



Special Needs Advisory Committee Teleconference Notice

Committee Members:

Sandra Albear
Mike Gonzalez
Mallory Vega
Gloria Reyes
Cesar Hernandez
Bob Tiezzi
Mary Lou Shattuck
Henry Michaels
Terry Coakley
Morris "Jake" Schwartzberg

Raymond Bueche
Sue Lau
Caroline Wahlstrom
Rachel Lurya
Ellen Schenk
Tracy Bryars
Paul Miller
Karyl Dupée
Bhumit Shah
Wayne Heidle

Ericka Danczak
Carolyn Inmon
Sandra Stang
John Ulrich
Tom Krogstad
Janice Almaraz
Isaac López
Brandi Kelly Contreras
Sandy Rains

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 April 27, 2021 1p.m. Special Needs Advisory Committee meeting by clicking this [link](#).

Public comments may be submitted for the upcoming April 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

April 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 Report

Sue Lau, *Chair*
Paul Miller, *Vice Chair*
2. **OC ACCESS Driver “Exceptional Service Awards”**

Postponed due to Coronavirus Impacts
3. **OC ACCESS Paratransit and OC Flex Microtransit Service Update**

Melissa Mungia, *Paratransit Services*
4. **OC Bus Update**

Johnny Dunning, *Transit*
5. **Trapeze Software Update**

Jack Garate, *Paratransit Services*
6. **Enhanced Mobility for Seniors (EMSD) Update**

Jennifer Farinas, *Planning*
7. **SNAC Name Considerations**

Alice Rogan, *External Affairs*
8. **OC Streetcar Update**

Tresa Oliveri, *External Affairs*
9. **Environmental Sustainability Update**

Jennifer Beaver, *External Affairs*
10. **Reports** (5 min. each)
 - **OC ACCESS Operations**

Melissa Mungia, *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*
 - **Gauging Reopening Status**

Ryan Maloney, *External Affairs*
 - **Committee Liaison Update**

Jared Hill, *External Affairs*
11. **Committee Member Comments**
12. **Adjournment / Next Meeting:**

July 27, 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.

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Special Needs Advisory Committee
January 26, 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
Brandi Kelly Contreras, City of Huntington Bch.
Henry Michaels, Elwyn California
Isaac López, Special Needs Advocate
Janice Almaraz, Orange County Dept. of Education
Mary Lou Shattuck, Alzheimer's Family Services
Paul K. Miller, Cal State Fullerton
Raymond Bueche, Saddleback Valley USD

Sandra Albear, Braille Institute of America
Sandra Stang, Housing & Transportation Committee
Sandy Rains, City of Laguna Niguel
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

Bob Tiezzi, Intake Coordinator, OCARC
Carolyn Wahlstrom, Placentia/Yorba Linda SD
Cesar Hernandez, Express Transp. Solutions
Ellen Schenk, State of Calif. Dept. of Rehab
Erica Danzak, County of Orange Office on Aging
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
Morris Schwartzberg, Spc Needs at Dana Hills HS
Rachel Lurya, Office of Supervisor Wagner
Terry Coakley, Senior and Disability Advocate

1. Call to Order/Welcome

Chair Sue Lau called the meeting to order and welcomed everyone to the Special Needs Advisory Committee (SNAC) meeting. Chair Lau said this meeting is being held virtually and being recorded.

Christina Byrne provided information on the meeting and protocols. She said there were no public comments received before the meeting. Christina took the roll call.

Henry Michaels let OCTA staff know that Bob Tiezzi has retired and will no longer be on the committee

• *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 October 27, 2020 Minutes and Attendance Report.

A motion was made by Raymond Bueche, seconded by Janice Almaraz and carried unanimously to approve the October 27, 2020 Minutes.

- **Chair's Report**

Chair Sue Lau said she is saddened to announce the passing of SNAC Member and Laguna Woods Councilman Joe Rainy. He served on the committee since 2009. Laguna Niguel Councilwoman Sandy Rains will be filling his position. Chair Lau welcomed Sandy to the committee.

2. OC ACCESS Driver “Exceptional Service Awards”

This item was postponed due to Coronavirus impacts.

3. Coronavirus Update

Maggie McJilton (Executive Director of Human Resources and Organizational Development/(Interim) External Affairs) provided an update to the committee on the effects of Coronavirus to OCTA. She said on the operations side, OCTA is currently running about 60% of the service that was offered pre-pandemic and there are about 52,000 daily boardings (down from 120,000+ boardings). Maggie said OCTA completed the installation of protective shields on all buses and moved the hand sanitizing stations and face mask dispensers to the front of the bus. She said all employees are screened daily with health questions and temperature checks.

Maggie said in Capital Projects, all projects under construction continue to move along and some were able to take advantage of the lighter freeway traffic to get ahead of schedule, but traffic volumes are starting to increase once again. On the I-405 Project, the contractor was able to provide 5,000 hours of work ahead of schedule due to the low traffic volumes. On the OC Streetcar (OCS) project, the contractor was able to get much of the utility work done ahead of schedule since many of the businesses were closed in the early months of the pandemic. A big OCS milestone is the start of track installation in Santa Ana.

Maggie said OCTA has been able to draw down on federal CARES Act funds for nightly sanitization of the buses, protective shields for coach operators, masks, etc. OCTA received \$157.5 million in CARES Act funds, but OCTA is starting to feel the pinch. Of the CARES Act funds OCTA has drawn down \$77.8 million. She said these funds are monitored carefully. OCTA has been hit by a \$37 million loss in Measure M2 sales tax revenues for the fiscal year and \$33 million loss in bus revenues. Despite the losses, OCTA continues to deliver on commitments.

Maggie said staff continues to work remotely effectively. She said OCTA will look at remote working policies for after the pandemic. Maggie said coach operators will be able to get vaccinated when phase 1b appointments are available. She said OCTA

surveyed employees and found out that 75% of the administrative staff is willing to take the vaccine and 52% of the service workers are willing to take the vaccine.

Committee Member Comments:

Chair Sue Lau thanked staff. She said at the last meeting she made comments about many riders were not wearing their masks properly and suggested the coach operators have a message they could play when they notice this happening. Since the last meeting she personally witnessed this happen and it worked. Maggie said OCTA put messages on buses as well as the recording. Chair Lau asked if masks are still being provided at the OCTA store. Maggie said yes.

4. FY 2020-21 Enhanced Mobility of Seniors and Disabled (EMSD) Grant Program

Jennifer Farinas (Senior Transportation Funding Analyst) presented the FY 2020-21 EMSD Grant Program. She said this grant program follows the Coordinated Human Services Transportation Plan. Jennifer provided information on the program background, coordinated plan and goals. She reviewed the previous call for projects which awarded \$1.252 million to six agencies. Jennifer said the next call has approximately \$4 million available in local funding for Fiscal Year 2022-23. These projects should start in January 2022 and be complete by December 2023. She said 55 percent of this funding is for traditional projects (new vehicles, etc.) and 45 percent for enhanced projects (driver, travel and mobility training, etc). Jennifer went over the schedule. OCTA anticipates the call will go out in mid-June with applications due in the late summer.

Nora Yeretian (Marketing Specialist, Principal) discussed the outreach for the EMSD Plan. <Full Presentation is available on OCTA.net>

Nora Yeretian read the guidelines and asked if the guidelines and priorities are clear.

Committee Member Comments:

Tom Kroegstad asked what the unmet needs are/is there an issue. Jennifer Farinas said OCTA continues to make the program available to address needs. Tom asked about travel training projects. Jennifer said this funds training of drivers and training/educating staff on resources.

Tracy Bryar said these funding priorities are clear and encourage transportation services in underserved communities lacking services.

5. OC ACCESS Paratransit and OC Flex Microtransit Services Update

Jack Garate (Department Manager, Paratransit Services Orange County) presented an update on the OC ACCESS Paratransit and OC Flex Microtransit Services. Jack showed a graph of the OC Flex ridership for the period of January 2019 and January 2021. He said the service is trending in the right direction given the pandemic. He showed a graph on the Same Day Taxi ridership for the same period. He said this service has the healthiest ridership return since the start of the

pandemic. He showed a graph of the OC ACCESS ridership. This service has had the sharpest decline. It is OCTA's understanding that much of this is due to the cancellation of services at senior centers and adult daycare centers.

Jack shared policy updates due to the pandemic. He said on OC Flex same family members can share a ride. He said OCTA is also able to help with contact tracing through the scheduling software. Jack said at the last meeting fare evasion policies were discussed and will be implemented this month. Jack also said staff adjusted the "Do Not Leave Alone" policy based of feedback from the SNAC. OCTA will be giving a longer period before this goes into effect. OCTA will work with individuals and centers to make sure no one is left alone throughout 2021 with the policy will go into effect at the end of December 2021. <Full Presentation is available on OCTA.net>

Committee Member Comments:

Vice Chair Paul Miller asked about the fare evasion policy. Jack Grate said at the last meeting, he had shared the numbers. He said previously the notices to people would help get people to pay fares, but slowly that stopped working. OCTA had planned to start a new policy, but the pandemic hit and now OCTA is just getting back to implementing the new policy. Jack said some people have not paid for eight trips in a month and those amounts are significant month after month.

Janice Almaraz asked if an individual is riding and needs assistance from Regional Center, does the job coach need to pay a fare? Jack Grate said the fare evasion does not pertain to the job coaches. He said often a person will pay one-way but does not pay for the return trip. He said these fares are often \$30+ each and every month.

Vice Chair Paul Miller asked if this a growing problem across all OCTA services. Jack Garate said often OCTA knows who it is when it pertains to ACCESS services due to scheduling. He said OCTA never expects the driver, whether it be fixed-route buses or OC ACCESS, to ask for the fare. Jack said they can always appeal the situation. Vice Chair Miller said he hopes we all would support this effort and he is very surprised to hear that it has gotten this far out of hand.

6. OC Bus Update

Johnny Dunning (Department Manager, Scheduling and Bus Operations Support) presented an update on the OC Bus Service. He presented the Key Metrics. He then a showed ridership and productivity graph. Ridership is declining once again due to the reimplementation of front door boarding, and therefore, fare collection, and the spike in covid cases. He said this is usually a lower ridership period during normal times as well. Johnny showed a graph on trippers and pass-bys. The pass-bys are going down and the trippers are steady. Johnny talked about the on-time performance standards. Johnny said customer feedback has actually improved especially when it comes to pass-bys. He said in next steps OCTA will continue to

monitor all the standards and there will be a February 2021 Service Change coming up. <Full Presentation is available on OCTA.net>

Committee Member Comments:

Isaac Lopez asked how a service change can be implemented given the current ridership levels due to the pandemic. Johnny Dunning said OCTA calls this a service change, but it also is when there is a service bid by the coach operators so they can change which routes they are driving. He said OCTA will not have any major changes to the system, but there may be running time adjustments due to traffic patterns.

7. OC Access Fleet Mix

Victor Velasquez (Department Manager, Financial Planning & Analysis) introduced Sasha Pejcic from Stantec. Sasha went over the project purpose and goals. He said his company was hired pre-covid and the data they are using is pre-covid ridership and patterns. Sasha showed graphs regarding existing conditions and key findings. He showed a map of places that have the most frequent drop-offs/pick-ups. The maps also show the location of bus bases and it brings up the question of the bases being located in the right places. Sasha said Stantec sent questionnaires and spoke to peers. He said most peers are moving to low-floor vehicles and looking at a diverse fleet. Stantec then researched the different type of vehicles on the market. Sasha presented preliminary recommendations including diversifying the fleet with some smaller vehicles and decentralizing operations. He said the main takeaways are OCTA should adopt low-floor vehicles, move forward with a mixed fleet, and move some operations to the Garden Grove and Anaheim Bus Bases. <Full Presentation is available on OCTA.net>

Committee Member Comments:

Isaac Lopez asked about vehicle B and how the ramp works. Sasha Pejcic said the vehicle can be outfitted with a ramp kneeling system. He said he worked with the transit district in Toronto, and they have been very happy with this vehicle. He said the ramp can be lengthened.

Wayne Heidle asked if Stantec's figures take into account private taxi services. Sasha Pejcic said yes, Stantec looked at where people are coming from and going to, no matter who runs the service.

8. Reports

- *OC ACCESS Operations* – Melissa Mungia said OCTA has approved a request from MV Transportation to use CabCo Yellow Inc. as an OC ACCESS subcontractor. This will allow MV Transportation to have available resources on hand when ridership returns. It is anticipated that by March 2021 CabCo Yellow Inc. will be utilized to operate overnight, weekend services and some peak hour service as

needed. On December 31, 2021 MV Transportation's contract will expire. OCTA released a request for proposal to combine OC Flex and OC ACCESS service into one agreement. This new contract will go into effect on January 1, 2022. Melissa also talked about a new phone script that will go into effect in February for the OC ACCESS call center to insure a clear and concise experience for callers.

- *OC ACCESS Eligibility/Mobility Management Service* – Gracie Davis said in ACCESS Eligibility, OCTA just completed the first six months of working with MTM. She said in the first six months there have been 1,118 telephone assessments completed. There is a 25% decrease this year. These assessments are consistent with previous years. There are 73% unrestricted, 17% restricted, 9% temporary and 1% denial. She said 14% were incomplete which means they never had a telephone assessment. OCTA has a new location for the in-person assessments located in the City of Orange near Main Street and Katella Avenue. Currently all assessment work is being done remotely but will return to in-person assessments when it is safe. Gracie also talked about training people for the appeals process, this has been put on hold since there have only been 3 appeals. Gracie talked about the Mobility Management Plan. She said currently OCTA is doing workshops virtually. The next workshops will be announced in the next Transit Newsletter – February 9, March 9, April 13, May 11 and June 8. Gracie said Ventura County has joined the 211 service. Currently, this group consists of Orange County, Riverside County, San Diego County and Ventura County. Work is being done to get Los Angeles on board as well. This tool will let users access past service requests and OCTA can see all the trips individuals have taken.

Committee Member Comments:

Chair Sue Lau asked how inquiries are handled on how to ride the bus. Gracie Davis said these individuals can access the virtual training and OCTA is developing a Bus Riding 101 training. Chair Lau asked if this is an interactive program. Gracie said yes and it can be used through multiple platforms. She said the workshops are about 90 minutes and the Bus Riding 101 training can be 15 or 30 minutes.

Janice Almaraz asked if OCTA is interacting with school classrooms via virtual classrooms. Gracie Davis said OCTA is working with many of the colleges to do virtual workshops and Orange County Unified School Districts.

- *Senior Mobility Program (SMP)* – Joanne Jacobsen said of the 35 agencies involved in the SMP five programs have been shut down due to the pandemic. Those cities are Aliso Viejo, Anaheim, Dana Point, Placentia, and the Korean American Senior Association. She said the City of Anaheim has a new transportation contractor and should be resuming service in the next couple weeks. Since July 1, 2020 there have been approximately 29,000 trips provided. The majority of trips are food delivery due to nutrition programs being closed down. Cities have received \$1.5 million in Measure M2 funding for these programs. The five suspended programs are not receiving the bi-monthly payments but will be reinstated once they resume services without penalty.

- *Marketing & Customer Engagement* – Stella Lin presented the Coronavirus Safety Communication and Education Campaign Update. She showed some samples of materials used in this campaign. OCTA recently joined the American Public Transportation Association's (APTA) National Health and Safety Commitment Campaign. Stella discussed the College Pass Program. She said Cypress College joined the program starting today. <Full presentation available on OCTA.net>
- *Committee Liaison Update* – Christina Byrne said the next committee meeting will be via Zoom on April 27, 2021. Jared Hill will be sending a short survey asking for SNAC member feedback on how the meetings are working via Zoom. Please let staff know if there is anything that can be done to help SNAC members in this process. She said the 2021 new member recruitment is getting underway. Jared will be sending outgoing members a letter asking about if you wish to be reconsidered for the committee. Please be on the lookout for anyone who might be a good fit for this committee and encourage them to contact OCTA to apply for a position. Jared Hill said the information will be available in February and then staff will work with the OCTA Board Members on appointments, and this should be wrapped up by July 1, 2021.

11. Committee Member Comments

Chair Sue Lau asked new member Sandy Rains to introduce herself. Sandy said she is a Councilmember from the City of Laguna Niguel appointed by Director Bartlett and she has a 26-year-old daughter who is disabled and this committee is very near and dear to her heart.

Vice Chair Paul Miller said Cal State Fullerton announced today that the Irvine campus will be closing.

12. Public Comments

There were no public comments.

13. Adjournment

The meeting was adjourned in memory of committee member Joe Rainey. The next scheduled meeting date is April 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	●	⊙	●	