



Special Needs Advisory Committee Teleconference Notice

Committee Members:

Sandra Albear
Mike Gonzalez
Mallory Vega
Gloria Reyes
Cesar Hernandez
*Scott Quinlan
Mary Lou Shattuck
Henry Michaels
*Jon Ott
Morris "Jake" Schwartzberg

*John Peat
*Arturo Cazares
Raymond Bueche
Sue Lau
Caroline Wahlstrom
*Richard King
Ellen Schenk
Tracy Bryars
Paul Miller
*Giovanna Lara

Bhumit Shah
Wayne Heidle
Ericka Danczak
*Pam Thompson
Sandra Stang
John Ulrich
Tom Krogstad
Isaac López
Brandi Kelly Contreras
Sandy Rains

*New Member for 2021-22

Teleconference Sites:

Orange County Transportation Authority - Headquarters
550 S. Main Street
Conference Room 07
Orange, CA

Guidance for Public Access to this Special Needs Advisory Committee (SNAC) Meeting:

Governor Gavin Newsom enacted Executive Orders N-25-20 and N-29-20 authorizing a local legislative body to hold public meetings via teleconferencing and make public meetings accessible telephonically or electronically to all members of the public to promote social distancing due to the state and local State of Emergency resulting from the threat of Novel Coronavirus (COVID-19).

In accordance with Executive Order N-29-20, and in order to ensure the safety of the Orange County Transportation Authority (OCTA) SNAC Members and staff and for the purposes of limiting the risk of COVID-19, in-person public participation at public meetings of the OCTA will not be allowed during the time period covered by the above-referenced Executive Orders.

Instead, members of the public can listen to a live stream of the July 27, 2021 1p.m. Special Needs Advisory Committee meeting by clicking this [link](#).

Public comments may be submitted for the upcoming July 27, 2021 Special Needs Advisory Committee meeting by emailing them to publiccomments@octa.net. **If you wish to comment on a specific agenda item, please identify the committee name and item number in your email.** All public comments that are timely received will be part of the public record and distributed to the SNAC. Public comments will be made available to the public upon request. In order to ensure that staff has the ability to provide comments to the SNAC Members in a timely manner, please submit your public comments 30 minutes prior to the start time of the Committee meeting date.

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.



Special Needs Advisory Committee

July 27, 2021

1:00 – 3:00 p.m.

Teleconference Meeting

Agenda

1. **Call to Order/Welcome** (5 min.)
 - Pledge of Allegiance
 - Approval of Minutes
 - Chair's ReportSue Lau, *Chair*
Paul Miller, *Vice Chair*
2. **OC ACCESS Driver “Exceptional Service Awards”** Postponed due to Coronavirus Impacts
3. **Election of Chair and Vice Chair** Jared Hill, *External Affairs*
4. **Enhanced Mobility for Seniors and Disabled Grants Program Update** Jennifer Farinas, *Planning*
5. **SNAC Name Considerations** Alice Rogan, *External Affairs*
6. **Bus Restructuring Study** Kim Tucker, *Planning*
7. **OC Flex Microtransit Pilot Program Update** Jack Garate, *Transit*
8. **OCTA 2021-22 Budget Update** Anthony Baruch, *Financial Planning & Analysis*
9. **Reports** (5 min. each)
 - **OC Bus Update** Johnny Dunning, *Operations*
 - **OC ACCESS Operations** Christina Blanco, *Paratransit Services*
 - **OC ACCESS Eligibility / Mobility Management Service** Gracie Davis, *Paratransit Services*
 - **Senior Mobility Program (SMP)** Joanne Jacobsen, *Paratransit Services*
 - **Marketing & Customer Engagement** Stella Lin, *External Affairs*
 - **Committee Liaison Update** Jared Hill, *External Affairs*
10. **Committee Member Comments**
11. **Adjournment / Next Meeting:**
October 25, 2021

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact OCTA at (714) 560-5451, no less than two (2) business days prior to this meeting to enable OCTA to make reasonable arrangements to assure accessibility.

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.



Special Needs Advisory Committee
April 27, 2021
1:00 p.m. to 3:00 p.m.
Orange County Transportation Authority
550 S. Main Street, Orange, CA
Online Public Meeting

Committee Members Present

Bhumit Shah, Dayle MacIntosh Center
Bob Tiezzi, Intake Coordinator, OCARC
Brandi Kelly Contreras, City of Huntington Bch.
Erica Danzak, County of Orange Office on Aging
Henry Michaels, Elwyn California
Isaac López, Special Needs Advocate
Janice Almaraz, Orange County Dept. of Education
Paul K. Miller, Cal State Fullerton

Raymond Bueche, Saddleback Valley USD
Sandra Albear, Braille Institute of America
Sandra Stang, Housing & Transportation Committee
Sue Lau, Polio Survivors Plus AARP
Tom Krogstad, Senior and Special Needs Advocate
Tracy Bryars, St. Jude's Medical Center
Wayne Heidle, Marshall B. Ketchum University

Committee Members Absent

Carolyn Wahlstrom, Placentia/Yorba Linda SD
Cesar Hernandez, Express Transp. Solutions
Ellen Schenk, State of Calif. Dept. of Rehab
Gloria Reyes, ABRAZAR, Inc.
John Ulrich, Laguna Niguel Senior Committee
Miguel Gonzalez, SA Enviro/Transp Adv Comm
Karyl Dupee, St. Jude Medical Center

Mallory Vega, Acacia Adult Day Services
Mary Lou Shattuck, Alzheimer's Family Services
Morris Schwartzberg, Spc Needs at Dana Hills HS
Rachel Lurya, Office of Supervisor Wagner
Sandy Rains, City of Laguna Niguel
Terry Coakley, Senior and Disability Advocate

1. Call to Order/Welcome

Chair Sue Lau called the meeting to order and welcomed everyone to the last Special Needs Advisory Committee (SNAC) meeting of the 2020-2021 year. She said next time the SNAC meets there may be some new faces. Applications to the committee are due on May 2, 2020. She thanked the committee for their investment to keeping Orange County moving. Chair Lau said if committee members would like to get more involved – like leading the Pledge of Allegiance, Appeals Board, and other ad hoc positions – please contact Jared Hill. She also encouraged SNAC members to look at the Coronavirus update sent out via email. Chair Lau said this meeting is being held virtually and being recorded.

Jared Hill provided information on the meeting and protocols. He said there were no public comments received before the meeting. Jared took the roll call.

• *Pledge of Allegiance*

Chair Sue Lau asked Vice Chair Paul Miller to lead the Pledge of Allegiance.

- *Approval of Minutes*

Chair Sue Lau asked if there are any corrections to the January 26, 2021 Minutes and Attendance Report.

A motion was made by Raymond Bueche, seconded by Wayne Heidle and carried unanimously to approve the January 26, 2021 Minutes and Attendance Report.

- *Chair's Report*

Chair Sue Lau provided her report as part of the Welcome.

2. OC ACCESS Driver "Exceptional Service Awards"

This item was postponed due to Coronavirus impacts.

3. OC ACCESS Paratransit and OC Flex Microtransit Service Update

Melissa Mungia provided an update on OC ACCESS Paratransit and OC Flex Microtransit Services. Melissa showed a graph indicating OC ACCESS ridership over the past year. She said ridership is starting to trend upward. Melissa then showed a graph indicating Same Day Taxi ridership. She said this service was not as greatly impacted by coronavirus and is almost back to normal. Melissa showed a graph on OC Flex service in the South County Zone which is trending upward as well. A third vehicle was added to the rotation in March and that has significantly reduced the wait times. <The full presentation is available on OCTA.net.>

4. OC Bus Update

Johnny Dunning provided an update on OC Bus Service. Johnny went over key metrics of OC bus service trends. He showed a chart indicating ridership trends moving upwards. He showed another chart on trippers and pass-by with pass-bys trending downward. Johnny talked about on-time performance trends. During the June service change schedules will be modified to account for increased travel trends.

Ryan Maloney talked about Customer Communications and Feedback. He talked about safety and service change outreach. He said OCTA held virtual meetings and collected customer feedback. He said OCTA has heard from customers (through various outlets) concerns about pass-bys and overcrowding, but these complaints have gone down significantly since February. Ryan also talked about Transit Appreciation Day.

Johnny Dunning said in next steps OCTA will continue to track service performance and COVID-19 impacts. Staff will also monitor changes to stay-at-home orders. <The full presentation is available on OCTA.net.>

Committee Member Comments:

Isaac Lopez asked if people who refuse to wear masks are included in the pass-by statistics. Johnny Dunning said yes, they are.

Vice Chair Paul Miller asked if the coach operators track the compliance of drivers on the roads with regards to buses being able to pull away from stops, because this can affect on-time performance. Johnny Dunning said OCTA is monitoring traffic trends and in busy areas OCTA has returned to the previous “normal” running times on those routes and some will be modified in the next service change.

5. Trapeze Software Update

Jack Garate provided an update on the Trapeze Software for the OC ACCESS Paratransit Service. In February of 2021, staff completed the implementation of the Drivermate Module, a trapeze product, intended to enhance operational efficiency and allow for easier and more transparent monitoring of OC ACCESS service. This is performed by a sub-contractor. A tablet is installed in the vehicles and this device is easier to repair and replace. Jack talked about EZ-Wallet which has been on hiatus for the better part of two years. He said after doing updates and testing, staff is ready to move forward and finalize the EZ-Wallet module. In May, staff will begin marketing EZ-Wallet to existing customers. Jack also talked about a new Trapeze module to monitor service infractions which will support certification and the suspension processes.

6. Enhanced Mobility for Seniors (EMSD) Update

Jennifer Farinas provided an update on the EMSD call-for-projects. She said OCTA is currently hosting draft guideline virtual workshops and gathering feedback to better support the transportation needs of the senior and disabled population. If you are interested in attending a workshop visit our EMSD program webpage at www.OCTA.net/EMSD. Comments are accepted via chat, live or emails to ifarinas@octa.net until Friday May 14, 2021. Jennifer said OCTA is currently conducting an EMSD survey, and she encourages committee members to submit responses by May 7, 2021. Staff anticipates going to the OCTA Board of Directors in July for approval on the projects with applications due in mid-September. This will wrap up in mid-November with notifications going out to the awarded applicants.

7. SNAC Name Considerations

Alice Rogan said the SNAC was created to give an opportunity to hear options from a group of individuals who represent and utilize a wide range of OCTA transit services. The name of this committee has changed several times over the years. A member of the SNAC told OCTA staff that the name of the committee has not kept up with the times and could be more inclusive. Alice said staff researched what other agencies are using for similar committees and came up with some ideas for consideration. Specialized Transit Advisory Committee (STAC). Accessibility Advisory Committee (AAC). Advisory Committee on Accessibility (ACA). Alice reminded the committee to think about what this committee does for seniors and disabled. It is not just specialized transit, it is for seniors who may be riding on fixed-route services.

Alice Rogan asked the committee to take a straw poll on whether to change the name of the committee. She said about 25% of the committee members present indicated they were in favor of keeping the name the same. Chair Lau suggested the committee think about these names and wait until there are more members presents before changing the name of the committee. After discussion, the committee members agreed to drop STAC and replace it with Accessible Transit Advisory Committee (ATAC). Alice said staff will send the proposed names to the committee and it will be an item on the next agenda for a final vote. Alice said staff will then work with the OCTA Board of Directors to let them know of the change.

Committee Member Comments:

Chair Sue Lau asked Alice Rogan the difference between council and committee. Alice Rogan said that in the public sphere a council indicates a body where decisions are being made by elected officials. A committee indicates a public participant to a government agency.

The committee discussed some of the options.

Chair Sue Lau asked if every committee member could be polled, not just the ones in attendance. Alice Rogan said we will include the names in the agenda posting to ask for comments from those who cannot attend.

Raymond Bueche said these are all good names. He said Special Needs Advisory Committee identifies who is being served. He feels the new names need a second layer of who is being served.

Tracy Bryers likes AAC, but feels the word transit needs to be included in the name of the committee. Alice Rogan asked if Transit Accessibility Advisory Committee would work. Tracy said yes.

Paul Miller suggested Accessible Transit Advisory Committee (ATAC). Many members agreed with this name.

Janice Almarez agreed with ATAC. She said changing the name of this committee to ATAC would be more respectful to those who are served.

Paul Miller shared a story about a student with autism. This student did not see this as a disability, he was just him.

Isaac Lopez said when he tries to recruit members for this committee, people say "what is my special need" – they just want accessibility to the transit system. He says the name of this committee turns people off to applying.

Committee members provided additional comments on which name preference they prefer and the item will be tabled to the next meeting.

8. OC Streetcar Update

Tresa Oliveri provided an update on the OC Streetcar Project. She started with an overview of the project area and then provided information on each segment of the project along with an update on construction in the area. Tresa provided pictures of some of the work being done. She shared some upcoming milestone. Tresa provided an update on construction of the vehicles. She said four of the eight vehicles are in the final stages of testing.

Tresa Oliveri provided an update on the outreach in the construction area. She said there has been door-to-door canvassing, many pieces of collateral have been developed, and there has been social media outreach. Tresa said staff has been out in the community connecting with businesses. There are now 47 businesses involved in the “Eat Shop Play” program. <The full presentation is available on OCTA.net.>

Committee Member Comments:

Paul Miller asked whether there is any capability of onboard backup battery in case of a power outage. Tresa Oliveri said there is a battery backup, but it will be primarily used to get the streetcar out of an intersection. She said there will also be tow vehicles available to move streetcars out of the way of traffic.

9. Environmental Sustainability Update

Jennifer Beaver guided the committee through the new Environmental Sustainability Webpage. She said this page gives OCTA the opportunity to showcase the many things OCTA has been doing for years. This page is a collaboration of all OCTA departments, and it is built to be regularly refreshed. Users will see OCTA’s commitment to the community through preservation of the environment, green bus transit, and other clean/green travel modes. She said there is a section on climate change and what OCTA is doing to build infrastructure to help with this. Included in this page is information on what OCTA is doing regarding equity and diversity. All of this information can be found at OCTA.net/green.

10. Reports

- *OC ACCESS Operations* – Melissa Mungia said staff has been working closely with Regional Center of Orange County to monitor day programs as they begin the process of resuming in-person services. She said currently no one is implementing a large-scale return to in-person services in the near future. Melissa said OCTA received a request for transportation assistance in the distribution of COVID-19 vaccinations from the Orange County Emergency Operations Center. This assistance is targeted to serve the disadvantaged populations within Orange County beginning with the surrounding area of Santa Ana. Melissa said an amendment was executed to allow for emergency assistances operations within the scope of services. This would have minimal impact to OC ACCESS service at the current state of decreased ridership.

- *OC ACCESS Eligibility/Mobility Management Service* – Gracie Davis started with ACCESS Eligibility. She said the new certification center is about 95% complete. She said in the first quarter there have been 1,021 applications with 862 telephone assessments completed. There are 75% unrestricted, 11% trip-by-trip, 7.5% temporary, conditional 5.5% and 1% denial. Gracie said the monthly average of assessments is 298. Gracie asked for volunteers to serve on the appeals board. Currently there are six committee members interested. Training will be in June/July of 2021. The training will include eligibility, incidents and no-shows.
- Gracie Davis talked about Mobility Management Services. She said virtual training workshops are happening. Currently OCTA has completed 31 workshops serving 406 individuals. The next workshop will be on May 11, 2021. Gracie urged anyone interested in a workshop to call 1-888-878-7099. Gracie said OCTA is about to embark in multiple-language workshops. The languages will be Korean, Vietnamese, Spanish, and traditional Chinese. Gracie said one-on-one travel training is still on hold due to the pandemic.
- *Senior Mobility Program (SMP)* – Joanne Jacobsen provided background on the SMP. She said that all senior centers continue to be closed due to the pandemic, but almost all programs are in operation in a limited capacity. Three programs have been shut down since the beginning of the pandemic – City of Aliso Viejo, City of Dana Point and the City of Placentia. She said many of the programs have shifted to delivering meals to participants homes. In the Fiscal Year ending June 2019, 227,000 trips were provided. In the Fiscal Year ending June 2020, 193,000 trips were provided. In this fiscal year ending June 2021, 48,500 trips were provided. There are still four months left in the fiscal year, but it will be considerably less than previous years. Joanne said all programs are paid bi-monthly based on sales tax revenue and the population of those 60 years and older. In the Fiscal Year ending June 2019, \$19.3 million dollars was distributed. In the Fiscal Year ending June 2020, \$3.47 million dollars was distributed. In the Fiscal Year ending June 2021, \$2.60 million was distributed with two more payments ahead.
- *Marketing & Customer Engagement* – No report.
- *Gauging Reopening Status* – Ryan Maloney said to date 88% of California counties have moved to moderate levels of COVID-19. Orange County and the adjacent counties are in that moderate level. Disneyland is reopening on April 30. He said the State of California has announced that it will be fully opened by June 19 which will help to reopen the economy. Ryan asked the committee to share what is happening with their groups/services.

Committee Member Comments:

Vice Chair Paul Miller said that Cal State Fullerton has done better than predicted over the past two academic terms. He said Cal State Fullerton continues its mission to educate more than 40,000 students. The school plans to have employees return in early July with students in-person (with limitations) at the end of August. He said some courses can still be taken online. Vice Chair Miller said Cal State Fullerton will continue to be flexible. He said they are asking those coming back to campus to show proof of vaccination.

Henry Michaels said many service providers are still waiting to hear from community care licensing about whether mitigation plans have been approved. Governor Newsome's reopening plan has not outlined specifically what that means for people with disabilities. He said Elwyn would like to reopen in mid-June but are still waiting for answers. He said a survey was sent to Elwyn's community asking if they are vaccinated, what would make them feel more comfortable to return, etc.

Janice Almarez said she works with the Orange County Department of Education Special Education Programs. She said they have been open since September with a choice given to students and families of all in-person or all virtual learning. She said they have had a good number of students returning and more now that they have been vaccinated. Most of these students do not wear masks but are being taught to wear masks. Students that can wear masks are getting involved in the community, but she said it has been hard without transportation. Ryan Maloney said OCTA recently sent out safety measures to agencies to help get people back on the buses. If anyone needs that information, please contact him.

- Committee Liaison Update – Jared Hill said OCTA is anticipating the next meeting in July to be held virtually. He said the recruitment will end on May 2, 2021. The new term year begins in July and for those who have indicated that they are unable to continue, staff is working to replace those individuals. If you know anyone in your community that would be a strong contributor to the committee, please have them contact OCTA or visit OCTA.net. Jared said the OCTA Board has had several changes this year, so appointments may change. Jared said at the next meeting an election will occur for Chair and Vice Chair of this committee. If you are interested in serving in either role, please return the email being sent out with the next agenda indicating your intentions.

11. Committee Member Comments

Chair Sue Lau thanked Isaac Lopez for getting out and recruiting members to this committee.

Wayne Heidle said he has been hearing that the new taxi-cab company is flipping mats over so that dog hairs do not stick to the mats. He said it is a big problem for the dogs and people with visual impairments. He said he has had about 40 emails in 3 days about this problem. Jared will pass along the information.

Isaac Lopez said based on the information he just heard, if he does not get reappointed, it has been a pleasure to be on this committee. Chair Sue Lau echoed his comment and thanked everyone for her nomination to chair. She also thanked Vice Chair, Paul Miller. Vice Chair Paul Miller thanked Chair Lau. He said we are anticipating that Isaac Lopez, as well as Chair Lau, will be a strong consideration for this committee.

Chair Sue Lau announced the birthday of Christina Byrne. Christina thanked Chair Lau.

12. Public Comments

There were no public comments.

13. Adjournment

The meeting was adjourned. The next scheduled meeting date is July 27, 2021.

**Special Needs Advisory Committee
Fiscal Year 2020-2021 Attendance Record**

● = Present ⊙ = Absent E = Excused Absence

Member	7/28/20	10/27/20	1/26/21	4/27/21
Bhumit Shah	NA	●	●	●
Bob Tiezzi	⊙	⊙	⊙	⊙
Brandi Kelly Contreras	●	●	●	●
Caroline Wahlstrom	⊙	●	⊙	⊙
Cesar Hernandez	⊙	⊙	⊙	⊙
Ellen Schenk	⊙	⊙	⊙	●
Ericka Danczak	●	●	⊙	●
Gloria Reyes	⊙	⊙	⊙	⊙
Henry Michaels	●	●	●	●
Isaac López	●	●	●	●
Janice Almaraz	⊙	⊙	●	●
John Ulrich	⊙	⊙	⊙	⊙
Karyl Dupée	⊙	●	●	⊙
Mallory Vega	●	⊙	⊙	⊙
Mary Lou Shattuck	●	●	●	⊙
Mike Gonzalez	●	●	⊙	⊙
Morris "Jake" Schwartzberg	⊙	⊙	⊙	⊙
Paul Miller	●	●	●	●
Rachel Lurya	⊙	⊙	⊙	⊙
Raymond Bueche	●	●	●	●
Sandra Albear	●	⊙	●	●
Sandra Stang	●	●	●	●
Sandy Rains	NA	NA	●	⊙
Sue Lau	●	●	●	●
Terry Coakley	⊙	⊙	⊙	⊙
Tom Krogstad	⊙	⊙	●	●
Tracy Bryars	●	●	●	●
Wayne Heidle	●	⊙	●	●