



**Accessible Transit Advisory Committee**  
550 S. Main Street, Orange CA, Room 07  
July 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. **Chair and Vice Chair Elections**
3. **ACCESS Driver Exceptional Service Awards**
4. **WAVE Fare Payment System** Sam Kaur, *Revenue Administration*
5. **Reasonable Modifications for OC ACCESS** Denise Capistran, *Specialized Transit Services*  
Jack Garate, *Specialized Transit Services*
6. **Update Reports** (5 min. each)
  - **Paratransit and Microtransit Software Procurement** Jack Garate, *Specialized Transit Services*
  - **OC Bus August Service Change** Kevin Khouri, *Planning*
  - **OC ACCESS Operations** Melissa Mungia, *Specialized Transit Services*
  - **Mobility Management Services** Denise Capistran, *Specialized Transit Services*
  - **Marketing** Ryan Maloney, *Marketing & Customer Engagement*
  - **Committee Liaison Update** Allison Imler, *Public Outreach*
7. **Committee Member Comments**
8. **Public Comments\***
9. **Adjournment / Next Meeting:**  
October 28, 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 four (4) minutes per person, unless different time limits are set by the Chairman, subject to the approval of the ATAC.



Accessible Transit Advisory Committee  
April 22, 2025  
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  
Gracie Doran, Disability Rights Advocate  
Isaac López, Special Needs Advocate  
Kristen Maahs, Alzheimer's of Orange County  
Mario Ortega, ABRAZAR, Inc.  
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**

Brandi Kelly Contreras, City of Huntington Bch.  
Cesar Hernandez, Transportation Solutions  
Claudia Harris, County of Orange Office on Aging  
Henry Michaels, Ashling's Residential Villa  
Idalia Rios, Santa Ana Resident  
Jill Berner, Brea Resident

Jim Nguyen, Alzheimer's of Orange County  
John Ulrich, Laguna Niguel Chamber of Commerce  
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.

• *Approval of Minutes and Attendance Report*

Isaac López made a motion to approve January 28, 2025, minutes and Sue Lau seconded the motion.

**2. Measure M2 Ten-Year Review**

Rose Casey, Executive Director Planning, and Diana Garcia, Public Outreach presented the review. <The full presentation is available on OCTA.net.>

**Committee Member Comments:**

There were no comments.

### **3. Same Day Taxi Program 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 OCTA is subsidizing the cost, and if OCTA will pay when the fee is higher than \$3.60. Melissa Mungia responded yes, OCTA pays about \$18.00 per trip and the rider pays \$3.60.

A committee member asked what the use of the Same Day Taxi is and if the data sets show what the riders are using it for. Melissa Mungia responded they had looked at that type of data about six months ago, about 7% of the taxi rides either have an origin or destination outside of the ACCESS service area.

A committee member asked if a member's home is outside of the OC ACCESS service area, can they still get a ride. Melissa Mungia responded it is within the boundaries of Orange County, Long Beach and the VA (Veterans Administration).

A committee member asked if there was a cap in place now and why a cap is being added with the service expansion of two miles. Melissa Mungia responded there is no cap in place now, and adding it is a way to pilot the expansion in a safe and responsible way so the program can be maintained and able to handle a demand increase, while maintaining service quality.

A committee member asked if this was only part of the pilot program or a permanent change. Melissa Mungia responded they will execute the two-year option with Cabco, adjust the program and evaluate the expansion over the two years.

A committee member questioned if the cap is only for the pilot phase of the program. Melissa Mungia responded it is for the two years.

A committee member commented that RCOC (Regional Center of Orange County) may now have an opportunity to work with OC ACCESS as they contract with Cabco and can a discussion about funding be scheduled. Melissa Mungia responded yes.

A committee member asked if there was data on how many users need a ramp or lift and utilize a mobility device. Melissa Mungia responded she could provide that.

### **4. OC ACCESS Policy Update**

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

#### Committee Member Comments:

A committee member asked what excessive cancelations are. Melissa Mungia responded 50% and is based on an individual's actions.

A committee member asked if the 30 consecutive days are based on a rolling 30-day calendar month or a set month. Melissa Mungia responded when someone requests a subscription, they will look back at the last 30 days and their travel pattern, and make sure they do not have excessive no-shows or cancellations. It is a rolling calendar month.

A committee member asked how many subscription riders are dialysis patients, and based on a change in their condition which could impact their subscription, are medical exceptions considered. Melissa Mungia responded this is not an automated process, subscriptions may be cancelled but there is outreach to the rider before cancellation and an evaluation after communication with the rider. After a cancellation, if a rider uses the On-Demand service for 30 consecutive days that shows that they are traveling without excessive cancellations or no shows, they can apply for subscription service again.

A committee member asked if they do not have a 30-day history, do they have to book On-Demand to establish a pattern or can they apply for the subscription service right away. Melissa Mungia responded the 30-day check is for those that had a subscription ride and excessively canceled. A new subscription service request could be added in.

A committee member referencing school schedules asked if there is a minimum number of weeks or months that an individual has to maintain the same schedule to utilize the subscription services. Melissa Mungia responded they can set up rides to accommodate the school schedules.

## **5. OC Bus May Service Change Update**

Kevin Khouri, Planning, presented the update.

### Committee Member Comments:

A committee member commented that the service changes normally happen in June and asked if the schedule changed. Kevin Khouri responded yes, they do service changes quarterly, February, May, August and November. The June service change is May.

## **6. Reports**

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

### Committee Member Comments:

There were no comments.

- *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 what the RFP (Request For Proposal) is for. Densie Capistran responded they currently have a contractor that completes the eligibility assessments with the contract extended through the end of this calendar year and then they will be seeking a new contractor.

A committee member asked who the contractor was. Densie Capistran responded MTM Transit.

A committee member asked if OCTA did the eligibility assessment before or if it has always been a contractor. Jack Garate responded it has been over ten years since OCTA did the assessments, other staff commented up to twenty years.

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

Committee Member Comments:

There were no comments.

- *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.

## **7. Committee Member Comments**

A committee member commented he received concerns from one of his constituents related to the policy changes to mobility devices, particularly related to the newer type of three wheeled mobility bicycle types. The member commented he would give the concerns to staff to review and potentially have it brought to the appeals committee for review. Jack Garate responded they have been in contact with individuals over the years related to those types of devices and it has been addressed in the recent modification process.

A committee member asked if the user is denied in the appeals committee what their options are. Jack Garate responded that they allow through the reasonable modification process the opportunity for individuals to appeal, and the denials have gone through a legal process review.

A committee member responded they would like to have further discussion with Mr. Garate on the portability of these devices, the importance of transporting them and the importance of them to an individual's lifestyle. Jack Garate responded he would discuss the information that they used in their decision-making process.

A committee member asked why the reasonable accommodation process ends after submitting the form and receiving in return the request is denied and nothing else is

mentioned. Jack Garate responded by asking the Chair, Raymond Bueche, to schedule a reasonable modification process item at the next meeting. Raymond Bueche responded yes.

A committee member asked for clarification on charges for a customer in who travels in Irvine from his home to the Irvine Spectrum which is free, but if they travel to UCI they are charged. What is free and what is charged within Irvine. Jack Garate responded OCTA provides paratransit services on behalf of the Irvine Shuttle that operates in Irvine, anything within that service area and three-quarters of a mile within it is free to OC ACCESS riders. Anything that extends beyond that service area is charged. It is point of origin and destination that has to be within the free fare area.

A committee member commented on a card received related to OC Bus transfers and lines with fare information and asked why LA Metro Access riders who transfer to OCTA Buses have to pay a reduced fair, their personal care attendants full fare, when everyone else who rides LA Metro to Orange County buses are allowed to ride free. When you ride north from OC to LA Metro, you ride for free. Jack Garate responded he was not aware of the cards and then provided some context on the policies. Within the OC ACCESS service program, there is a reduced fare, not a free fare policy. LA ACCESS services are structured differently and there are free fare programs.

A committee member commented they would like the committee to review the policies and why fares are charged for OC ACCESS riders as riders ride free on LA Metro. It would help to reduce the demand on ACCESS Services. Jack Garate responded he could have a conversation with them about this and it could be an agenda item.

A committee member asked what the issue is with securing the new tricycle devices. Paul Bueche responded that it could be reviewed in the upcoming meeting.

A committee member asked what the process is for submitting an agenda item. Paul Bueche responded to send an email to himself, Allison, and Marissa, and then it could be reviewed and potentially scheduled for a meeting.

A committee member asked about TAP, the new fare media rollout. Jack Garate responded that could be an item for the next meeting to provide more detail.

A committee member asked how the committee could provide input about the Orangethorpe Transit Center redesign. Melissa Espino responded there was a targeted study within the Fullerton area and neighboring cities of Buena Park and Anaheim. The public outreach phases is over but she would be happy to hear comments as the study is not completely closed.

## **8. Public Comments**

There was a public comment related to getting the foldable mobility device tricycles accepted and the lack of choices for choosing the correct mobility device.

**9. Adjournment**

Raymond Bueche adjourned the meeting.

The next scheduled meeting date is July 22, 2025.

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

● = Present    ⊙ = Absent    R = Resigned

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