



**Accessible Transit Advisory Committee
Teleconference Notice**
550 S. Main Street
Orange, CA

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
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

Guidance for Public Access to this Accessible Transit Advisory Committee (A-TAC) Meeting:

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Agenda Descriptions

The agenda descriptions are intended to give members of the public a general summary of items of business to be transacted or discussed. The posting of the recommended actions does not indicate what action will be taken. The Committee may take any action which it deems to be appropriate on the agenda item and is not limited in any way by the notice of the recommended action.

Public Availability of Agenda Materials

All documents relative to the items referenced in this agenda are available for public inspection at www.octa.net or through the Clerk of the Board's office at: OCTA Headquarters, 600 South Main Street, Orange, California.

Guidance for Public Access to the Board of Directors/Committee Meeting

On September 16, 2021, Governor Gavin Newsom signed into law AB 361 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 due to the state and local State of Emergency resulting from the threat of Novel Coronavirus (COVID-19).

Guidance for Public Access to the Board of Directors/Committee Meeting (Cont.)

Members of the public can view a live streaming of Public Committee meetings by clicking the below link:

<https://www.youtube.com/user/goOCTA>

Members of the public may address the Committee regarding any item two ways:

Real-Time Comment

To provide a real-time public comment during the meeting, please access the Zoom at:

<https://us02web.zoom.us/j/84535270985>

Meeting ID: 845 3527 0985

Dial-In Info:

(669) 900-6833

(253) 215-8782

Speakers will be recognized by the Chair at the time the agenda item is to be considered. A speaker's comments shall be limited to three minutes. Anyone causing disruption can be removed from the meeting at the discretion of the Chair.

Written Comment

Written public comments may also be submitted by emailing them to publiccomments@octa.net, and must be sent 90 minutes prior to the start time of the meeting. If you wish to comment on a specific agenda item, please identify the item number in your email. All public comments that are timely received will be part of the public record and distributed to the Board. Public comments will be made available to the public upon request.



Accessible Transit Advisory Committee

January 25, 2022

1:00 – 3:00 p.m.

Teleconference Meeting

Agenda

1. **Call to Order/Welcome** (5 min.)
 - Pledge of Allegiance
 - Approval of Minutes
 - Chair's ReportWayne Heidle, *Chair*
Cesar Hernandez, *Vice Chair*
2. **OC ACCESS Driver "Exceptional Service Awards"** Postponed due to Coronavirus Impacts
3. **Public Comments**
4. **Enhanced Mobility for Seniors and Disabled Grant Program Update** Jennifer Farinas, *Planning*
5. **Overview of Service Animal Practices on OC ACCESS** Melissa Mungia, *Paratransit Services*
6. **OC ACCESS Transition Update** Melissa Mungia, *Paratransit Services*
7. **Making Better Connections Study** Kim Tucker, *Planning*
8. **Reports** (5 min. each)
 - **OC Bus Update** Johnny Dunning, *Operations*
 - **OC ACCESS Eligibility / Mobility Management Service** Gracie Davis, *Paratransit Services*
 - **OC ACCESS Operations** Melissa Mungia, *Paratransit Services*
 - **Senior Mobility Program (SMP)** Joanne Jacobson, *Paratransit Services*
 - **Marketing & Customer Engagement** Ryan Maloney, *External Affairs*
 - **Committee Liaison Update** Christina Byrne, *External Affairs*
9. **Committee Member Comments**
10. **Adjournment / Next Meeting:**
April 26, 2022

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.



Accessible Transit Advisory Committee
October 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

Arturo Cazares, Regional Center of OC
Cesar Hernandez, Express Transp. Solutions
Ellen Schenk, State of Calif. Dept. of Rehab
Giovanna Lara, St. Jude's Senior Services
Henry Michaels, Elwyn California
John Ott, Surf City Seniors on the Go
Jon Peat, City of Cypress Councilmember

Mary Lou Shattuck, Alzheimer's Family Services
Paul K. Miller, Cal State Fullerton
Raymond Bueche, Saddleback Valley USD
Scott Quinlan, Lion Sight & Hearing Foundation a
Sue Lau, Polio Survivors Plus AARP
Wayne Heidle, Marshall B. Ketchum University

Committee Members Absent

Bhumit Shah, Dayle MacIntosh Center
Brandi Kelly Contreras, City of Huntington Bch.
Ericka Danczak, County of Orange Office on Aging
Gloria Reyes, ABRAZAR, Inc.
Isaac López, Special Needs Advocate
John Ulrich, Laguna Niguel Senior Committee
Mallory Vega, Acacia Adult Day Services
Mike Gonzalez, SA Enviro/Transp Adv Comm

Morris Schwartzberg, Spc Needs at Dana Hills HS
Pam Thompson, Saddleback Valley USD
Richard King, OC Guide Dogs Alumni
Sandra Albear, Braille Institute of America
Sandra Stang, Housing & Transportation Committee
Sandy Raines, City of Laguna Niguel
Tom Krogstad, Senior and Special Needs Advocate
Tracy Bryars, St. Jude's Medical Center

1. Call to Order/Welcome

Chair Wayne Heidle called the meeting to order and welcomed everyone to the Accessible Transit Advisory Committee (ATAC) meeting.

Jared Hill said there were no advanced public comments submitted. He provided information on the meeting and protocols. Jared took the roll call and established quorum.

• *Pledge of Allegiance*

Chair Wayne Heidle led the Pledge of Allegiance.

• *Approval of Minutes*

Chair Wayne Heidle asked if there are any corrections to the July 27, 2021, Minutes and Attendance Report.

A motion was made by Sue Lau, seconded by Cesar Hernandez and carried unanimously to approve July 27, 2021, Minutes and Attendance Report.

- **Chair's Report**

Chair Wayne Heidle provided his report as part of the Welcome.

2. OC ACCESS Driver "Exceptional Service Awards"

This item was postponed due to COVID-19.

3. CEO Welcome

Darrell Johnson congratulated the seven new members of the committee. Darrell said there have been lots of changes in Orange County over the last 18 years and OCTA is planning for the next 20-25 years with the Long-Range Transportation Plan (LRTP). Darrell shared how important OCTA's public committees are to Orange County. He said he hopes the dialogue is a two-way street. He said the OCTA Board of Directors and staff appreciate the committee's input. He said the committee serves a critical role as a liaison between OCTA and the constituents committee members represent. Darrell said the past year and a half has been very challenging, but critical bus services has continued throughout the county. Darrell said on the fixed route side bus ridership is still down about 30%, but we are seeing some signs of change.

4. Public Comments

Jarred Hill opened the meeting for live public comments. There were no live public comments.

5. Enhanced Mobility for Seniors and Disabled (EMSD) Grants Program Update

Jennifer Farinas provided an update on the EMSD Call for Projects. She said on September 9th OCTA received 16 applications from 10 non-profit organizations and local agencies requesting just over \$3 million. She said these applications requested the purchase of 10 minivans, four small buses, two large buses, and computer equipment along with funding to support the operation of four transportation programs and five mobility management programs. Jennifer said a five-person evaluation panel convened to score the applications. The panel was comprised of three OCTA Staff members, one person from the ATAC and one person from Los Angeles Metro. She said the committee scored the applications consistent with the board-approved guidelines and scoring criteria. She said the funding recommendations are currently scheduled to be considered by the Transit Committee on November 11, 2021, and the OCTA Board of Directors on November 22, 2021. Jennifer said the recommendations will be available at least three days in advance of the meeting. Jennifer thanked Cesar Hernandez who represented the ATAC on the evaluation panel.

6. Long Range Transportation Plan (LRTP)

Greg Nord presented the purpose/background of the LRTP. He reviewed OCTA's current commitments, demographic growth, and key challenges. Greg talked about diversity, equity, and inclusion considerations. He also reviewed the LRTP goals and objectives.

Marissa Espino presented the LRTP public engagement activities including a live online survey, a webinar, community leader roundtables and community events.

Greg Nord outlined next steps including the public survey ending on October 31, 2021. He said the public comment period will end in the Fall of 2022 with the plan finalized at the end of 2022. <The full presentation is available on OCTA.net.>

7. Mobility Hub Study Update

Warren Whiteaker presented the Mobility Hub Study Update and provided an overview of the study. Warren said public outreach will occur during the Fall of 2021 and OCTA will develop a strategy by the Spring of 2022. He said these hubs are places where transit, other services, amenities, and technology converge to offer a seamless travel experience. Warren talked about the main benefits and components of mobility hubs and showed examples.

Christina Pirruccello talked about OCTA's outreach for this study including social media, electronic notices, surveys, webinars, and collateral materials. She provided a three-question Zoom poll. <The full presentation is available on OCTA.net.>

Question 1:

Select the number one service you would like to see at mobility hubs.

- A: On-demand shuttle services like OC Flex.
- B: Delivery or parcel lockers.
- C: Rideshare like Uber/Lyft.
- D: Bike and e-bike share.
- E: E-scooter share.
- F: Car sharing like ZipCar and Get Around.
- G: Other.

Select the number two service you would like to see at mobility hubs.

- A: On-demand shuttle services like OC Flex.
- B: Delivery or parcel lockers.
- C: Rideshare like Uber/Lyft.
- D: Bike and e-bike share.
- E: E-scooter share.
- F: Car sharing like ZipCar and Get Around.
- G: Other.

Committee Member Comments:

Chair Wayne Heidle said he believes OC Flex would be one of the most important services to have at the hubs.

Question 2:

How important are the following amenities at mobility hubs? (Select from Not Important, Not Very Important, Neutral, Somewhat Important, Very Important.)

- A: Storage lockers for luggage or package delivery.
- B: Secure bicycle parking.
- C: Bicycle repair stand or station.
- D: Availability of staff at the transit station.
- E: Bathrooms.
- F: Seating and open space.
- G: Dining options like food trucks, food carts, vending machines.
- H: Security features like cameras, lighting.
- I: ATM Machines.
- J: USB Charging stations.

Committee Member Comments:

Chair Wayne Heidle said he selected all of them as important except the bicycle repair station since he does not ride, but they may be important to others.

Question 3:

What is your number one preferred location where mobility hubs should be placed in Orange County?

- A: Employment Centers.
- B: Near residential areas.
- C: Educational facilities like universities and colleges.
- D: Bus stations or stops.
- E: Neighborhood shopping centers.
- F: Rail stations or stops.
- G: At major visitor destinations like amusement parks, shopping malls, beaches.
- H: Other

What is your number two preferred location where mobility hubs should be placed in Orange County?

- A: Employment Centers.
- B: Near residential areas.
- C: Educational facilities like universities and colleges.
- D: Bus stations or stops.
- E: Neighborhood shopping centers.
- F: Rail stations or stops.
- G: At major visitor destinations like amusement parks, shopping malls, beaches.
- H: Other

Comments Member Comments:

Chair Wayne Heidle said they all seem to be really important.

Committee Member Comments

Scott Quinlan asked if waypoints are included in planning for the mobility hubs for the visually impaired. Warren Whiteaker said this is an excellent point. He said the hubs need to be an inviting place and inclusive for everybody.

Chair Wayne Heidle said for the visually impaired Braille will be important to have at these hubs and wheelchair access for those individuals needing ramps, etc. He said for someone with no vision there will need easy identification for where to stand. Chair Heidle said it is important to have a location where guide dogs can relieve themselves. Scott Quinlan echoed this sentiment.

Sue Lau mentioned sometimes people with walkers need a smooth surface and space when entering a facility. John Peat said his son uses a walker and the bumps are a problem/obstacle. Warren Whiteaker said OCTA can look at the different components to increase the traction like grooves in the concrete. Chair Heidle said he believes legally there must be bumps for the visually impaired and the ramps are for wheelchair access. Scott Quinlan said a blind person needs a texture difference.

8. Trapeze EZ Wallet

Jack Garate presented a Trapeze EZ Wallet update. He said this process has had many software challenges and he thanked pilot program participants. Jack said the pilot program was relaunched in May 2021. He said since May OCTA has reached out to all existing OC ACCESS users about EZ Wallet and there are currently more than 100 users of EZ Wallet. Jack is pleased to say there have been no problems during this pilot. There will be information in November's newsletter on how to start using EZ Wallet. Jack encouraged people to schedule trips online and use EZ Wallet to pay for trips.

Committee Member Comments:

Chair Wayne Heidle was in the pilot for the EZ Wallet and likes it.

Scott Quinlan asked why OCTA has control over the password. Jack Garate said OCTA keeps the passwords because when people forget their password, OCTA does not have a way to reset the password.

Sue Lau asked if OCTA can offer a credit/debit card charge system. She said Los Angeles Metro has this option and it is very easy. Jack Garate said the OCTA OC ACCESS fareboxes are not upgraded to accommodate this system. He said OCTA is looking at changes to the farebox system for fixed-route and potentially OC ACCESS. He said he hopes in the future to be able to accommodate this need.

Chair Wayne Heidle said an OCTA ACCESS app would be very beneficial. Jack Garate said Trapeze has been looking into this.

Sue Lau said the Same-Day Taxi service has an app and it is very helpful.

9. Face Covering Exemptions Update

Melissa Mungia reminded committee members to wear face coverings while onboard any public transport as mandated by the federal government. She said this includes the fixed-route buses, OC ACCESS, Same-Day Taxi and OC Flex. Melissa said in September the federal face mask requirement was extended to January 18, 2022. She said OCTA has received requests for face mask exemptions. She said the federal mandate is very limited when it comes to exemptions. Those who are exempt from the mandate are children under two years of age, individuals with a disability for reasons related to the disability such as those who do not know how to remove the mask due to cognitive impairment, cannot remove the mask on their own due to dexterity/mobility impairment or cannot communicate properly to someone else to remove their mask due to speech impairments or if the mask impedes assistive devices/technology. Melissa said passengers must file a reasonable accommodation request and have a request approved before travel without a face mask exemption is granted.

Committee Member Comments:

Scott Quinlan said in the rider handbook, under service animals there is no definition of a service animal. He said there was an emotional support animal onboard and according to FTA guidelines those animals are not supposed to be on OC ACCESS because they are not trained by an accredited agency. He said he believes there is a general misconception by the public on what is considered a service animal. Melissa suggested we add service animals to the next ATAC agenda.

Sue Lau complemented OCTA on having free face masks onboard vehicles. She appreciates the driver-initiated announcement to remind riders to wear their masks properly.

Raymond Bueche asked for details on what the voucher would look like for those with an exemption. He said he serves students with cognitive disabilities, and they are not able to ride the bus right now due to the mask-wearing policy. He said these individuals may be viewed negatively if they are not wearing a mask because they are not identified readily as exempt. Melissa Mungia said due to the nature of the exemptions and how narrow they are the folks that would typically qualify for the exemptions would ride OC ACCESS. She said there is a note on their file for the drivers. She suggested fixed-route riders talk to OCTA for guidance.

10. Reports

- *OC Bus Update* – Johnny Dunning said OCTA is tracking the ridership and on-time performance. He said currently OCTA is providing about 80,000 rides on an average weekday which is about two-thirds of the pre-pandemic ridership. Johnny said this is a modest increase from what OCTA reported at the July ATAC meeting. He said on August 15, 2021, OCTA had a service change that coincided with the re-introduction to in-person schooling. He said there was another service change on October 10, 2021, in which OCTA modified service to help with on-time performance. Johnny said OCTA is looking at on-time performance as traffic starts to increase, students go to school, and construction activity increases. Hopefully,

additional adjustments can be made at the February service change. Johnny said due to the Welcome Pass and the Youth Ride Free program OCTA is seeing an increase in the ridership.

- *OC ACCESS Operations* – Melissa Mungia updated the committee on ridership and performance. She said since June staff has been closely monitoring day programs throughout the county as they begin to resume or expand capacity of in-person services. Melissa said due to the increase in demand, OCTA has struggled to maintain on-time performance and the call center is experiencing longer hold times. OCTA is working hard to remedy this as OCTA moves into the Fall.

Melissa Mungia provided an update on OC ACCESS and OC Flex procurement. She said the current agreement with MV Transportation to provide both services expire on December 31, 2021. She said after a competitive bidding process the OCTA Board of Directors approved the staff recommendation for the selection of First Transit to provide the management, maintenance, and operations of the OC ACCESS and OC Flex services beginning January 1, 2022.

Committee Member Comments:

Chair Wayne Heidle said riders often hear this information from the drivers. He said one piece of curious information was OCTA will be doing away with taxi services – is that true? Melissa Mungia said that is not correct. OCTA will continue to offer Same-Day Taxi service and back-up service for OC ACCESS. OCTA is looking into how First Transit will integrate taxi service as a supplemental provider with the new agreement.

Chair Wayne Heidle asked if there are vaccination mandates for taxi drivers. Melissa Mungia said at this time there is not a vaccination mandate for any drivers on any modes or for administration at OCTA.

- *OC ACCESS Eligibility/Mobility Management Service* – Efren Magdaleno Guzman said at the last meeting Gracie Davis shared that OCTA would be returning to in-person certification evaluations. He said the process had a soft start on September 7, 2021. Efren said the new facility in the City of Orange is seeing only new customers. Customers needing recertification will be processed by telephone. He said the proposed 100% in-person assessment date is December 6, 2021. Efren went through the precautions being put in place to ensure everyone's safety.

Efren Magdaleno Guzman talked about Mobility Management Services. He said mobility training workshops are being offered in different languages. OCTA has reintroduced one-on-one and small group transit training. He these are completely in-field and in-person which offers a more personalized experience and are offered in multiple languages. He said please reach out to OCTA by emailing mmp@OCTA.net for more information on these services.

- *Senior Mobility Program (SMP)* – John Paul Gonzalez said there are currently 32 cities and three non-profit agencies participating in the SMP. He said out of the 35 participants, 31 are in full service. There are four that are out of service with one of them looking to restart as soon as November 1, 2021. He said they need to complete some requirements before the re-initiation to operation. John Paul said of the 35 participants 18 use taxis or some form of taxi programs, seven use shuttles, and 12 provide their own directly operated shuttles. He said eight of the providers are still performing meal delivery services for their seniors/constituents.
- *Marketing & Customer Engagement* – Ryan Maloney said since the August Service Change OCTA has implemented and continued a Comeback campaign for OC Bus to build ridership while highlighting important safety messages. He talked about the Welcome Pass which went on sale in August with ongoing promotional efforts in September and October. This pass is available for purchase through November 15, 2021. Ryan said OCTA launched the Youth Ride Free promotional pass on September 1, 2021, which offers a pass to those 18 and younger. He said additionally OCTA has partnered with Orange County School Districts, private schools, and home-schooling institutions to provide these passes upon parent request. Passes are also made available on OCTA.net and the OCTA Store. These passes are funded by California Climate Investments and are valid for unlimited use of OC Bus fixed-route service through February 28, 2022. Ryan said OCTA also continues to support the College Pass program. He said in August Irvine Valley College joined the program.
- *Committee Liaison Update* – Jared Hill said OCTA anticipates resuming in-person committee meetings starting in January. However, OCTA staff is closely monitoring covid protocols and mandates. Jared announced that he will be leaving OCTA. He said it has been a pleasure working with this committee, Chair Wayne Heidle and Vice Chair Cesar Hernandez.

Chair Wayne Heidle said Jared Hill will definitely be missed.

11. Committee Member Comments

Paul Miller congratulated Jared Hill.

12. Adjournment

The meeting was adjourned. The next scheduled meeting date is January 26, 2022.

**Accessible Transit Advisory Committee
Fiscal Year 2021-2022 Attendance Record**

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

Member	7/27/21	10/26/21	01/25/22	04/26/22
Arturo Cazares	●	●		
Bhumit Shah	⊙	⊙		
Brandi Kelly Contreras	●	⊙		
Caroline Wahlstrom	⊙	R		
Cesar Hernandez	●	●		
Ellen Schenk	⊙	●		
Ericka Danczak	⊙	⊙		
Giovanna Lara	⊙	●		
Gloria Reyes	⊙	⊙		
Henry Michaels	●	●		
Isaac López	●	⊙		
John Ott	●	●		
John Ulrich	⊙	⊙		
Jon Peat	●	●		
Mallory Vega	⊙	⊙		
Mary Lou Shattuck	●	●		
Mike Gonzalez	⊙	⊙		
Morris "Jake" Schwartzberg	⊙	⊙		
Pam Thompson	●	⊙		
Paul Miller	●	●		
Raymond Bueche	●	●		
Richard King	●	⊙		
Sandra Albear	⊙	⊙		
Sandra Stang	●	⊙		
Sandy Rains	●	⊙		
Scott Quinlan	●	●		
Sue Lau	●	●		
Tom Krogstad	●	⊙		
Tracy Bryars	●	⊙		
Wayne Heidle	●	●		