



Accessible Transit Advisory Committee
550 S. Main Street, Orange CA, Room 07
October 22, 2024 | 12:00 p.m. – 2:00 p.m.

Agenda

1. **Call to Order/Welcome** (5 min.) Raymond Bueche, *Chair*
 - Pledge of Allegiance
 - Staffing Update
 - Approval of Minutes
2. **ACCESS Driver Exceptional Service Awards**
3. **ACCESS Policy Update** Melissa Mungia, *Specialized Transit Services*
4. **Paratransit and Microtransit Software Procurement Update** Jack Garate, *Specialized Transit Services*
5. **OC Bus November Service Change** Kevin Khouri, *Planning*
Melissa Mungia, *Specialized Transit Services*
6. **Metrolink Service Change** Alexis Murillo Felix, *Operations*
7. **Reports** (5 min. each)
 - **OC ACCESS Operations Update** Christina Blanco, *Specialized Transit Services*
 - **Mobility Management Services Update** Denise Capistran, *Specialized Transit Services*
 - **Community Transportation Services Update** Martin Browne, *Specialized Transit Services*
 - **Marketing** Ryan Maloney, *Marketing and Customer Engagement*
 - **Committee Liaison Update** Marissa Espino, *Public Outreach*
8. **Committee Member Comments**
9. **Public Comments***
10. **Adjournment / Next Meeting:**
January 28, 2024

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 23, 2024
12:00 p.m. to 2:00 p.m.
Orange County Transportation Authority
550 S. Main Street, Orange, CA

Committee Members Present

Alejandra Rodriguez, Santa Ana Resident
Arnel Dino, Fullerton Resident
Beck Levin, Dayle McIntosh Center
Brandi Kelly Contreras, City of Huntington Bch.
Ellen Schenk, State of Calif. Dept. of Rehab
Gracie Doran, Disability Rights Advocate
Henry Michaels, Ashling's Residential Villa
Kristen Maahs, Alzheimer's of Orange County
Mary Ann Remnet, Rossmoor Resident

Michael Seyler, Mission Viejo Resident
Paul K. Miller, Cal State Fullerton
Raymond Bueche, Saddleback Valley USD
Richard King, Braille Institute
Sandra Stang, Housing & Transportation Committee
Sue Lau, Polio Survivors Plus AARP

Committee Members Absent

Arturo Cazares, Regional Center of OC
Calvin Van, Nguol Viet California
Cesar Hernandez, Transportation Solutions
Claudia Harris, County of Orange Office on Aging
Isaac López, Special Needs Advocate
Idalia Rios, Santa Ana Resident
Jill Berrner, Brea Resident
Jim Nguyen, Alzheimer's of Orange County
John Ulrich, Laguna Niguel Chamber of Commerce

Mario Ortega, ABRAZAR, Inc
Meredith Chillemi, LeadingAge
Nelly Gomez, Dayle McIntosh Center
Oscar Valadez, Fullerton Resident
Samir Hijazi, ARCHISSANCE
Susana Cruz-Rios, Santa Ana Resident

1. Call to Order/Welcome

Raymond Bueche called the meeting to order and welcomed new members Gracie Doran, Kristen Maahs, Michael Seyler, Alejandra Rodriguez.

• *Pledge of Allegiance*

Raymond Bueche led the Pledge of Allegiance.

• *Approval of Minutes*

Sandra Stang made a motion to approve the April 23, 2024, minutes and Gracie Doran seconded the motion.

2. OC ACCESS Driver Exceptional Service Awards

The following ACCESS Driver was recognized for exceptional service:

- Emmanuel Orozco
- Freddy Flores Garcia

3. Chair and Vice Chair Elections

Raymond Bueche was elected as Chair and Calvin Van was elected as Vice Chair

4. Coordinated Plan Update

Kevin Khouri, Planning and Heidi Ganum, Transpo Group, presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member asked if there was a plan to help individuals who may not qualify for services to find out before investing a lot of their time into researching and applying for programs. Heidi Ganum responded there is a note in the implementation steps about coordinating eligibility among the providers.

A committee member asked if there was any consideration of including specific language or language services in the RFP process for drivers and vendors. Kevin Khouri responded they would follow up with Operations and get back to him.

A committee member asked if there was any discussion on pricing versus actual cost and would the cost possibly lead to a price increase. Heidi Ganum responded in the community survey the cost of the service did not flag as a major barrier and they did not examine the cost of the OC fare. There were requests to have an eliminated fare, a more reduced fare, and fare reciprocity with neighboring transit agencies.

A committee member asked if training of the customer service representatives was part of the plan going forward. Heidi Ganum responded the training of the drivers and customer service representatives is in the suggestions. It is not related to accuracy but in communicating with the customers better.

5. Service Change Update

Kevin Khouri, Planning, presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member commented they had received a call from a consumer that they were affected by the change to Route 38 because it had removed their ability to get OC ACCESS as they were no longer in the $\frac{3}{4}$ mile radius, and is there a plan to service those individuals that are being removed from ACCESS. Kevin Khouri responded for those individuals in the Anaheim Hills area there will be Same Day Taxi available.

A committee member asked if the proposed changes were convenience directed or will they have any significant impact on the general plan suggestions for the routes that people are making. Kevin Khouri responded the higher frequencies will provide ease of transfer between the routes and address the new travel patterns that have been experienced since COVID-19.

6. OC Access Policy Change Update

Melissa Mungia, Specialized Transit Services, presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member asked if the fare evader is willfully not paying the fare, not having the ability to pay the fare, or needing to relearn. Melissa Mungia responded in her experience it is individuals that willfully evade paying the fare.

A committee member cited several examples of ways to collect fares and having a disability does not mean that you don't have to meet expectations for public transit. Melissa Mungia responded it is in the OC ACCESS Rider's Guide and they investigate to determine what happened so they do not overly penalize someone.

A committee member asked regarding the adult day programs, is there going to be some sort of pre-payment option for certain individuals or for a number of trips. Melissa Mungia responded it may be difficult as they need to meet with each facility and there could be differences between the programs but once they receive information back from the facility or program there will be some direct outreach to them.

A committee member questioned the No Return Policy when through no fault of the rider, the pickup was late causing them to miss the scheduled return pickup. Is there accommodation for that in the policy, as they were told to use an alternate method for the return trip when calling to reschedule pick up for return. Melissa Mungia responded yes, when fault lies with the contractor then they need to resolve the issue for the rider. It is in the policy.

A committee member commented that accommodation for a missed return trip that is not the fault of the rider should be extended to cover more than just one occurrence. Melissa Mungia responded there is accountability for both the rider and contractor; riders need to consider allowing enough time for the completion of their appointment and not book a tight window of time when booking the return pickup and the contractor has the responsibility to maintain service quality with on-time trips and resolve any issues with the client.

A committee member commented that the contractor should not automatically cancel a return trip if the pickup was cancelled. Melissa Mungia agreed, and it is not policy to cancel the return pickup, it should be discussed and approved by the rider.

A committee member asked if there was something on the OCTA webpage or an online portal for contact to resolve an issue rather than calling. Melissa Mungia responded they have online booking to book your ride and review your estimated time of arrival and there is an online portal to send a complaint. They do not have an online chat feature to contact someone to resolve an issue.

A committee member asked is there a way to track the drop-off time a reservation is made for and actual time it occurred. Melissa Mungia responded there is the Transit Planner on OCTA.net or Google Transit, but the best method for accessing travel time is to look at a comparable fixed route trip. The committee member commented that was not the question, they were looking for data that would show what percentage of riders arrived late to their destination to track the performance of the contractor. Melissa Mungia responded they do have that data.

7. OC Access and Travel Training Video

Gracie Davis, Specialized Transit Services, presented the update on the production and content of the video.

Committee Member Comments:

A committee member asked if there is a descriptive audio that goes with video for sight impaired individuals. Gracie Davis responded yes.

A committee member asked if the video would be available on the OC ACCESS web page. Gracie Davis responded yes, and Christina Byrne would be sending the link to the committee members.

8. Paratransit and Microtransit Software

Jack Garate, Specialized Transit Services, presented the update.

Committee Member Comments:

A committee member commented that the notifications were not always accurate on booking and on the pickup time. Jack Garate responded that these inaccuracies have been seen at other transit agencies and it may be a result of the need for improvement in operational efficiencies.

A committee member asked if the notices were based on GPS. Jack Garate responded yes, once a certain point is reached the GPS will send the notice out to the rider.

A committee member asked if the RFP included translation. Jack Garate responded yes.

A committee member asked if the RFP included compliance with Section 508 and Web Content Accessibility Guidelines (WCAG) standards. Jack Garate responded yes.

9. Reports

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

Committee Member Comments:

A committee member asked if the complaints could be tracked by individual trends. Melissa Mungia responded yes.

- *Mobility Management Services Update* – Gracie Davis, Specialized Transit Services, presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

There were no comments.

- *Committee Liaison Update* – Christina Byrne, Public Outreach, welcomed the new members and thanked them for their participation.

Committee Member Comments:

There were no comments.

10. Committee Member Comments

Committee members thanked and praised Gracie Davis for her service.

A committee member announced their retirement from the committee and thanked OCTA for their work with this committee.

A committee member commented the Dayle McIntosh Center is doing a survey on advocacy needs.

A committee member encouraged participation in next year's bike day.

11. Public Comments

There were no public comments.

12. Adjournment

The meeting was adjourned.

The next scheduled meeting date is October 22, 2024.

**Accessible Transit Advisory Committee
Fiscal Year 2024-2025 Attendance Record**

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

Member	7/23/24	10/22/24	01/28/25	04/22/25
Calvin Van	⊙			
Mary Ann Remnet	●			
Henry Michaels	●			
Jim Nguyen	⊙			
Mario Ortega	⊙			
Alejandra Rodriguez	●			
Susana Cruz-Rios	⊙			
Arturo Cazares	⊙			
Raymond Bueche	●			
Idalia Rios	⊙			
Cesar Hernandez	⊙			
Richard King	●			
Ellen Schenk	●			
Samir Hijazi	⊙			
Claudia Harris	⊙			
Sue Lau	●			
Nelly Gomez	⊙			
Jill Berrner	⊙			
Paul Miller	●			
Arnel Dino	●			
Oscar Valadez	⊙			
Beck Levin	●			
Kristen Maahs	●			
John Ulrich	⊙			
Michael Seyler	●			
Sandra Stang	●			
Gracie Doran	●			
Isaac López	⊙			
Meredith Chillemi	⊙			
Brandi Kelly Contreras	●			