OCTA provides a service equivalent to fixed-route service and there is equal opportunity to ride regardless of disability. Sue is asking about the benefits. Melissa will talk with Sue after the meeting.

- *OC ACCESS Eligibility/Mobility Management Service* – Gracie Davis said today is the 32nd anniversary of the ADA. She presented certification/recertification numbers, certifications by categories and auto renewals. She also provided information about the Eligibility Appeals Board. <The full presentation is available on OCTA.net.>
- *Senior Mobility Program (SMP)* – Joanne Jacobsen provided background on the program. She said during this program year (July 1, 2021-June 30, 2022) \$3.8 million was distributed. 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. < The slide is available upon request.>

Joanne Jacobsen addressed the question about the Transit Connection Newsletter. She said she is concerned when Mr. Quinlan said he has not received the newsletter in 15 years. Joanne said the newsletter is sent out quarterly using the active rider database (if you have taken transit four times in one year). She asked Mr. Quinlan to talk to her after the meeting and anyone wishing to receive the newsletter.

Committee Member Comments:

Tom Krogstad asked which city is not providing transportation. Joanne Jacobsen said the City of Placentia. She said they are small and only providing trips to the Senior Center.

- *Marketing & Customer Engagement* – Ryan Maloney talked about the Value Pass for the period of March 15-July 15, 2022. He said there have been 1.1 million boardings using this pass. Ryan talked about the Youth Ride Free Program. He said over the life of the program there have been about 1.9 million boardings using this pass.

Marketing campaigns continue for this program over the summer letting people know the pass could be used over the summer and OCTA is gearing up for new passes for the new school year. Ryan was excited to announce Orange Coast College as recently joining the College Pass Program. He said there will be a commemoration event celebrating all the community colleges in the program. Ryan said OCTA added digital content to the OCTA website on E-Bikes, E-Bike riding, safety, etc. Ryan also talked about the 50th anniversary of OC Bus coming up.

Committee Member Comments:

Sue Lau asked for future Value Passes to include discounts for seniors and disabled. Ryan Maloney said the Value Passes was a specific grant program. He said he would talk to her about that. She said she also asked about a pass for those with low-income at the last meeting.

- Committee Liaison Update – Christina Byrne congratulated Chair Heidle and Vice Chair Bueche on their new term.

8. Committee Member Comments

Sue Lau thanked OCTA for providing lunch at the ATAC meetings.

Paul Miller shared that Apple has done a great job with being accessible.

Mario Ortega said Abrazar Inc. has been providing mobile vaccinations and has a lot of free tests, masks and hand sanitizer for non-profits if anyone is interested.

9. Public Comments

There were no Public Comments.

10. Adjournment

The meeting was adjourned. The next scheduled meeting date is September 25, 2022, at **Noon**.

**Accessible Transit Advisory Committee
Fiscal Year 2022-2023 Attendance Record**

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

Member	7/26/22	10/25/22	01/24/23	04/25/23
Arturo Cazares	●			
Brandi Kelly Contreras	●			
Cesar Hernandez	●			
Ellen Schenk	●			
Ericka Danczak	⊙			
Oscar Valadez	N/A			
Gloria Reyes	⊙			
Henry Michaels	●			
Isaac López	⊙			
Jim Nguyen	●			
John Ulrich	●			
Jon Peat	●			
Mary Lou Shattuck	⊙			
Pam Thompson	●			
Paul Miller	●			
Raymond Bueche	●			
Richard King	●			
Sandra Albear	⊙			
Sandra Stang	●			
Sandy Rains	⊙			
Scott Quinlan	●			
Sue Lau	●			
Tom Krogstad	●			
Thanh Huynh	●			
Wayne Heidle	●			