



**Accessible Transit Advisory Committee**  
550 S. Main Street, Orange CA, Room 07  
January 23, 2024 | 12:00 p.m. – 2:00 p.m.

**Agenda**

1. **Call to Order/Welcome** (5 min.) Raymond Bueche, *Chair*
  - Pledge of Allegiance
  - Welcome New Members
  - Approval of Minutes
2. **ACCESS Driver Exceptional Service Awards**
3. **ACCESS Policy Update** Jack Garate, *Specialized Transit Services*
4. **Trapeze Project Update** Jack Garate, *Specialized Transit Services*
5. **Coordinated Plan: Project Overview & Schedule** Kevin Khouri, *Planning*  
Paul Sharmen, *Transpo Group USA, Inc.*
6. **Reports** (5 min. each)
  - **February Service Change Update** Kevin Khouri, *Planning*
  - **OC ACCESS Operations Update** Christina Blanco, *Specialized Transit Services*
  - **Mobility Management Services Update** Gracie Davis, *Specialized Transit Services*
  - **Marketing & Customer Engagement** Ryan Maloney, *Marketing and Customer Engagement*
  - **Committee Liaison Update** Christina Byrne, *Public Outreach*
7. **Committee Member Comments**
8. **Public Comments\***
9. **Adjournment / Next Meeting:**  
April 23, 2024

**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 24, 2023  
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  
Beck Levin, Dayle McIntosh Center  
Brandi Kelly Contreras, City of Huntington Bch.  
Claudia Harris, County of Orange Office on Aging  
Ellen Schenk, State of Calif. Dept. of Rehab

Lawrence Klein, Santa Ana Resident  
Mary Ann Remnet, Rossmoor Resident  
Meredith Chillemi, LeadingAge  
Oscar Valadez, Fullerton Resident  
Richard King, Braille Institute  
Sue Lau, Polio Survivors Plus AARP

Committee Members Absent

Cesar Hernandez, Transportation Solutions  
Henry Michaels, Ashling's Residential Villa  
Isaac López, Special Needs Advocate  
Jim Nguyen, Alzheimer's of Orange County  
Jon Peat, Cypress Council Member  
John Ulrich, Laguna Niguel Chamber of Commerce  
Mario Ortega, ABRAZAR, Inc.  
Nelly Gomez, Dayle McIntosh Center

Pam Thompson, Saddleback Valley USD  
Paul K. Miller, Cal State Fullerton  
Raymond Bueche, Saddleback Valley USD  
Sandra Stang, Housing & Transportation Committee  
Scott Quinlan, Lion District 4-4L  
Samir Hijazi, TBD  
Tom Krogstad, Senior and Special Needs Advocate

**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*

Sue Lau made a motion to approve the July 25, 2023, minutes and Beck Levin seconded the motion.

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

The following ACCESS Drivers were recognized for their exceptional service:

- Carlos Arias Melo
- Alan Martinez

### **3. Trapeze Update**

Melissa Mungia, Specialized Transit Services, presented the update on the Trapeze Software Enhancements for fiscal year 2024. <The full presentation is available on OCTA.net.>

#### Committee Member Comments:

A committee member asked if an email could be sent out to members not present to solicit more response for the pilot. Melissa Mungia responded yes.

A committee member commented when ordering a Same Day Taxi, the links for tracking the taxi driver do not work. Melissa Mungia responded she would work with the member to get an example and check, as she had not received that feedback before.

### **4. OC 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 asked if an agreement with the facilities that have been paying at time of drop-off could be changed to a weekly type of arrangement or some type of work-around. Melissa Mungia responded that is something that could be discussed per facility but the administration of that could be challenging.

A committee member asked if there was going to be one letter or separate letters on March 1, 2024. Melissa Mungia responded separate letters to each target group.

A committee member asked in reference to the larger mobility devices will the letter specify the timeframes a vehicle can be available. Melissa Mungia responded they do not have set hours that the vehicles are in operation, particularly late night when operation of larger vehicles is not efficient. We would not want to provide information with this campaign as operational changes over the course of the year could prove the information provided inaccurate. The letter does have other services that riders can refer to and other options if they need to travel with the larger devices.

A committee member asked does the fare collection policy refer to demand coupons. Melissa Mungia responded it includes any situation where the driver has to collect the fare at the destination.

A committee asked to work together to share information as the fare policy change affects many communities and organizations in the community. Melissa Mungia responded yes.

A committee member commented in reference to the Not Ready Return (NNR) policy change, if a ride is more than five miles and your alternate option is Same Day Taxi, is it still the \$3.60 ride. Melissa Mungia responded it would be the Same Day Taxi fare.

A committee member asked in reference to the NNR policy change, if you miss your outbound, that is the person's responsibility, but if they have been taken out, the responsibility remains to return them. Melissa Mungia responded yes, there are instances where it is not the individual's fault they missed the pickup and those cases are considered. Same Day Taxi is an option and other information is available to them.

The committee member asked if there could be an additional fee. Melissa Mungia responded yes.

A committee member asked what is the level of interaction between the OC ACCESS driver and the rider. Melissa Mungia responded drivers are responsible for assisting riders with boarding, securement and alighting.

A committee member asked for clarification; if a rider is detained, for example at a doctor's office and they run late, does the fare go from \$3.60 to the Same Day Taxi rate. Melissa Mungia responded yes, if they are not ready to travel when the first vehicle arrives, they will be referred to Same Day Taxi and subject to those rates.

A committee member commented that is penalizing the rider. Melissa Mungia responded the 90-day notice is an opportunity for them to plan additional time when they are scheduling their ride if they feel they will need it or be impacted by this.

A committee member asked if a rider pro-actively cancels a ride as they know they will be late, can they re-schedule the time on that day and not be penalized? Melissa Mungia responded no. Per Federal ADA Guidelines, OC ACCESS booking is 1-3 days in advance. Same Day Taxi should not be considered a penalty. It is a premium service offered for these situations.

A committee member asked if the Same Day Taxi service has language abilities. Melissa Mungia responded in terms of the drivers no, but when scheduling a ride through the call center, there is an interpreter available.

A committee member commented that although there are interpreters available during booking, there are still issues with communication during the ride. Melissa Mungia responded the rider can discuss anything that there might be difficulty in conveying to the driver with the interpreter on the initial call and have it conveyed to the driver or contact dispatch and have it relayed to the driver.

## **5. OC ACCESS Designated Stops**

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

### Committee Member Comments:

A committee member asked if the new locations were all downstairs. Christina Blanco responded yes for pickup. For drop-off, it will be at any terminal, whether it is arrivals or departures.

A committee member asked if there were benches at pickups A and C, as there is one at B. Christina Blanco responded yes, terminal C has one and she would check on A.

A committee member asked for individuals visually impaired, is there any assistance in getting out to the ACCESS stops, any agreement with John Wayne airport? Christina Blanco responded she knows the airport has a process for helping individuals but that is not something that is coordinated with OCTA.

A committee member commented that there is an intermediary service between all airports, differing 3<sup>rd</sup> party vendors, and the vendor at Orange County is Sierra. Call either the direct line to the airport or security to be connected to Sierra.

## 6. EMSD Call for Projects

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

### Committee Member Comments:

There were no comments.

## 7. New Same Day Taxi Agreements

Melissa Mungia, Specialized Transit Services, presented the update on the agreement starting December 1, 2023. <The full presentation is available on OCTA.net.>

### Committee Member Comments:

A committee member asked what is the time frame for the on-demand. Melissa Mungia responded when you are booking on demand, you will call when ready and the cab provider will give you a pickup time within two hours.

## 8. Reports

- *OC Bus Service Change Update* – Kevin Khouri, Planning, presented the update. <The full presentation is available on OCTA.net.>

### Committee Member Comments:

There were no comments.

- *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* – Gracie Davis, Paratransit Services, presented the item. <The full presentation is available on OCTA.net.>

Committee Member Comments:

There were no comments.

- *Community Transportation Services* – Joanne Jacobsen, Specialized Transit Services, presented the item. <The full presentation is available on OCTA.net.>

Committee Member Comments:

There were no comments.

- *Marketing & Customer Engagement* – Ryan Maloney, External Affairs, presented the item.

Committee Member Comments:

There were no comments.

- *Committee Liaison Update* – Christina Byrne, Public Outreach, presented the update. This is the last meeting of the calendar year, 2023, and recruitment will begin in early January for anyone with terms ending in 2024.

Committee Member Comments:

There were no comments.

**9. Committee Member Comments**

There were no comments.

**10. Public Comments**

There were no comments.

**11. Adjournment**

The meeting was adjourned.

The next scheduled meeting date is January 23, 2024.

**Accessible Transit Advisory Committee  
Fiscal Year 2023-2024 Attendance Record**

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

<b>Member</b>	<b>7/25/23</b>	<b>10/24/23</b>	<b>01/23/24</b>	<b>04/23/24</b>
Mary Ann Remnet	●	●		
Henry Michaels	●	⊙		
Scott Quinlan	⊙	⊙		
Jim Nguyen	⊙	⊙		
Mario Ortega	●	⊙		
Beck Levin	●	●		
Lawrence Klein	●	●		
Arturo Cazares	⊙	●		
Raymond Bueche	●	⊙		
Cesar Hernandez	⊙	⊙		
Richard King	●	●		
Ellen Schenk	⊙	●		
Samir Hijazi	●	⊙		
Claudia Harris	●	●		
Sue Lau	⊙	●		
Nelly Gomez	●	⊙		
Paul Miller	●	⊙		
Arnel Dino	●	●		
Oscar Valadez	●	●		
John Ulrich	⊙	⊙		
Tom Krogstad	⊙	⊙		
Pam Thompson	⊙	⊙		
Sandra Stang	●	⊙		
Jon Peat	●	⊙		
Isaac López	●	⊙		
Meredith Chillemi	●	●		
Brandi Kelly Contreras	●	●		