



Accessible Transit Advisory Committee
550 S. Main Street, Orange CA, Room 07
April 25, 2023 | 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. **OC ACCESS Driver Exceptional Service Awards**
3. **New OC ACCESS Riders Guide** Jack Garate, *Operations*
4. **Contracted Fixed-Route Bus Services Update** Eileen Bruggeman, *Operations*
5. **Reports** (5 min. each)
 - **OC Bus Update** Kim Tucker, *Operations*
 - **OC ACCESS Program Update** Melissa Mungia, *Paratransit Services*
 - **OC ACCESS Eligibility / Mobility Management** Gracie Davis, *Paratransit Services*
 - **Senior Mobility Program (SMP)** Joanne Jacobsen, *Paratransit Services*
 - **Marketing & Customer Engagement** Ryan Maloney, *External Affairs*
 - **Committee Liaison Update** Christina Byrne, *External Affairs*
6. **Committee Member Comments**
7. **Public Comments***
8. **Adjournment / Next Meeting:**
July 25, 2023

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 24, 2023
12:00 p.m. to 2:00 p.m.
Orange County Transportation Authority
550 S. Main Street, Orange, CA

Committee Members Present

Arturo Cazares, Regional Center of OC
Brandi Kelly Contreras, City of Huntington Bch.
Cesar Hernandez, Transportation Solutions
Henry Michaels, Ashlings Residential Villa
Isaac López, Special Needs Advocate
Jim Nguyen, Alzheimer's of Orange County
John Ulrich, Laguna Niguel Chamber of Commerce
Mario Ortega, ABRAZAR, Inc.

Oscar Valadez, Fullerton Resident
Paul K. Miller, Cal State Fullerton
Raymond Bueche, Saddleback Valley USD
Richard King, Comm. for Persons with Disabilities
Sandra Stang, Housing & Transportation Committee
Scott Quinlan, Lion Sight & Hearing Foundation
Sue Lau, Polio Survivors Plus AARP
Thanh Huynh, Viet-CARE

Committee Members Absent

Ellen Schenk, State of Calif. Dept. of Rehab
Ericka Danczak, County of Orange Office on Aging
Jon Peat, City of Cypress Councilmember
Mary Lou Shattuck, Alzheimer's Family Services
Pam Thompson, Saddleback Valley USD

Sandra Albear, Braille Institute of America
Sandy Rains, City of Laguna Niguel
Tom Krogstad, Senior and Special Needs Advocate
Wayne Heidle, Marshall B. Ketchum University

1. Call to Order/Welcome

Vice Chair Raymond Bueche called the meeting to order and welcomed everyone to the Accessible Transit Advisory Committee (ATAC) meeting.

• *Pledge of Allegiance*

Vice Chair Raymond Bueche led the Pledge of Allegiance.

• *Approval of Minutes*

A motion was made by Isaac Lopez, seconded by Sandra Stang, to approve the October 25, 2022, Minutes and Attendance Report.

2. ACCESS Driver Exceptional Service Awards

Vice Chair Raymond Bueche said the award recipients were selected by the committee. The following ACCESS Drivers were recognized for their exceptional service:

Carlo Angeles – OC ACCESS
Michael Trimpey – OC ACCESS

3. February Service Change Update

Jorge Duran, Transit Planning, provided an overview of this item. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member said with the focus on time efficiency for the routes, have you factored in the time it takes for the bus to arrive, load a wheelchair, secure a wheelchair, and leave? Jorge Duran responded that these occurrences are factored into the scheduling. Schedule checkers and analysis through the Automatic Vehicle Locator System (AVL) reveal where the occurrences are happening and build the schedule on that. Jorge said when there are two wheelchairs, it takes more time but there is an effort to make time up.

A committee member asked if the recent coach operator contract might affect the number of operators that might be interested because of salary and benefits increase? Jorge Duran responded that is what they are hoping for but have not seen yet.

A committee member asked what is the starting salary for a driver? Jorge Duran responded fixed route is about \$22.00 dollars an hour after a 6 month probationary period.

A committee member asked if that was for ACCESS as well. Jorge Duran responded the starting salary for ACCESS is \$17.50 an hour.

A committee member asked how do you determine the discontinued routes and what is the minimum ridership per hour that you need before you discontinue a route? Jorge Duran responded the target is a minimum of ten to fifteen boardings per hour.

A committee member asked if hypothetically a bus runs one hour, if ten boardings per hour makes that route viable? Jorge Duran responded that is a metric, ten boardings per hour of service.

A committee member asked when you discontinue a route what happens to people that are ACCESS riders? Jorge Duran responded that it depends on the route. For instance, on the 153 route there is no impact, other routes cover that area, so you are still within the 3/4-mile area for ACCESS service.

A committee member asked what happens to those outside of the 3/4-mile area. Melissa Mungia responded that the changes being made for February affected four riders. Data showed rides were mostly for recreational purposes and outreach was being done to let them know about their transportation options.

A committee member commented that when a person is on ACCESS and taking fixed route, the ride normally costs a quarter along the 47 Line to the Ferry, but now you would pay \$3.85 with no guarantee you will arrive on time as Same-Day Taxi is unpredictable. Is there compensation or anything that can be done for those wanting to go to that area? Melissa Mungia responded the changes to the OC ACCESS Service area for this particular service change were minimal and transit options are being provided to them.

A committee member commented when a route is eliminated, and an ACCESS rider lives within that route, then their home location is no longer in the service area and no longer able to book a trip on ACCESS. When people are asked if it is okay to eliminate a route, are they aware that their home address will no longer be eligible for pick up. Alzheimer's of Orange County provides rides for eligible ACCESS riders who no longer have pickup from their home to an eligible pickup spot and has seen an increase in number of riders from four to seventeen. Melissa Mungia responded that no changes have been made to the ACCESS service area since the start of the pandemic and the increase could be from riders returning to ACCESS service.

A committee member commented that the number of individuals affected should be revisited after a route elimination to see how the number has changed. Melissa Mungia said that as upcoming service changes occur, outreach will be done to riders in that area and to those who might travel there.

4. OC ACCESS Fleet Mix

Melissa Mungia presented the item. Onsite was a concept vehicle that members were encouraged to look at. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member asked is the maximum one wheelchair per vehicle? Melissa Mungia responded the vehicle will hold two mobility devices.

A committee member asked if this was all electric. Melissa Mungia responded that what is pictured and outside is all electric, but they are not intending to go all electric at this point.

A committee member asked what is the possibility of having fold up seats like in the ACCESS vehicles? Melissa Mungia responded that is being looked at.

A committee member asked if population density was being taken into account in regards to the need for more than two wheelchairs. Melissa Mungia responded that data from pre-pandemic and current environment show that 85%-93% of the time there were two or less mobility devices onboard at any time. The regular OC ACCESS buses will still be available to accommodate more mobility devices if there is a need.

A committee member asked if service animals are considered mobility equipment? Melissa Mungia responded no; a service animal is considered a mobility aid.

A committee member asked if their data reflects Personal Care Aids (PCA)? Melissa Mungia responded yes.

A committee member commented that for the data in 2022, those who were receiving health care services were receiving it remotely at home and not riding with OCTA. As of January 1st, alternate services no longer exist and OCTA should anticipate an increase in ridership. Melissa Mungia responded that pre-pandemic verses the current environment was looked at to see if any changes operationally were needed. Work with the contractor was being done on how they book their resources to balance keeping capacity high without negatively impacting service quality.

A committee member asked in regards to service animals if OCTA was enforcing the Justice Department ruling that it must be canines only? Melissa Mungia responded there are some conflicting regulations regarding service animals and other agencies have had to deal with other types of support or service animals, but in Orange County dogs only are what they have seen.

A committee member said it was a really good idea that they went to vans for efficiency and cost-effectiveness. Melissa Mungia responded they were grateful for the feedback.

A committee member asked if they tracked how long a person stays on a vehicle when they are transported by OC ACCESS? Melissa Mungia responded yes and with the new agreement with First Transit that started January 1st, it is a Key Performance Indicator (KPI), with penalties for excessive on-board time.

A committee member asked what the range is. Melissa Mungia responded each paratransit trip is run through Google for the comparable Fixed Route trip time. If the paratransit trip is twenty minutes or more than the equivalent Fixed Route, the trip is considered excessive. They want to make sure that 95% or more of the trips on ACCESS are within that performance indicator.

A committee member asked what is the maximum a person stays on? Melissa Mungia responded they do not assign a maximum. Another KPI, that started January 1st, is routing efficiency to improve the distance passengers travel in order to make the contractor construct more efficient routes.

5. OC ACCESS Reservations Process

Melissa Mungia presented the item. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member commented the changes for routing were good but dependent on the contractor being able to get ahold of the person to schedule a changed pickup time. What were they going to do if they could not contact the person? Melissa Mungia responded if they could not get ahold of the person or if the person declined the change, they would not make the change without the riders consent.

A committee member asked if a person could not answer the phone, could a text be used? Melissa Mungia responded no, not at this time as there needs to be a recording of the call for audit purposes. It can be considered in the future.

A committee member asked if the person scheduling the trip is not available between 5 and 7 pm for a possible update, can an alternate number be used? Melissa Mungia responded that would need to be evaluated after the process started.

A committee member asked to not make it an automated system. Melissa Mungia responded it would be a live person.

6. OC Streetcar Update

Tresa Oliveri, Public Outreach, presented the item. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member asked if there was currently an OC Streetcar operations contractor. Tresa Oliveri responded yes.

A committee member asked if the system will start at the Santa Ana Train Station. Tresa Oliveri responded yes.

A committee member asked what programs OCTA has to encourage the public to visit businesses in downtown Santa Ana? Tresa Oliveri responded OCTA has an obligation to maintain access to the businesses. OCTA also created the Eat-Shop-Play business support program and multimedia advertising.

7. Reports

- *OC Bus Update* – Kim Tucker, Operations, presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

There were no comments.

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

Committee Member Comments:

There were no comments.

- *OC ACCESS Eligibility/Mobility Management* – Gracie Davis, *Paratransit Services*, presented the item. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member asked is the no-show policy is currently being enforced and tracked? Gracie Davis responded yes.

- *Senior Mobility Program (SMP)* – Joanne Jacobson, *Paratransit Services* presented the item. <The full presentation is available on OCTA.net.>
- *Marketing & Customer Engagement* – Amila Hsu, *External Affairs*, presented the item.
- *Committee Liaison Update* – Christina Byrne, *External Affairs*, shared committee recruitment is kicking off in February and Allison and Christina will be in touch with the members.

8. Committee Member Comments

There were no Member Comments.

9. Public Comments

There were no Public Comments.

10. Adjournment

The meeting was adjourned.

The next scheduled meeting date is April 25, 2023.

**Accessible Transit Advisory Committee
Fiscal Year 2022-2023 Attendance Record**

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

Member	7/26/22	10/25/22	01/24/23	04/25/23
Arturo Cazares	●	●	●	
Brandi Kelly Contreras	●	●	●	
Cesar Hernandez	●	●	●	
Ellen Schenk	●	●	⊙	
Erica Danczak	●	⊙	⊙	
Henry Michaels	●	⊙	●	
Isaac López	⊙	●	●	
Jim Nguyen	●	●	●	
John Ulrich	●	⊙	●	
Jon Peat	●	●	⊙	
Mario Ortega	●	●	●	
Mary Lou Shattuck	⊙	⊙	⊙	
Oscar Valadez	N/A	●	●	
Pam Thompson	●	⊙	⊙	
Paul Miller	●	●	●	
Raymond Bueche	●	●	●	
Richard King	●	⊙	●	
Sandra Albear	⊙	⊙	⊙	
Sandra Stang	●	●	●	
Sandy Rains	⊙	⊙	⊙	
Scott Quinlan	●	⊙	●	
Sue Lau	●	●	●	
Tom Krogstad	●	⊙	⊙	
Thanh Huynh	●	●	●	
Wayne Heidle	●	●	⊙	