



Accessible Transit Advisory Committee
550 S. Main Street, Orange CA, Room 07
January 28, 2025 | 12:00 p.m. – 2:00 p.m.

Agenda

1. **Call to Order/Welcome** (5 min.) Raymond Bueche, *Chair*
 - Pledge of Allegiance
 - Approval of Minutes
2. **ACCESS Driver Exceptional Service Awards**
3. **EMSD Call for Projects** Vic Mireles, *Planning*
4. **Paratransit and Microtransit Software Procurement Update** Jack Garate, *Specialized Transit Services*
5. **OC Bus Service Change Update** Kevin Khouri, *Planning*
6. **Proposed New Fare Media** Amelia Hsu, *Marketing*
Sam Kaur, *Revenue Administration*
7. **Coach Operator Training** Ryan Morales, *Bus Ops Training*
8. **Reports** (5 min. each)
 - **OC ACCESS Operations Update** Christina Blanco, *Specialized Transit Services*
 - **Mobility Management Services Update** Denise Capistran, *Specialized Transit Services*
 - **Marketing** Amelia Hsu, *Marketing*
 - **Committee Liaison Update** Marissa Espino, *Public Outreach*
9. **Committee Member Comments**
10. **Public Comments***
11. **Adjournment / Next Meeting:**
April 22, 2025

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 22, 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
Arturo Cazares, Regional Center of OC
Beck Levin, Dayle McIntosh Center
Brandi Kelly Contreras, City of Huntington Bch.
Gracie Doran, Disability Rights Advocate
Henry Michaels, Ashling's Residential Villa
Isaac López, Special Needs Advocate
Jill Berrner, Brea Resident
Kristen Maahs, Alzheimer's of Orange County

Mary Ann Remnet, Rossmoor Resident
Nelly Gomez, Dayle McIntosh Center
Oscar Valadez, Fullerton Resident
Paul K. Miller, Cal State Fullerton
Raymond Bueche, Saddleback Valley USD
Sandra Stang, Housing & Transportation Committee
Sue Lau, Polio Survivors Plus AARP
Susana Cruz-Rios, Santa Ana Resident

Committee Members Absent

Calvin Van, Nguoi Viet California
Cesar Hernandez, Transportation Solutions
Claudia Harris, County of Orange Office on Aging
Idalia Rios, Santa Ana Resident
Jim Nguyen, Alzheimer's of Orange County
John Ulrich, Laguna Niguel Chamber of Commerce

Mario Ortega, ABRAZAR, Inc.
Michael Seyler, Mission Viejo Resident
Richard King, Braille Institute
Samir Hijazi, ARCHISSANCE

1. Call to Order/Welcome

Raymond Bueche called the meeting to order.

• *Pledge of Allegiance*

Raymond Bueche led the Pledge of Allegiance.

• *Staffing Update*

Chris Boucly, Public Outreach remarked that Christina Byrne has moved on to another position outside of OCTA and Marissa Espino and Allison Imler will be managing this meeting and be the points of contact along with Chris.

- *Approval of Minutes*

Sue Lau made a motion to approve July 23, 2024, minutes and Isaac Lopez seconded the motion.

2. **OC ACCESS Driver Exceptional Service Awards**

The following ACCESS Driver was recognized for exceptional service:

- Erica Parra

3. **ACCESS Policy Update**

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

Committee Member Comments:

A committee member commented the quality of social media posts were excellent and asked for them to be continued.

A committee member asked if OCTA has a formal no-strike policy. Melissa Mungia responded they have never had a formal no-strike policy. The committee member then commented and asked if a rider was detained and unable to make the pick-up, there was not any transportation provided. Melissa Mungia responded there was an informal practice, Not Ready Return, for instances where the rider was not ready or unable to make the appointed time, but that was discontinued in Fiscal Year 2024. Same Day Taxi is now offered as an alternative.

A committee member commented if a person lives more than five miles from their pickup spot for the taxi service, they must make up the difference in fare. Melissa Mungia responded yes. In the outreach related to changes, information on appointment scheduling adjustments and considerations were provided.

A committee member asked if the Not Ready Return service could be reconsidered due to the increasing difficulty in scheduling medical appointments and their unknown duration. Melissa Mungia responded that rescheduling vehicles and deviating them from their route to accommodate that practice had a negative downstream effect on the schedules for others.

The committee member asked if the taxi service provided by the Senior Mobility Program could be used. Melissa Mungia responded that it is an option provided to users in the outreach, depending on their age and eligibility.

A committee member asked what must happen for it to be fare evasion. Melissa Mungia responded fare evasion is outright nonpayment or short payment.

A committee member commented that there are cases where a passenger will negotiate with the driver when full fare or missing pass and the driver ok's that, should not that courtesy be allowed with ACCESS. Melissa Mungia responded they will still transport the individual and perform an investigation on what occurred and perform education about what occurred. This is a method to allow action on repeat offenders.

A committee member asked what type of factors are looked at in the investigation. Melissa Mungia responded it depends on the report, they have video surveillance available.

A committee member commented that anytime a policy is updated or a change is implemented, those involved in ACCESS ride ACCESS, to help understand the issues at a personal level.

4. Paratransit and Microtransit Software Procurement Update

Jack Garate, Specialized Transit Services, presented the update on the project.

Committee Member Comments:

A committee member asked when the new system is updated, will there be a grace period if there are any issues with reservations or this new cloud-based system. Jack Garate responded there will be extensive testing, it is similar to the cloud-based system they are using today and there will be some redundancy available.

A committee member asked if they were talking about the call center, ACCESS or the 636-RIDE. Jack Garate responded he was talking about the OC ACCESS, our internal OCTA Eligibility Team and future eligibility contractors.

5. OC Bus November Service Change Update

Kevin Khouri, Planning, and 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 changes are on the OCTA website and when the changes take effect. Kevin Khouri responded yes, and the changes take effect November 10, 2024.

A committee member asked if changes to Routes 42 and 46 would improve access to the VA medical facilities. Kevin Khouri responded no.

A committee member asked were there changes in South County. Kevin Khouri responded no, potentially in February 2025.

A committee member asked if there were any considerations on changes to assist riders to get to the election polling places. Kevin Khouri responded no.

A committee member asked if these changes were made prior to, or incorporated yesterday's changes (October 21, 2024) made to the Metrolink schedule. Kevin Khouri responded these changes are for November and in the interim between yesterday and November 10 and there are available trippers that will serve those stations based on demand. Metrolink changes do not always correlate with our service changes and we do attempt to mitigate that as much as possible with the Trippers.

A committee member asked what Trippers are. Kevin Khouri responded it is an extra bus specifically provided for just that trip, it is not part of the regular route.

A committee member asked how do you know if a Tripper is available. Kevin Khouri responded it is shown on the OCTA website under Rider Alerts.

A committee member commented that on Route 43, some of the fixed route buses stop at MacArthur or turn right on MacArthur, it is shorter and how do riders choose without having to read the whole banner and could there be a naming change. Kevin Khouri responded he would make a note of that and look into it.

A committee member asked how long it takes to reflect the changes in the transit app. Kevin Khouri responded it should be the same day that the changes go into effect, but he was not familiar with the process. Ryan Maloney responded the information is uploaded to the app the same day of the service change and should be readily available.

6. Metrolink Service Change

Alexis Murillo Felix, Operations, presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member commented they did not see the Metrolink logo on the presentation. Alexis Murillo Felix commented that is correct, this upcoming service change helps to position Metrolink for another change in 2028.

A committee member asked if there have been conversations with the US Olympic Committee & Paralympic Committee (USOPC) and the Internal Olympic Committee (IOC). Alexis Murillo Felix responded there has been a committee established called LA28, consisting of multiple transit agencies in the entire region to coordinate transit services across the multiple operators in the region.

A committee member commented how useful AI (Artificial Intelligence) could be in assisting with the scheduling and movement for individuals between the different venue locations. Alexis Murillo Felix responded she could not speak to the use of AI, but the multiple transit operators are establishing transit plans to help riders get to the games.

A committee member asked if in the future were they looking at major changes or just incremental changes. Alexis Murillo Felix responded they were just looking at how these schedule changes work before making any further service planning. They are still looking at the effects these changes may have.

A committee member commented they knew that Los Angeles (LA) ACCESS coordinates with Metrolink and is there a possibly that similar arrangements can be made between Orange County (OC) ACCESS and Metrolink. Jack Garate responded that coordination conversations do occur within the Operations Division. The fare policy appears to be the biggest difference between the LA and OC ACCESS, OC has made the decision not to go with the partnership of a free fee policy with Metrolink. There are reduced fares through Metrolink and the Bus system for disabled and seniors.

A committee member asked what transpired to make OC ACCESS riders pay \$0.25 per ride. Another committee member responded it was a decision by a previous OCTA Board Chairman who made the decision and commented it would be beneficial to the disabled to discontinue it and potentially bring more ridership to fixed route, and away from ACCESS. Jack Garate responded that there are many factors to consider like the administration of implementing that and how to stop fraud and abuse of the system.

A committee member asked how many individuals go to the ACCESS center to request free passes. Jack Garate responded they do not have that here, but it is low.

A committee member asked how the Metrolink changes are being coordinated within OCTA, and we are not just responding to the Metrolink changes but planning for the future. Alexis Murillo Felix responded as soon as they receive the Metrolink schedule, they work with their bus operation team to make the changes. It is difficult to make a bus change overnight due to the communications and the bidding process with the Union drivers, but as soon as they are able, they align with the Metrolink schedule.

A committee member asked how all the different agencies that interact with one another coordinate with the Metrolink schedule change. Jack Garate responded that OCTA has conversations with the neighbor agencies to coordinate services.

A committee member commented that their family member had a bad experience with a driver related to the use of a student bus pass. Ryan Maloney, Marketing and Customer Engagement, responded he would speak with the member after the meeting and clarified the Youth Ride Free is available for any fixed route for school, work, weekends.

7. 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 weather was a factor in the on-time performance. Melissa Mungia responded that it could be.

A committee member asked what the criteria and methodology is for determining on-time pickup and on-time arrival. Melissa Mungia responded that you can request to be picked up at a certain time or arrive at the destination at a certain time. Primarily in the morning individuals request to arrive at the destination at a certain time and then in the afternoon, it is on-time pick up. All the vehicles are equipped with Mobile Data Terminals which allow tracking and allow the drivers to use for routes and timing.

A committee member asked how complaints are defined and what qualifies as a complaint. Melissa Mungia responded there are multiple avenues that riders can use to provide feedback, the customer information center, the phone, and an online form. All comments are investigated.

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

Committee Member Comments:

There were no comments.

- *Community Transportation Services Update* – Martin Browne, Specialized Transit Services, presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member asked where individuals in unincorporated areas, communities without municipal representation that are not being served by Measure M2 funding, can go for assistance. Martin Browne responded they can go to the cities in the surrounding area.

A committee member asked if they were looking to expand services to other than seniors because seniors are not the only ones that use ACCESS. Martin Browne responded there are two upcoming options; one is a coordinated plan coming to the Transit Committee and Board later in the year that looks at county wide needs assessment and the second is the EMSD (Enhanced Mobility for Seniors and Individuals with Disabilities) Grant, offered every two to four years, and this year's grant for \$8.5 million has received 32 applications for providing assistance to seniors and the disabled. This is available for non-profits as well as cities.

- *Marketing_Update* – Ryan Maloney, Marketing and Customer Engagement presented the update.

Committee Member Comments:

A committee member asked if the Text for Next was still available and could the Metrolink schedule be included. Ryan Maloney responded yes, the Text for Next was still available, and recommended the transit app. He would pass along the Metrolink recommendation.

- *Committee Liaison Update* – Marissa Espino, Public Outreach, presented the update. Allison Imler commented that recruitment will begin in January for anyone that has a term ending in 2025.

Committee Member Comments:

There were no comments.

8. Committee Member Comments

A committee member asked if OCTA would take note of the needs of ACCESS riders that require transportation to polling places for future elections.

A committee member asked to have the subject of installing straps on wheelchairs and vehicles re-visited.

A committee member asked what is being done to improve bus transportation in terms of individuals that may have mental health or substance abuse issues. Melissa Mungia responded they would get back to the committee on the issue.

Several committee members commented about the safety and protection of the coach operators and the riders and indicated the issue should be looked at.

A committee member commented how important it is to work with other agencies on the benefits of mental health.

A committee member complimented the ACCESS drivers.

9. Public Comments

There were no public comments.

10. Adjournment

The meeting was adjourned.

The next scheduled meeting date is January 28, 2025.

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

● = Present ⊙ = Absent 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	●	R		
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	⊙	R		
Brandi Kelly Contreras	●	●		