



Accessible Transit Advisory Committee
550 S. Main Street, Orange CA, Room 07
April 22, 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. **Measure M2 Ten-Year Review** Kelsey Imler, *Planning*
Diana Garcia, *Public Outreach*

3. **Same Day Taxi Program Update** Melissa Mungia, *Specialized Transit Services*

4. **OC ACCESS Policy Update** Melissa Mungia, *Specialized Transit Services*

5. **OC Bus May Service Change Update** Kevin Khouri, *Planning*

6. **Reports** (5 min. each)
 - **OC ACCESS Operations Update** Melissa Mungia, *Specialized Transit Services*

 - **Mobility Management Services Update** Denise Capistran, *Specialized Transit Services*

 - **Marketing** Ryan Maloney, *Marketing & Customer Engagement*

 - **Committee Liaison Update** Marissa Espino, *Public Outreach*

7. **Committee Member Comments**

8. **Public Comments***

9. **Adjournment / Next Meeting:**
July 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
January 28, 2025
12:00 p.m. to 2:00 p.m.
Orange County Transportation Authority
550 S. Main Street, Orange, CA

Committee Members Present

Arnel Dino, Fullerton Resident
Arturo Cazares, Regional Center of OC
Brandi Kelly Contreras, City of Huntington Bch.
Calvin Van, Nguoi Viet California
Isaac López, Special Needs Advocate
Jill Berrner, Brea Resident

Mary Ann Remnet, Rossmoor Resident
Oscar Valadez, Fullerton Resident
Paul K. Miller, Cal State Fullerton
Raymond Bueche, Saddleback Valley USD
Richard King, Braille Institute

Committee Members Absent

Alejandra Rodriguez, Santa Ana Resident
Cesar Hernandez, Transportation Solutions
Claudia Harris, County of Orange Office on Aging
Gracie Doran, Disability Rights Advocate
Henry Michaels, Ashling's Residential Villa
Idalia Rios, Santa Ana Resident
Jim Nguyen, Alzheimer's of Orange County
John Ulrich, Laguna Niguel Chamber of Commerce

Kristen Maahs, Alzheimer's of Orange County
Mario Ortega, ABRAZAR, Inc.
Michael Seyler, Mission Viejo Resident
Nelly Gomez, Dayle McIntosh Center
Samir Hijazi, ARCHISSANCE
Sandra Stang, Housing & Transportation Committee
Sue Lau, Polio Survivors Plus AARP
Susana Cruz-Rios, Santa Ana Resident

1. Call to Order/Welcome

Raymond Bueche called the meeting to order and introduced new member and Vice Chair, Calvin Van.

• *Pledge of Allegiance*

Raymond Bueche led the Pledge of Allegiance.

• *Approval of Minutes and Attendance Report*

Paul Miller made a motion to approve October 22, 2025, minutes and Arnel Dino seconded the motion.

2. OC ACCESS Driver Exceptional Service Awards

The following ACCESS Driver was recognized for exceptional service:

- Maria Medina
- Diego Huerta

3. EMSD Call for Projects

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

Committee Member Comments:

A committee member asked to view the full recipient list and expressed a concern over the ratio of grants for senior mobility management versus adults with disabilities, and commented it was a hard but clean process that was followed for awarding. Louis Zhao responded they did not look at that level but could look at identifiers in the population on the next review.

A committee member asked if there was planning working toward integrating seniors and the disabled with the 2028 Olympics. Vic Mireles responded they were not involved in those conversations.

4. Paratransit and Microtransit Software Procurement Update

Melissa Mungia, Specialized Transit Services, presented an update on the project.

Committee Member Comments:

There were no member comments.

5. OC Bus 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 they were eliminating the 82. Kevin Khouri responded yes, they are eliminating Route 82 and combining it with Route 89 for more frequency between El Toro and Rancho Santa Margarita on that segment and providing connection to the Laguna Hills Transportation Center with a one trip ride. The other segment to Foothill Ranch will be covered by Route 177.

A committee member asked if Route 177 was being increased to one hour instead of forty-five-hour intervals. Kevin Khouri responded yes to allow adjusting of the schedules.

A committee member expressed concern about a possible two-hour wait at the transportation center referencing the times of Routes 86 and 177 if they are unable to connect at the appointed time. Kevin Khouri responded that is the purpose of pulsing, the five-minute wait between arrivals and departures to help ensure those connections are made.

A committee member asked for the difference in the arrival time currently between Routes 86 and 177. Kevin Khouri responded he did not have that information at this time.

A committee member asked what route goes to Saddleback Valley College. Kevin Khouri responded the routes that go to the college are not affected. Kevin also commented that they would check the pulses to make sure they were working correctly for transfers in response to the members' concerns over the impact and timing of the routes and they would speak with the member after the meeting on further concerns.

A committee member asked if the change and removal of the bus loop at Irvine Valley College was temporary or permanent. Kevin Khouri responded it is permanent as the bookstore expansion will cover the turnaround loop. There are conversations with the College and a transportation hub inside the campus is being requested.

A committee member asked what is meant by adding two Northbound PM trippers and adjusting the schedule to address school overload issues on Route 47. Kevin Khouri responded there has been an extreme increase in ridership because of the College Pass and Youth Ride Free programs and this is being put in place to keep individuals from being passed by and left behind at the stop.

A committee member asked if that was a defined implementation and not just being worked on or adjusted. Kevin Khouri responded yes, they are adding those two trips.

A committee member asked if the reduction on the time interval from 45 minutes to 60 minutes on Route 129 was due to the number of riders. Kevin Khouri responded yes, there has been low ridership. There are plans to extend Route 59 to the Brea Mall in the future.

A committee member commented that since realigning the streets in Surfside, kids are now getting to school 15-20 minutes after the bell. Kevin Khouri responded that it would be noted and given to the scheduler.

A committee asked if all service to RSM (Rancho Santa Margarita) was cut with the elimination of Route 82. Kevin Khouri responded that Route 89 will be extended to cover that route with increased frequency.

6. Proposed New Fare Media

Sam Kaur, Revenue Administration and Amelia Hsu, Marketing, presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member asked if an additional in-person meeting could be held near the communities of Garden Grove and Westminster. Amelia Hsu responded they added one more meeting in Santa Ana which is close to the Vietnamese and Korean populations.

A committee member asked if the new media would have identification of the senior discount. Sam Kaur responded they are working on how to have a different look on the WAVE card for seniors or any other discounts offered through OCTA.

A committee member asked how the system will know to deduct the appropriate discount when a regular credit card is used. Sam Kaur responded that you cannot obtain a discounted fare from tapping a regular credit card, that is why they are adopting the use of smart cards to obtain discounted fares.

A committee member responded that it appears you are taking away the use of the credit card to obtain discounted fares and how will that be reconciled. Sam Kaur responded the system provides different options for different levels of customers. Cash and smart cards are available for discounted fares. The company's system does not allow designation of personal information on credit cards to identify those eligible to receive discounts. It is not within OCTA's control, it is a limitation of the credit card industry.

A committee member asked if the paper cards were being eliminated completely. Sam Kaur responded they are replacing the magnetic stripe media that is currently being used and swiped on the fare boxes. There will be cash only fare boxes and cards will be tapped on the validator.

A committee member asked how the reimbursement for discounted passes will be handled by centers, what will the reduced fare for mobility trainers look like and how will we reimburse or pay for services moving forward. Sam Kaur responded for the Youth Ride Free Program, we rely on schools to distribute the cards and that program will still be free. We will work with the school districts and for those under eighteen, OCTA will cover the cost of those cards. The committee member commented that their program assists individuals 18 to 22 to help them continue to integrate into the community and how will purchasing the new media account for those purchases made to be distributed with a discounted fare for that segment. Sam Kaur responded she suggests they have meetings with the provider and project contractor to get the details to program the cards as needed.

A committee member asked if the use of a phone number could be programmed for input on the bus when the WAVE card is not available. Sam Kaur responded they would get back to them after contacting the contractor to see about the ability and possible privacy issues.

A committee member commented that there had not been enough project research, outreach and implementation planning regarding the disabled population. Sam Kaur responded they would look into that.

A committee member commented when Marketing is working on the presentations about the gift cards, work out a way to help consumers understand the differences of the card so it is clear it is not a scam or counter to what the police and sheriff's department are educating the public about, particularly seniors on. Sam Kaur responded they would.

7. Coach Operator Training

Ryan Morales, Bus Operations Training presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments

A committee member asked if that was standard training for public transit around the country. Ryan Morales responded he was not sure on that but their training is very in-depth. They need to meet OCTA requirements, which are stricter than the DMV (Department of Motor Vehicles) requires.

A committee member asked if this was the same training for the contractors. Ryan Morales responded this was just in-house operators.

A committee member asked what the differences between OCTA and the South County contracted services trainings. Ryan Morales responded he did not know.

8. 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 commented on the decrease in collisions and was there a remedy. Melissa Mungia responded there had been additional safety campaigns on preventable collisions by the contractor.

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

Committee Member Comments:

A committee member asked why there was a difference shown in December 2024. Melissa Mungia responded the contractor MTM had become fully staffed, in November they were short staffed.

- *Marketing Update* – Amelia Hsu, Marketing presented the update.

Committee Member Comments:

A committee member asked what had caused the disruption in the Metrolink lines that were recently communicated. Amelia Hsu responded it was downed power lines.

- *Committee Liaison Update* – Marissa Espino, Public Outreach, presented the update. Allison Imler commented that recruitment has begun and will end in June 2025, and requested members respond on their intent to serve.

Committee Member Comments:

There were no comments.

9. Committee Member Comments

A committee member commented he received concern from one of their constituents related to the OC ACCESS website and request for modification. The information was given to staff.

A committee member commented on the proclamation of January 23 as Ed Roberts day, and on his life and influence as an advocate for people with disabilities.

A committee member commented on the reliability of the automated text messages from the reservation line. Staff responded they would look into it.

10. Public Comments

There were no public comments.

11. Adjournment

The meeting was adjourned.

The next scheduled meeting date is April 22, 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	R	
Samir Hijazi	⊙	⊙	⊙	
Claudia Harris	⊙	⊙	⊙	
Sue Lau	●	●	⊙	
Nelly Gomez	⊙	●	⊙	
Jill Berrner	⊙	●	●	
Paul Miller	●	●	●	
Arnel Dino	●	●	●	
Oscar Valadez	⊙	●	●	
Beck Levin	●	●	R	
Kristen Maahs	●	●	⊙	
John Ulrich	⊙	⊙	⊙	
Michael Seyler	●	⊙	⊙	
Sandra Stang	●	●	⊙	
Gracie Doran	●	●	⊙	
Isaac López	⊙	●	●	
Meredith Chillemi	⊙	R	R	
Brandi Kelly Contreras	●	●	●	