



Special Needs Advisory Committee Teleconference Notice

Committee Members:

Sandra Albear	Raymond Bueche	Joe Rainey
Mike Gonzalez	Sue Lau	Ericka Danczak
Mallory Vega	Caroline Wahlstrom	Carolyn Inmon
Gloria Reyes	Rachel Lurya	Sandra Stang
Cesar Hernandez	Ellen Schenk	John Ulrich
Bob Tiezzi	Tracy Bryars	Tom Krogstad
Mary Lou Shattuck	Paul Miller	Janice Almaraz
Henry Michaels	Karyl Dupée	Isaac López
Terry Coakley	Bhumit Shah	Brandi Kelly Contreras
Morris "Jake" Schwartzberg	Wayne Heidle	

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 October 27, 2020 1p.m. Special Needs Advisory Committee meeting by clicking this [link](#).

Public comments may be submitted for the upcoming October 27, 2020 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

October 27, 2020

1:00 – 3:00 p.m.

Orange County Transportation Authority
550 South Main Street, Orange, California

Online Public 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. Coronavirus Update

Jennifer Bergener, *Deputy CEO*

4. ADA Eligibility Information Update (5 min.)

Gracie Davis, *Paratransit Services*

5. Travel Training Program Update (5 min.)

Efren Guzman Magdaleno, *Paratransit Services*

6. Diversity Outreach and Inclusion Update (10 min.)

Ted Nguyen, *External Affairs*

7. Planning Studies Update (10 min.)

Marissa Espino, *External Affairs*

8. Coordinated Public Transportation Human Services Plan (15 min.)

Kevin Khouri, *Planning*
Judith Norman

9. OC ACCESS Policy Update (5 min)

Jack Garate, *Paratransit Services*

10. Reports (5 min. each)

- OC ACCESS Operation
- Senior Mobility Program (SMP)
- Marketing & Customer Engagement
- Committee Liaison Update

Jack Garate, *Paratransit Services*
Joanne Jacobsen, *Paratransit Services*
Stella Lin, *External Affairs*
Jared Hill, *External Affairs*

11. Committee Member Comments (5 min.)

12. Public Comments

13. Adjournment

Next scheduled meeting date: January 26, 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

July 28, 2020

1:00 p.m. to 3:00 p.m.

550 S. Main Street, Orange, CA

Teleconference Meeting

Committee Members Present

Brandi Kelly-Conterras, City of Huntington Bch.
Carolyn Inmon, Senior Citizens Advisory Council
Erica Danzak, County of Orange Office on Aging
Henry Michaels, Elwyn California
Isaac Lopez, Special Needs Advocate
Mallory Vega, Acacia Adult Day Services
Mary Lou Shattuck, Alzheimer's Family Services
Paul K. Miller, Cal State Fullerton

Raymond Bueche, Saddleback Valley USD
Sandra Stang, Housing & Transportation Committee
Sue Lau, Polio Survivors Plus AARP
Tracy Bryars, St. Jude's Medical Center
Wayne Heidle, Marshall B. Ketchum University
Sandra Albear, Braille Institute of America
Miguel Gonzalez, SA Enviro/Transp Adv Comm

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
Gloria Reyes, ABRAZAR, Inc.
Janice Almaraz, Orange County Dept. of Education
Joe Rainey, City of Laguna Woods

John Ulrich, Laguna Niguel Senior Committee
Karyl Dupee, St. Jude Medical Center
Morris Schwartzberg, Spc Needs at Dana Hills HS
Rachel Lurya, Office of Supervisor Wagner
Terry Coakley, Senior and Disability Advocate
Tom Krogstad, Senior and Special Needs 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.

Chair Sue Lau asked the committee for a moment of silence for Director Greg Winterbottom, who recently passed away. Director Winterbottom was a pioneering advocate for transit equality. As a wheelchair user for more than 50 years, he provided a valuable perspective and an important viewpoint regarding people with disabilities. He was a champion for projects and programs to ensure all had equal opportunity to transportation and public spaces long before the American's with Disabilities Act (ADA) became law. His leadership and commitment to full access to all government services ensured that the county was ready for ADA in 1990. Director Winterbottom was OCTA's longest-serving board member having joined the OCTA Board of Directors in 1993 as the public member and continued for 27 years. He pioneered the dial-a-ride program providing door-to-door transportation for wheelchair users and the elderly. He managed to consolidate the transportation services industry to provide empathetic cost-effective transportation services for individuals with disabilities. This program paved the way for OCTA's paratransit

service, with nearly 1.4 million boardings by eligible Orange County residents each year.

Chair Sue Lau asked new members to introduce themselves.

- Tracy Bryars – Healthy Communities Initiatives with St. Jude Medical Center. Tracy said she is a registered dietician and has a master's degree in public health. She is currently the Director of the Wellness Center and Community Programs Services at St. Jude Medical Center, which focuses on the North Orange County, including Buena Park, La Habra, Placentia and Fullerton.
- Carolyn Wahlstrom – Placentia/Yorba Linda School District.
- Sandra Albear – Braille Institute of America. Sandra is the new Educational Programs Manager for the Braille Institute's Anaheim Regional Center. Previously she was the Regional Manager of the Braille Institute Neighborhood Center in Laguna Hills. She also has worked at Dayle McIntosh.
- Miguel Gonzalez – City of Santa Ana Environmental and Transportation Advisory Committee. Miguel said he came to the United States when he was 18 years old and learned to speak English at the Lincoln Education Center in Garden Grove, and got his diploma from Rancho Santiago College. With aspirations of being a police officer, he ended up being a security guard and later built his own security guard company with nearly 400 employees. He also owns restaurants. He is very involved in his community and is interested in politics.
- Erica Danczak – County of Orange Office on Aging. Erica said she is the Director of Aging and Veterans Services at the County of Orange. She has been a county government manager for the past 14 years, working on various programs that serve vulnerable populations. Erica said the common thread in these programs was looking for quality transportation to serve these communities.

• *Pledge of Allegiance*

Chair Sue Lau asked Paul Miller to lead the Pledge of Allegiance. Chair Sue Lau asked everyone to keep Joe Rainey in their prayers because his cancer has returned, and he is currently undergoing treatment.

• *Approval of Minutes*

Chair Sue Lau asked if there are any corrections to the January 28, 2020 Minutes and Attendance Report.

Isaac Lopez said on page 7, item 8, the third line of the minutes says, "stable spaces" and it should read "disabled spaces."

A motion was made by Raymond Bueche, seconded by Sandra Stang and carried unanimously to approve the January 28, 2020 minutes with correction. Absent members abstained from the vote.

- ***Chair's Report***

Chair Sue Lau said it had been her honor and privilege to chair the SNAC and thanked the committee for their dedication and support.

- ***Introductions***

There were no introductions as a roll call was taken.

2. Election of Chair Vice Chair

Ryan Maloney opened nominations for the position of Chairman.

A nomination was made by Paul Miller, seconded by Sandra Stang, to elect Sue Lau to the position of Chairman. Sue Lau accepted the nomination. She said it has been an honor to serve for the past year.

A motion was made by Raymond Bueche, seconded by Carolyn Inmon, to open the nomination of Sue Lau to the position of Chair for a roll call vote. Sue Lau was unanimously elected to the position of Chairman with two abstentions.

Ryan Maloney opened nominations for the position of Vice-Chairman.

A nomination was made by Sue Lau, seconded by Wayne Heidle, to elect Paul Miller to the position of Vice Chairman. Paul Miller accepted the nomination. He said he appreciates the vote of confidence and the opportunity to work alongside Chair Sue Lau.

A motion was made by Sue Lau, seconded by Wayne Heidle, to open the nomination of Paul Miller to the position of Vice Chairman for a roll call vote. Paul Miller was unanimously elected to the position of Vice-Chairman with one abstention.

3. OC ACCESS Driver "Exceptional Service Awards"

This item was postponed due to Coronavirus impacts.

4. Transit Service Update

Johnny Dunning presented OCTA's response to COVID-19 with regards to the transit system. There was a severe decline in ridership during March and April. On March 23, 2020, OCTA implemented a Sunday service schedule for all days of the week, providing fewer trips/frequency and reducing the number of service routes from 61 to 41 routes. Johnny discussed other actions OCTA took to stop the spread of the virus, including implementing rear door boarding, enhanced sanitizing of vehicles, installation of hand sanitizer dispensers, and reducing capacity on board vehicles. Some of the items OCTA is tracking include ridership, which is about half of what it was previous to the pandemic, pass-bys due to reaching capacity, and unscheduled trips to pick-up bypassed passengers. Last month the June 2020 Service Change was implemented. OCTA moved to a Saturday service schedule on

weekdays and Saturdays, nine community routes were restored, bringing the total to 50 routes in operation, and weekday trips were increased by 517 daily trips. Johnny talked about how OC ACCESS operates per the ADA guidelines providing service within $\frac{3}{4}$ of a mile of fixed route service and limiting the number of passengers. There are no shared rides on the taxi service. Hand sanitizer is available in vehicles, and enhanced vehicle sanitization has been implemented. Johnny concluded his presentation with ridership numbers across all services.

SNAC member comments include:

Henry Michaels thanked staff for answering all his questions during the pandemic. He said his clients continually have questions about the sanitization of the buses. Henry said as far as he knows, the Route 6 bus and ACCESS buses are only being sanitized in the evenings. His constituents would like to see more sanitizing throughout the day. Brandy Kelly-Contreras said in the City of Huntington Beach, sanitization happens after every client by adding two minutes to each ride through the scheduling application. She says this is putting her clients more at ease.

Chair Sue Lau said the hand sanitizing stations are often empty on the extended bus routes. She suggested refilling them during trips or possibly having two stations on those buses. Johnny Dunning said Chair Lau brings up a good point. Those buses have more passengers and he will forward the comment to operations staff.

Chair Sue Lau said she noticed on Route 43 there are passengers in every seat and there is no way to keep six feet distance. She asked how is OCTA addressing social distancing. Johnny Dunning said OCTA is trying to comply with social distancing efforts by allowing only so many passengers on each bus. Still, sometimes there are families or others that choose to sit next to each other. He said OCTA allows 15 riders per 40-foot bus. Johnny said the coach operator is driving and separated by a barrier, so he cannot tell people to move away from each other. Chair Lau said she noticed that some coach operators would put seats down (designated for wheelchair areas) to give more seating options. She asked if this is the exception or are all coach operators doing this. Johnny Dunning said he does not know the answer, but can have someone get back to Chair Lau.

Chair Sue Lau asked what is being done if someone boards the bus without a face mask. Johnny Dunning said mask enforcement is not up to the coach operators, but OCTA tries to encourage it through signs and social media. Ryan Maloney said in addition to having signs and social media posts about the importance of wearing masks, OCTA is also giving away masks at the OCTA store and some routes are starting to have disposable mask dispensers on board.

Isaac Lopez said he has not been on an OCTA bus since the pandemic started. He asked how many wheelchairs are allowed on the bus at one time. Johnny Dunning said OCTA is not limiting wheelchair access to one per vehicle. He believes there is room for more to be on board and still be socially distanced. Isaac suggests that

OCTA does limit wheelchairs to make sure they can be socially distanced. Johnny said wheelchair riders can always decide to wait as well.

5. June and October OC Bus Service Changes

Gary Hewitt provided a little more detail on the information Johnny Dunning presented and information on plans for the October Service Change. Gary talked about how ridership started declining at the beginning of March. OCTA also, at that time, offered coach operators 65+ or with pre-existing conditions to stay home. He talked about adding trippers to prevent the passing by of passengers. Gary said OCTA saw as little as 25% ridership at the beginning of the pandemic and is now back up to about 50% ridership. He provided information on the routes offering more service with the June service change. Gary said OCTA is currently operating at about 75% of its service capacity. The October Service Change will carry OCTA to February 2021. OCTA is looking at ridership going up to about 70-75% of ridership during that time. He said OCTA is looking at fare collection. Currently, there is no way for coach operators to collect cash fares or enforce fare collection with rear-door boarding. OCTA is looking at barriers between coach operators and fareboxes. Gary said when school goes back to in-person sessions OCTA anticipates more ridership. Riders may see an increase in frequency with less routes due to the concentration of routes within the core of the county and the need to keep people socially distanced. Gary talked about the lack of funding and that OCTA will be looking at revenue sources, but this will most likely be addressed in early 2021.

SNAC member comments include:

Isaac Lopez said one of the slides indicated Route 177 is weekday only and he asked for clarification. Gary Hewitt said some routes run a regular weekday schedule on weekdays, whereas some are continuing to run a Saturday schedule on weekdays.

Chair Sue Lau asked about the safety of the coach operators. She said about nine years ago, she recommended enclosing the drivers for their safety. Chair Lau said some buses do have barriers, but the drivers are not fully enclosed to protect them. She asked if OCTA could do this to keep them safer. Gary Hewitt said pre-pandemic OCTA was looking at two different styles. One style was similar to a car door with a window that goes up and down. He said OCTA is working with the coach operator union for feedback. Some coach operators find it somewhat claustrophobic. The short-term barriers are similar to what you would see at a grocery store. In the long-term, it would be a car door type barrier.

6. Coronavirus Budget Impacts Update

Anthony Baruch provided an update on the OCTA budget and the impacts of COVID-19. This is a conservative budget due to current economic uncertainty. OCTA received \$221 million in CARES Act funding to help with bus and rail service. Within the Measure M2 program, the budget keeps current projects moving forward without starting any new projects. Metrolink is also operating with reduced levels of

ridership and has requested OCTA to provide a budget for the first three months of the fiscal year. There will be a budget amendment to extend the contract for Metrolink by three months. The 91 Express Lanes has seen some reduction in travel as well but continues to meet bond requirements. Anthony talked about the reduction in the budget compared to previous years. He also talked about assumptions for the next fiscal year.

SNAC member comments include:

Paul Miller said this was a great presentation and it was very thorough.

Isaac Lopez asked how the passage of Proposition 6 affects the budget. Anthony Baruch said some of those dollars did decrease, but OCTA was able to anticipate the decrease and balance the budget.

7. Same Day Taxi/OC Flex Update

Jack Garate provided an update on Same Day Taxi and OC Flex service. He said America and Yellow Cab of Greater Orange County ceased service. This left OCTA looking for operators to continue service for Same Day Taxi and OC Flex. Ultimately OCTA awarded the Same Day Taxi service contract to CabCo (AKA California Yellow Cab). CabCo was able to retain some of the drivers to maintain service to OCTA customers, which allowed for minimal to no disruption in services. Jack said the OC Flex service contract was ultimately awarded to MV Transportation. MV Transportation was able to retain key administrative personnel and drivers to make this transition seamless. Currently, OC Flex service in Huntington Beach has been suspended and will be evaluated at a further date.

SNAC member comments include:

Isaac Lopez asked if the changes are temporary or permanent. Jack Garate said, technically, they are all temporary due to contract restraints. He said with regards to Same Day Taxi, Yellow Cab was still within the initial term of the contract with two one-year options available for OCTA to exercise. Shortly after CabCo took over the service, the initial term of the contract ended. OCTA saw they were doing a good job and exercised the first option year on the contract. He said with regards to OC Flex, the term of that contract expired in October. OCTA decided to have MV Transportation provide service with a one-year contract.

Chair Sue Lau congratulated OCTA and CabCo on the transition. She said she believes it is running even smoother. Jack Garate said staff put in a lot of time making this come to fruition and thanked both contractors for putting in a lot of work/effort to make sure riders were not impacted by the transition. So far, there have been minimal challenges. Chair Lau asked Jack to please extend thanks to both providers.

8. 2020 Coordination Plan Survey

Kevin Khouri said much of the background information on the Coordination Plan was provided at a previous meeting and handed this presentation over to Judith Norman, the consultant heading up the project.

Judith Norman said the 2020 Coordination Plan is updated every four years. Her job was to meet with stakeholders to help devise this program. She said her team went out to look at what peers are doing, conducted an online survey, conducted demographics/demand analysis, and then conducted stakeholder outreach. On August 12, 2020, OCTA will hold a virtual workshop. She said the team checked to see if the same things heard from organizations/agencies were the same things seen in the survey responses. It looks like people are concerned about long headways/transfer connection not available from start points, people were concerned about wide roads like Beach Boulevard, and the ability to travel outside of service areas to major medical facilities. She talked about rebuilding transportation services post COVID-19 and making sure future services can be funded.

SNAC member comments include:

Isaac Lopez said each city controls bus stops and sometimes they are not very accessible. He would like OCTA to coordinate with the cities to make sure the stops are consistent. Judith Norman said this was something identified in the study, and OCTA staff proactively started working on design updates. Kevin Khouri said these guidelines had not been updated since 2004, so updates were needed. He said OCTA would distribute the guidelines to cities, the county, and developers.

9. Reports

• ACCESS Operations

Jack Garate said the departure of Yellow Cab left MV Transportation without a subcontractor to provide ACCESS service. In the interim, MV Transportation will provide service for all hours and days of the week. He said with COVID impacting trips heavily, MV Transportation could get service up and running with CabCo effectively. Jack Garate said OCTA recently hired a new staff member to manage OC ACCESS, Same Day Taxi, and OC Flex service. She previously worked in Los Angeles's paratransit services.

SNAC member comments include:

There were no committee comments.

• ACCESS Eligibility/Mobility Management Services

Gracie Davis gave an update on ADA Eligibility Services. She said OCTA has a new eligibility contractor. Medical Transportation Management Inc. (MTM) is a national organization with more than 15 paratransit providers. MTM will build a location in the City of Orange near Katella and Main. OCTA and MTM have

implemented a temporary process due to COVID-19 and not doing in-person assessments. New eligibility will give individuals up to five years between assessments. As of July, 203 individuals have been certified. So far, this organization has been doing a great job.

Gracie Davis provided an update on the Mobility Management Program. She said due to COVID-19, all in field activities had to be suspended. However, a virtual workshop has been implemented, and six workshops have been completed. She said OCTA is coming up on the third successful year of travel training with the same contractor. She said there is a language specialist subcontractor that provides help in multiple languages. After the completion of a workshop, individuals are sent a complimentary bus pass. Please let us know if you or anyone is interested in virtual training at MMP@OCTA.net.

SNAC member comments

There were no committee comments.

• **Senior Mobility Program (SMP)**

Joanne Jacobsen provided an update on the COVID-19 impacts on the SMP. She said there 34 SMP programs currently operating. 15 of those continue operations, eight programs are operating on a modified schedule and 11 programs have been suspended. Most of the programs provide trips to senior centers, and with COVID these centers have been closed. Many cities have pivoted and now deliver meals to homebound seniors. Joanne said in FY 2019/2020 194,000 trips were provided, which is 81,000 less than the previous year. Funding for this year was \$3.47 million with the cost per trip at \$21. The City of Laguna Beach will be starting a SMP in August, which leaves only two cities (Los Alamitos and La Palma) not participating in the program. Joanne said on June 30, 2020, OCTA conducted a virtual Annual SMP Regional Roundtable with SMP administrators.

SNAC member comments include:

Chair Sue Lau congratulated OCTA on the successful SMP.

• **Marketing**

Stella Lin said the Marketing team has been busy keeping customers up to date through timely communication regarding COVID-19 and OCTA's transit service. She said the June Service Change was implemented and communication was provided through various formats and languages. Stella updated the committee on the College Pass Program. She shared information regarding the Metrolink Customer Comeback Campaign. Stella mentioned National Bike to Work Week in September. She provided information on the marketing program for the OC Streetcar.

SNAC member comments include:

Paul Miller congratulated the marketing team on a robust and attractive marketing campaign regarding COVID-19 – it was well done.

Chair Sue Lau said the Lunar New Year Celebration at the Irvine Train Station was wonderful and thanked OCTA for doing this each year.

Chair Sue Lau also talked about signage telling real-time passenger counts. Stella Lin said this is a pilot project and is currently only in effect in about 10 locations. Chair Lau said this is very beneficial to the OCTA system.

- Committee Liaison Update

Ryan Maloney said OCTA received a customer comment in January from Mr. Bhagat. He said staff has been in contact with Mr. Bhagat. Mr. Bhagat is located about a quarter mile outside of the footprint for OCTA ACCESS service.

Ryan Maloney said this is his last meeting as SNAC liaison. He said it had been a pleasure working with the committee. Christina Byrne and Jared Hill will be serving as the Staff Liaison. Ryan said he would continue to be at the meetings in his Customer Relations role.

SNAC member comments include:

Paul Miller said Ryan Maloney had done a wonderful job supporting the committee. The SNAC will miss you in this role. Chair Sue Lau echoed Paul.

8. Committee Member Comments

Raymond Bueche said at the last meeting he volunteered to be on the team reviewing nominations for driver's awards and just wanted to make sure this will happen in the future. Ryan Maloney said currently with COVID-19 we are not able to present awards to drivers and the volume of ridership is low. OCTA looks forward to Ray and Isaac reviewing these awards in the future.

9. Public Comments

There were no public comments.

10. Adjournment

The meeting was adjourned in memory of Director Greg Winterbottom. The next scheduled meeting date is October 27, 2020.

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	4/2/21
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	○			
Paul Miller	●			
Karyl Dupée	○			
Bhumit Shah	NA			
Wayne Heidle	●			
Joe Rainey	○			
Ericka Danczak	●			
Carolyn Inmon	●			
Sandra Stang	●			
John Ulrich	○			
Tom Krogstad	○			
Janice Almaraz	○			
Isaac López	●			
Brandi Kelly Contreras	●			