



Accessible Transit Advisory Committee

550 S. Main Street, Orange CA, Room 07

July 25, 2023 | 12:00 p.m. – 2:00 p.m.

Agenda

1. **Call to Order/Welcome** (5 min.)
 - Pledge of Allegiance
 - Welcome New Members
 - Approval of MinutesRaymond Bueche, *Acting Chair*

2. **ACCESS Driver Exceptional Service Awards**

3. **Chair and Vice Chair Elections**
Christina Byrne, *Public Outreach*

4. **Revised OC ACCESS Riders Guide**
Jack Garate, *Specialized Transit Services*

5. **Reports** (5 min. each)
 - **OC Bus Update**
Kim Tucker, *Operations*
 - **OC ACCESS Operations Update**
Melissa Mungia, *Specialized Transit Services*
 - **Mobility Management Services Update**
Gracie Davis, *Specialized Transit Services*
 - **Senior Mobility Program (SMP)**
Joanne Jacobson, *Specialized Transit Services*
 - **Marketing & Customer Engagement**
Ryan Maloney, *Marketing and Customer Engagement*
 - **Committee Liaison Update**
Christina Byrne, *Public Outreach*

6. **Committee Member Comments**

7. **Public Comments***

8. **Adjournment / Next Meeting:**
October 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
April 25, 2023
12:00 p.m. to 2:00 p.m.
Orange County Transportation Authority
550 S. Main Street, Orange, CA

Committee Members Present

Beck Levin, Dayle McIntosh Center

Brandi Kelly Contreras, City of Huntington Bch.

Henry Michaels, Ashlings Residential Villa

Jon Peat, Cypress Council Member

Lawrence Klein, Santa Ana Resident

Mario Ortega, ABRAZAR, Inc.

Mary Ann Remnet, Rossmoor Resident

Meredith Chillemi, LeadingAge

Paul K. Miller, Cal State Fullerton

Richard King, Comm. for Persons with Disabilities

Sandra Stang, Housing & Transportation Committee

Scott Quinlan, Lion District 4-4L

Committee Members Absent

Arturo Cazares, Regional Center of OC

Cesar Hernandez, Transportation Solutions

Ellen Schenk, State of Calif. Dept. of Rehab

Ericka Danczak, County of Orange Office on Aging

Isaac López, Special Needs Advocate

Jim Nguyen, Alzheimer's of Orange County

John Ulrich, Laguna Niguel Chamber of Commerce

Mary Lou Shattuck, Alzheimer's Family Services

Oscar Valadez, Fullerton Resident

Pam Thompson, Saddleback Valley USD

Raymond Bueche, Saddleback Valley USD

Sandra Albear, Braille Institute of America

Sandy Rains, City of Laguna Niguel

Sue Lau, Polio Survivors Plus AARP

Tom Krogstad, Senior and Special Needs Advocate

Thanh Huynh, Viet-CARE

1. Call to Order/Welcome

Christina Byrne called the meeting to order and served as the Chair for the Accessible Transit Advisory Committee (ATAC) meeting. Chair Wayne Heidle has resigned, and Vice Chair Raymond Bueche is unable to attend. Elections for the next Chair and Vice Chair will be held at the next meeting in July.

• *Pledge of Allegiance*

Christina Byrne led the Pledge of Allegiance.

• *Approval of Minutes*

A quorum was not present, no action was taken.

2. OC ACCESS Driver Exceptional Service Awards

Christina Byrne said the award recipients were selected by the committee. The following ACCESS Driver was recognized for their exceptional service:

Heriberto Romero-Ortiz – OC ACCESS

3. New OC ACCESS Riders Guide

Jack Garate, Operations, provided an update on this item.

Committee Member Comments:

A committee member asked if the Riders Guide will be available online. Jack Garate responded yes when it is fully produced.

A committee member asked if it will be accessible to the visually impaired. Jack Garate responded they maintain a digital format and intend to produce the document in Braille and have an audio version as well.

A committee member asked if they were enlisting any visually impaired individuals to review the documents and are accessible in any way. Jack Garate responded when the moment comes, they will do that, however what they are doing now follows a similar path of the current Riders Guide that they have today.

A committee member asked if the guide will be available in ASL (American Sign Language) and other languages like Spanish and Vietnamese. Jack Garate responded that the Riders Guide will be available in Spanish, and they are looking at reproducing the document in other languages outside of the mandatory English and Spanish.

A committee member asked if there could be videos for the individuals who speak ASL as that may be the only language they may read or speak, and those videos would be integral to serving that community. Jack Garate responded it is not part of the update this time, but they are working on videos in the next fiscal year. It will not be a full 100% of what the Riders Guide is but will carry a lot of the fundamental elements of how the service works, how to use it, and be easy to understand.

A committee member asked if the videos were coming out in 2024. Jack Garate responded that it is the next fiscal year, and they hope it will be done before the end of the next calendar year.

A committee member asked when they anticipate releasing the Riders Guide. Jack Garate responded they are hoping to release it this fiscal year, but it may be in the next July, August, September timeframe.

A committee member asked if the Riders Guide gives the Federal or DOT (Department of Transportation) definition of a service animal. Jack Garate responded yes. This Riders Guide focuses on regulation language with the intent to have riders understand upfront some of the limitations of the service to have a more effective and efficient service operation. There is much FTA (Federal Transportation Administration) and ADA (Americans with Disabilities Act) language about service animals, medical devices, and wheelchair securement to support our policies.

4. Contracted Fixed-Route Bus Services Update

Eileen Bruggeman, Operations, presented the item.

Committee Member Comments:

A committee member asked about changing the third-party transit provider and how that affects transferring drivers or individuals pay or benefits. Eileen Bruggeman responded that Keolis plans to sit down with the Union, and they have indicated to us that they plan on recognizing the current agreement that the Union has for those employees. The pay should carry over, and they are discussing the benefits that Keolis is offering as they may differ slightly from what First Transit offered.

5. Reports

- *OC Bus Update* – Kim Tucker, Operations, presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

There were no comments.

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

Committee Member Comments:

A committee member asked about the mention of bringing in additional drivers and whether was that due to a significant shortage, and how that is being addressed. Melissa Mungia responded that seeing the increase in ridership they are making sure they have the number of additional resources to accept that additional ridership.

A committee member asked what metrics are used to measure productivity. Melissa Mungia responded passengers per revenue hour.

A committee member asked if the Dayle McIntosh Center in Orange County could receive some paper surveys to hand out to customers. Melissa Mungia responded she would provide the contact information.

A committee member if OCTA provides or outsources drivers for the ACCESS program. Melissa Mungia responded that it is contracted.

A committee member asked if the surveys could be available at senior centers. Melissa Mungia responded yes.

A committee member asked if there would be an accessible survey for them. Melissa Mungia responded it would be available online and you can call the customer relations center to assist in filling out the survey.

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

Committee Member Comments:

A committee member asked why someone would need to re-certify. Gracie Davis responded that they certify for five years, then the individual must re-certify as their condition may have changed.

A committee member asked how a person auto-certifies. Gracie Davis responded that a new person goes through a complete baseline, and if, after the baseline, they identify a person whose condition will no longer change, those individuals are identified as auto-renewal.

A committee member asked with the auto-renewal, when the individual's certification expires, are they eligible for that right away, or do they need another assessment to determine their eligibility. Gracie Davis responded no; they send a letter to the individual three months before their service expires inquiring if they are still interested in updating their personal data and they will be given another five years.

A committee member asked if their tracking data is consistent with the aging population as many individuals are coming in needing ACCESS service because of an increasing aging population. Gracie Davis responded it is a combination, they are seeing seniors and youth as well. For the senior category, the average age is between sixty-five to seventy-five.

A committee member asked how the number of new certifications trends compare against pre-pandemic levels, is the average you are seeing back to pre-pandemic or not yet. Gracie Davis responded not yet. Our pre-pandemic was 465 and currently 425 for the first three months.

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

Committee Member Comments:

There were no comments.

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

Committee Member Comments:

A committee member commented about the Metrorail going into LAX (Los Angeles International Airport) and asked what OCTA's rail plan for a connection to LAX is; how are people from Orange County going to get there using public transportation. Is it going into Union Station? Ryan Maloney responded he did not know, and Christina Byrne responded she was not aware of any rail projects right now where that was envisioned and would look into that and get back to them.

- *Committee Liaison Update* – Christina Byrne, External Affairs, welcomed the new members, Beck Levin, Dayle McIntosh Center, Mary Ann Remnet, Rossmoor resident, and Lawrence Klein, Santa Ana Resident. Christina commented that recruitment was ongoing but would end May 5, 2023.

6. Committee Member Comments

A committee member asked about the re-appointments and current status. Christina Byrne responded that if you have not heard from us, it is probably because terms expire in 2024 or if expiration is 2023 and your appointing Board member has re-appointed you, they may be behind in communication.

A committee member commented they had received an email from OCTA about grant opportunities from the State of California and would they be hearing more about that in the next meeting. Christina Byrne asked what kind of grant opportunities and would they be able to forward the email so she could research it and respond back.

A committee member asked if there was any information about the upcoming transfer to electric vehicles and where OCTA fits into that? Christina Byrne responded she would work with staff to provide an update on that for the next meeting.

A committee member asked if people could submit a public comment or question in advance and have it put on the agenda for an answer or does it always have to be in person? Christina Byrne responded that it must be in person, meetings are not broadcast, and we are not receiving any public comments outside of the meeting at this time.

7. Public Comments

A member of the public asked about non-agenda items and was directed to speak with staff after adjournment.

8. Adjournment

The meeting was adjourned.

The next scheduled meeting date is July 25, 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	●	●	●	⊙
Beck Levin	N/A	N/A	N/A	●
Brandi Kelly Contreras	●	●	●	●
Cesar Hernandez	●	●	●	⊙
Ellen Schenk	●	●	⊙	⊙
Ericka Danczak	●	⊙	⊙	⊙
Henry Michaels	●	⊙	●	●
Isaac López	⊙	●	●	⊙
Jim Nguyen	●	●	●	⊙
John Ulrich	●	⊙	●	⊙
Jon Peat	●	●	⊙	●
Lawrence Klein	N/A	N/A	N/A	●
Mario Ortega	●	●	●	●
Mary Ann Remnet	N/A	N/A	N/A	●
Mary Lou Shattuck	⊙	⊙	⊙	⊙
Meredith Chillemi	N/A	N/A	N/A	●
Oscar Valadez	N/A	●	●	⊙
Pam Thompson	●	⊙	⊙	⊙
Paul Miller	●	●	●	●
Raymond Bueche	●	●	●	⊙
Richard King	●	⊙	●	●
Sandra Albear	⊙	⊙	⊙	⊙
Sandra Stang	●	●	●	●
Sandy Rains	⊙	⊙	⊙	⊙
Scott Quinlan	●	⊙	●	●
Sue Lau	●	●	●	⊙
Tom Krogstad	●	⊙	⊙	⊙
Thanh Huynh	●	●	●	⊙
Wayne Heidle	●	●	⊙	R