



Accessible Transit Advisory Committee

550 S. Main Street, Orange CA, Room 07

January 24, 2023 | 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. **February Service Change Update**
Jorge Duran, *Planning*
4. **OC ACCESS Fleet Mix**
Melissa Mungia, *Paratransit Services*
5. **OC ACCESS Reservations Process**
Melissa Mungia, *Paratransit Services*
6. **OC Streetcar Update**
Tresa Oliveri, *Public Outreach*
7. **Reports** (5 min. each)
 - **OC Bus Update**
Kim Tucker, *Operations*
 - **OC ACCESS Program Update**
Melissa Mungia, *Paratransit Services*
 - **OC ACCESS Eligibility / Mobility Management**
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:**
April 25, 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
October 25, 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, Transportation Solutions
Ellen Schenk, State of Calif. Dept. of Rehab
Isaac López, Special Needs Advocate
Jim Nguyen, Alzheimer's of Orange County
Jon Peat, City of Cypress Councilmember
Mario Ortega, ABRAZAR, Inc.

Paul K. Miller, Cal State Fullerton
Oscar Valadez, Fullerton Resident
Raymond Bueche, Saddleback Valley USD
Sandra Stang, Housing & Transportation Committee
Sue Lau, Polio Survivors Plus AARP
Thanh Huynh, Viet-CARE
Wayne Heidle, Marshall B. Ketchum University

Committee Members Absent

Ericka Danczak, County of Orange Office on Aging
Henry Michaels, Elwyn California
John Ulrich, Laguna Niguel Senior Committee
Mary Lou Shattuck, Alzheimer's Family Services
Pam Thompson, Saddleback Valley USD

Richard King, Comm. for Persons with Disabilities
Sandra Albear, Braille Institute of America
Sandy Rains, City of Laguna Niguel
Scott Quinlan, Lion Sight & Hearing Foundation
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 Raymond Bueche led the Pledge of Allegiance.

• *Approval of Minutes*

A motion was made by Sue Lau, seconded by Jon Peat, to approve the July 26, 2022, Minutes and Attendance Report.

Committee Member Comments:

Mario Ortega requested a correction to the July 26th minutes stating they reflect that members of the public who took the survey are aware of the impact to ACCESS services when public routes are eliminated, however, committee discussion reflected that most do not know. Christina Byrne responded that the correction and modification to the minutes would be made.

A motion was made by Sue Lau to approve Mario Ortega's correction to the minutes, seconded by Jon Peat. There was one abstention.

- *Welcome to New Members*
Chair Wayne Heidle welcomed new member Oscar Valadez.

2. ACCESS Driver Exceptional Service Awards

Chair Wayne Heidle said the award recipients were selected by the committee. The following ACCESS Drivers were recognized for their exceptional service:

Marcelina Corona – OC ACCESS
Cesar Tolentino – OC ACCESS
Veronica Martinez – OC ACCESS
Han Hae – Same-Day Taxi
Veronica Rodriguez – Same-Day Taxi
Ruwan Warnakulasuriya – Same-Day Taxi

3. Making Better Connections Study

Jorge Duran, Transit Planning, provided an overview on this item. The OCTA Board approved the final service plan on October 24, 2022. Responses from the public resulted in changes to the draft service plan with both additions and deletions of proposed service. Overall, there is 13% addition of trips on weekdays, 5% addition on Saturdays, and 9% addition on Sundays. Service deletions will affect fifteen currently performed daily ACCESS trips with Same-Day Taxi available as an alternative. Implementation of the plan will take up to twenty-four months and any service change updates will be provided to the committee and ACCESS riders before the changes take effect.

Committee Member Comments:

A committee member asked if they were aware of which routes were specifically being eliminated now. Jorge Duran responded yes and Christina Byrne offered to send a communication to members with the information.

A question was asked if there is a map of how many ACCESS riders in each area will no longer have an eligible home address, and if there is information about previous changes with how many riders do not have their home address in an eligible ACCESS area. A member asked how many riders are affected when a public stop is removed. Jorge Duran responded that he does not know the number from memory, but the information is available and will be shared after the meeting. Jack Garate added that users of OCTA services do not always have addresses within Orange County which can make it difficult to supply information.

A committee member inquired about the major differences between using ACCESS versus Same-Day Taxi. Jack Garate responded with similarities and differences related to cost, fare policies, trip scheduling, and subscription service.

Concern was voiced over twelve residents in South Orange County who no longer have home addresses eligible for the ACCESS subscription service, the impact, and how this is measured and factored into the route decisions. Jack Garate and Jorge Duran responded with the differing factors considered in the decisions.

4. Feedback on OC ACCESS Policy

Jack Garate presented the OC ACCESS Policy Changes Feedback. He 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:

A question was asked if it is considered a late cancellation on the rider if bus is an hour late. Jack Garate stated that is considered a missed trip and the violation is on the contractor side, not on the rider. A no-show is counted against the rider if a bus arrives within the 30-minute window of the scheduled trip and less than a one-hour cancellation before the scheduled trip is also counted against the rider.

An observation was made that riders ordering Same-Day Taxi pickup do not know how long their wait is and may take other transportation. Concern was expressed for the revenue loss for the taxi responding and a question was asked if a cancellation policy could be introduced. Jack Garate responded that this has been considered and will be discussed in the future. It was noted that OCTA does incur the cost of a no-show for the taxi service.

A committee member asked what a rider suspension is and how to get off suspension. Jack Garate explained the 4 tiers of suspension, timeframes, the appeal process and how they work with and inform the riders.

An inquiry was made about Same-Day Taxi and ACCESS coupons. Jack Garate said the coupons cannot be used.

5. Trapeze Update

Christina Blanco provided a Trapeze update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A question was asked how volunteers will be taken for testing outbound notifications. Christina responded it will be open to community members and those using the online booking tool.

A comment was made that individuals with certain disabilities have trouble handling a phone and can functionality be made available for Google calendar/larger screens.

Melissa Mungia said they are limited with the platform functionality but she will bring it up to the software company.

A committee member added that a phone app that could link the information together with other user interfaces would provide ease of use for booking and tracking rides. Melissa said they do not have an app but their website allows online booking, cancelling and checking the ETA of an upcoming trip.

6. Transit Training Program

Martin Browne, Paratransit Services, provided an overview of the item. Transit Training objectives are to embed diversity, equity, inclusion and provide independence and transit options. Training is available for OC Flex, OC Access, OC Bus and Metrolink. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member asked if there is a "Train the Trainer" type program. Gracie Davis, Paratransit Services responded yes, contact her for information.

7. OC Bus Update

Kim Tucker provided an update on ridership and on-time performance metrics. An update on the labor negotiations with the Mechanics and Service Workers Union, Teamsters Local 952, was also presented. A notification of a potential work stoppage had gone out to the public the week of October 17, 2022. This was called off and OCTA and the Union are continuing negotiations. Clarification was made that any potential work stoppage would not affect OCTA ACCESS service. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member asked about the eligibility of individuals that are specially challenged for OC ACCESS service if there is a work stoppage for OCTA buses. Gracie Davis responded that they would need to apply for the service. A follow up question was asked about what conditions the individual would be accepted under. Gracie Davis responded that it would be based upon the individual's evaluation and possibly be trip-by-trip and temporary.

A question was asked about the trial solar screens that were at the bus stops informing people of how many minutes before the bus arrival. Kim Tucker responded that the real-time signage that has been installed on Main Street, Bravo Route 553, with the October service change. There has been good feedback and options are being looked at to expand the project.

8. Reports

- *OC ACCESS Program Update* – Christina Blanco, Paratransit Services presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

There were no comments.

- *OC ACCESS Eligibility/OC 211* – Gracie Davis, Paratransit Services, presented the item. <The full presentation is available on OCTA.net.>

Committee Member Comments:

There were no comments

- *Senior Mobility Program (SMP)* – Joanne Jacobson, Paratransit Services presented an update.<The full presentation is available on OCTA.net.>

Committee Member Comments:

A question was asked if something can be done to have the taxis be on time for a ride reservation. Joanne Jacobson replied that the city has a contract with the cab company and has to work with them, not OCTA.

A follow-up question was asked if OCTA can have a “Train the Trainer” for the cities as they are having the same problems that OCTA riders are having with securing transportation. Joanne Jacobson replied that the cities will need to work with the contractors. A suggestion was then made by the committee member that Joanne's knowledge could be shared with city individuals on how to work with the contractors to improve the services. Joanne said she will continue to look at this request and asked for specific cities/program administrators that are reporting the issue.

- *Marketing & Customer Engagement* – Ryan Maloney, External Affairs, presented the item.

Committee Member Comments:

Confirmation if age 6 is the lowest age for the Youth Ride Free was asked. Ryan Armstrong confirmed it was, there is parental request form process in place.

An update was requested on the low-cost rider program and programs to help seniors with fixed incomes. Ryan Armstrong responded that he was not aware of a low-cost program and referred to the 2-1-1 OC program as a possible source for information for seniors.

A comment was made to use Twitter for information outreach.

- Committee Liaison Update – Christina Byrne, External Affairs, shared the next edition of the ACCESS Newsletter is being printed and should be in mailboxes within the next few weeks. Christina thanked the members for attending.

9. Committee Member Comments

Complements were given related to the lunch options and the room setup.

10. Public Comments

There were no Public Comments.

11. Adjournment

The meeting was adjourned. The next scheduled meeting date is January 24, 2023.

**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	●	●		
Erica Danczak	●	⊙		
Oscar Valadez	N/A	●		
Gloria Reyes	⊙	R		
Henry Michaels	●	⊙		
Isaac López	⊙	●		
Jim Nguyen	●	●		
John Ulrich	●	⊙		
Jon Peat	●	●		
Mario Ortega	●	●		
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	●	●		