



# Orange County Transportation Authority

## Accessible Transit Advisory Committee Agenda

Tuesday, April 28, 2026 at 12:00 p.m.

550 South Main Street, Orange, California

### Call to Order

### Pledge of Allegiance

Vice Chair Doran

### Chair's Remarks

### Action Items

1. **Approval of Minutes**

Issac Lopez

***Recommendation(s)***

Approve the minutes of the January 27, 2026, meeting of the Accessible Transit Advisory Committee.

***Attachments:***

[Minutes](#)

### Discussion Items

2. **Paratransit Software Implementation**

Jack Garate/Mengkong Aun

***Attachments:***

[Presentation](#)

3. **Rear-loading Wheelchair Accessible Vehicle (WAV)**

Jack Garate/Garrett Rodriguez

***Attachments:***

[Presentation](#)

4. **Web Content Accessibility Guidelines (WCAG) 2.1**

Alexander Cruz

***Attachments:***

[Report](#)

## ACCESSIBLE TRANSIT ADVISORY COMMITTEE MEETING AGENDA

---

**5. Marking and Tethering Program**

Denise Capistran Donovan

***Attachments:***

[Presentation](#)

**6. Enhanced Mobility for Seniors and Individuals with Disabilities Program**

Vic Mireles

***Attachments:***

[Presentation](#)

### Update Reports

**7. Quarterly Planning Updates**

Kevin Khouri

**8. OC ACCESS Operations**

Garrett Rodriguez/Arianna Maldonado

***Attachments:***

[Presentation](#)

**9. Mobility Management Programs**

Denise Capistran Donovan

***Attachments:***

[Presentation](#)

**10. Marketing & Customer Engagement**

Ryan Maloney

**11. Committee Liaison**

Marissa Espino

**12. Public Comments**

**13. Committee Member Comments**

**14. Adjournment**

The next regularly scheduled meeting of this Committee will be held:

**12:00 p.m. on Tuesday, July 28, 2026**

OCTA Headquarters

550 South Main Street

Orange, California

### Accommodations

Any person with a disability requiring accommodation to participate in this meeting should contact the Clerk of the Board's office at (714) 560-5676, no less than two business days prior to the

## **ACCESSIBLE TRANSIT ADVISORY COMMITTEE MEETING AGENDA**

---

meeting to make arrangements.

### **Agenda Descriptions**

Agenda descriptions are intended to provide a summary of items of business to be transacted or discussed. The Board/Committee may take any action that 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 this agenda are available for viewing at [www.octa.net](http://www.octa.net) or at OCTA Headquarters, 600 S. Main Street, Orange, CA during normal business hours.

### **Meeting Access and Public Comments on Agenda Items**

Public comments can be made in-person at the meeting by completing speaker's card and submitting it to the Clerk of the Board prior to the item being called by the Chair. Public speakers will be recognized by the Chair and comments shall be limited to four minutes (unless otherwise directed by the Chair). Language translation can be provided upon request, if available.

### **Written Comment**

Written comments may be emailed to [Committees@octa.net](mailto:Committees@octa.net) no later than 5:00 p.m. the day prior to the meeting. Timely received written comments will be part of the public record and distributed to the Board/Committee.



### **Committee Members Present**

Isaac Lopez, Chair  
Arturo Cazares  
Raymond Bueche  
Cesar Hernandez  
Ken Montgomery  
Claudia Harris  
Sue Lau  
Nelly Gomez  
Paul Miller  
Mike Zimmerman  
Russell Toler  
Michael Seyler  
Sandra Stang  
Brandi Kelly Conteras

### **Committee Members Absent**

Gracie Doran, Vice Chair  
Maria Arellano  
Susana Cruz-Rios  
Richard King  
Jill Berner  
Arnel Dino  
Kristen Maahs  
Michael Seyler  
Lauren Becker  
BreeAnna Adner

### **Staff Present**

Marissa Espino, Staff Liaison  
Allison Imler, Staff Liaison  
Andrea West, Clerk of the Board  
OCTA Staff

### **Call to Order**

The January 27, 2026, Accessible Transportation Advisory Committee meeting was called to order by Chair Lopez at 12:02 p.m.

### **Chair's Remarks**

Chair Lopez provided his remarks.

### **Special Calendar**

#### **1. ACCESS Driver Exceptional Service Awards**

ACCESS Driver Exceptional Service Award was presented to Laura Houghtaling.

### **Action Items**

#### **2. Approval of Minutes**

A motion was made by Member Montgomery, seconded by Member Stang, and declared passed by those present, to approve the minutes of the October 28, 2025, meeting of the Accessible Transit Advisory Committee.

Members Bueche, Miller and Zimmerman abstained.

Member Lau was not present to vote.



**3. 2026 Enhanced Mobility for Seniors and Individuals with Disabilities (EMSD) Program**

Victor Mireles, Planning Division, made a presentation.

**4. Paratransit Software Implementation**

Denise Capistran Donovan and Mengkong Aun, Operations Division, made a presentation.

**Update Reports**

**5. OC ACCESS Eligibility and Transit Support Services Contract**

Denise Capistran Donovan, Operations Division, provided a presentation.

**6. OC Bus February Service Change**

Kevin Khouri, Planning Division, provided an update.

**7. OC ACCESS Operations**

Garrett Rodriguez, Operations Division, provided a presentation.

**8. Mobility Management Programs**

Denise Capistran Donovan, Operations Division, provided a presentation.

**9. Marketing and Customer Engagement**

Ryan Maloney, People and Community Engagement Division, provided an update.

**10. Staff Liaison Report**

Allison Imler, People and Community Engagement Division, provided an update.

**11. Public Comments**

No public comments were received.

**12. Committee Member Comments**

Member Bueche provided an update on the All County Transition Resource Fair on March 10.

Member Contreras announced that the April meeting will be her last, as she is retiring.



**13. Adjournment**

The meeting adjourned at 1:00 p.m.

The next regularly scheduled meeting of this Committee will be held:

12:00 p.m. on Tuesday, April 28, 2026  
OCTA Headquarters  
550 South Main Street  
Orange, California



# Paratransit Software Implementation

April 28, 2026



# PROJECT BACKGROUND

Expected Benefits from Spare Implementation:



## Operational & Financial Impact

- Operation Efficiency
- Cost Reduction



## System Transformation

- Integrated & Unified Transportation Platform



## Data & Decision-Making

- Enhance Data & Analytics

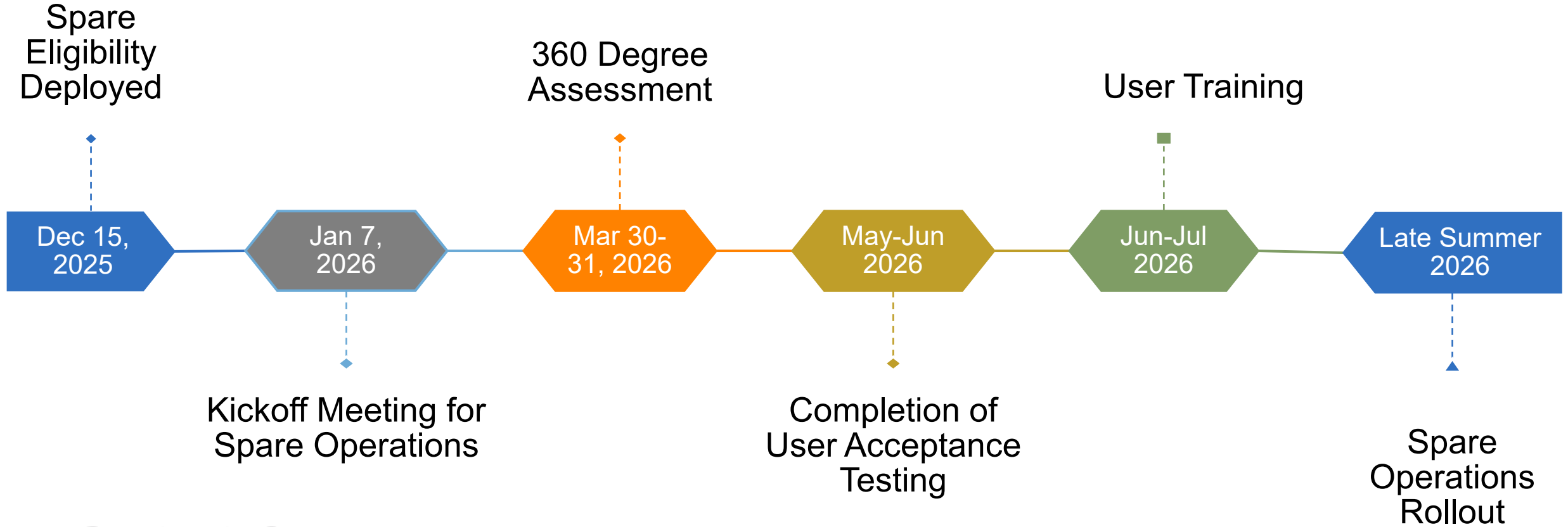


## Customer Impact

- Improved Customer Experience & Accessibility



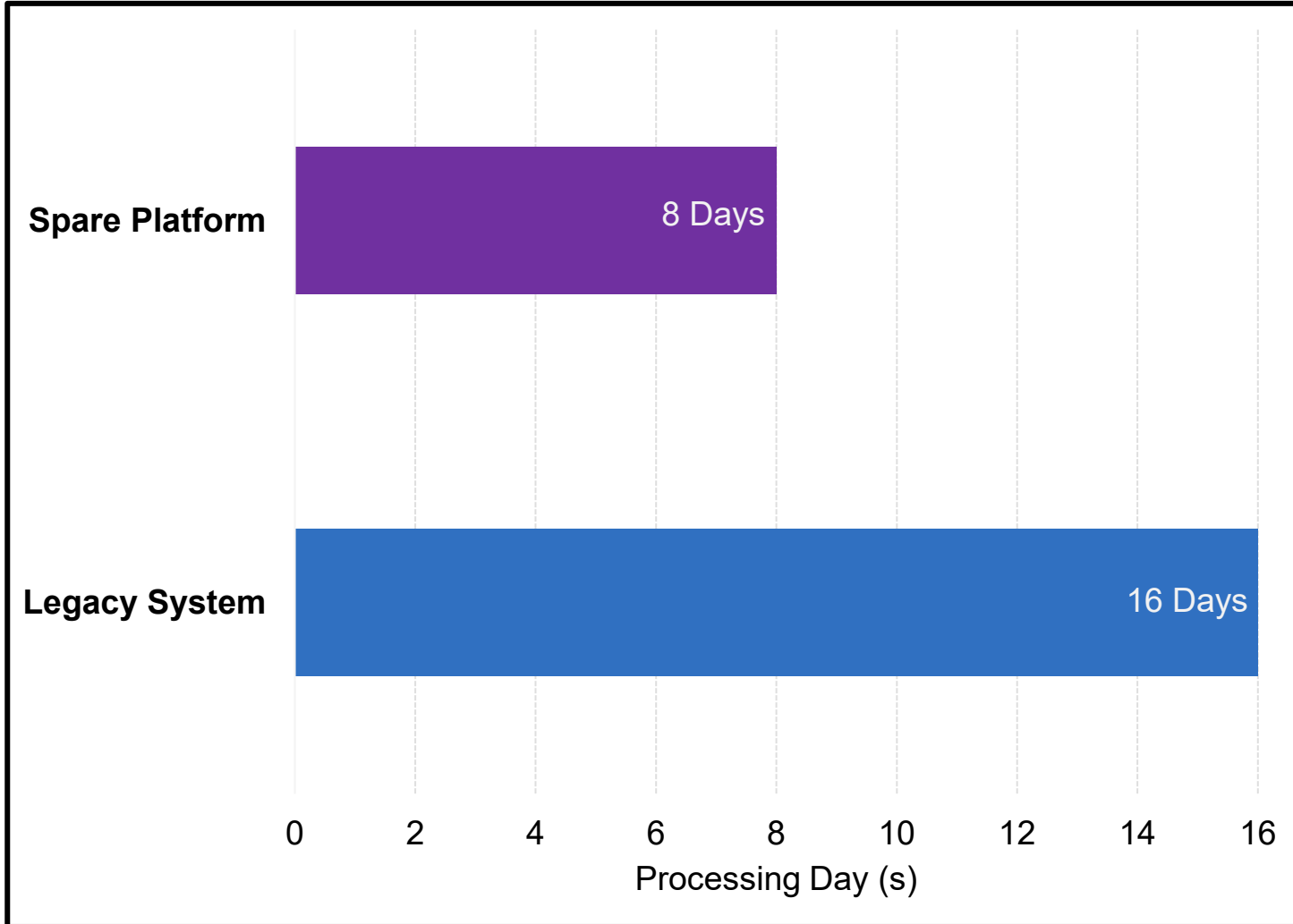
# PROJECT TIMELINE



**spare**



# ELIGIBILITY PROCESSING TIME IMPROVEMENT

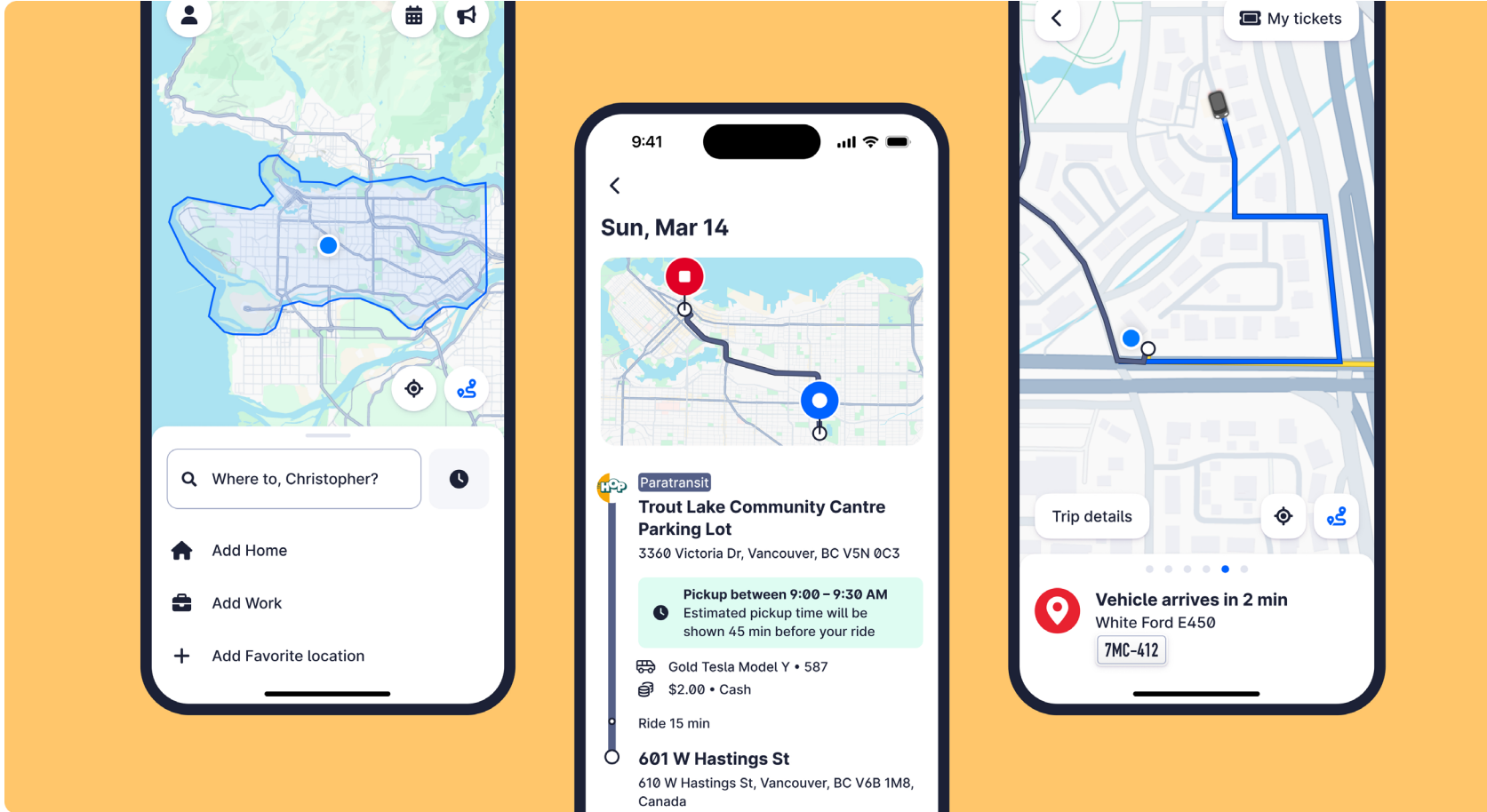


## 50% Faster Decisions

This dramatic improvement reduces rider wait times and accelerates access to critical transportation services, OC ACCESS.



# FUTURE ENHANCEMENT





## spare

- Senior Mobility Program
- Cooperative Transit Agreements
- Senior Non-Emergency Medical Transportation Program
- OC Bus





# Consideration of Rear-Loading WAVs

## Specialized Transit Services Department

April 28, 2026



## BACKGROUND

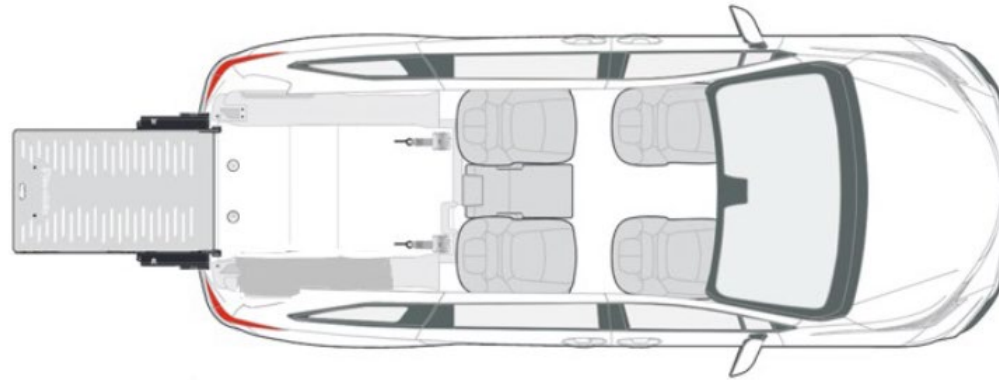
---

- **Aging taxi wheelchair accessible vehicle (WAV) fleet**
- **High maintenance downtime**
- **Better procurement opportunities**
  - **Faster timelines**
  - **Better competitive pricing**
  - **More vehicles in service**



# CUSTOMER IMPACT

- **Simpler loading**
- **Wider entry into vehicle**
- **Less dependency on side clearance**





# OPERATIONAL IMPACT

- **Reviewed 96 of 200 locations with 200 more trips**
- **More locations to be reviewed**
- **Evaluating safety of the vehicle in use**
- **Reviewing more effective loading procedures**





## NEXT STEPS

---

- **Live-demo of rear loading WAV**
- **Gather peer agency feedback (best practices and lessons learned)**
- **Conclude analysis and present findings to Operations Leadership**



# Mobility Management Programs

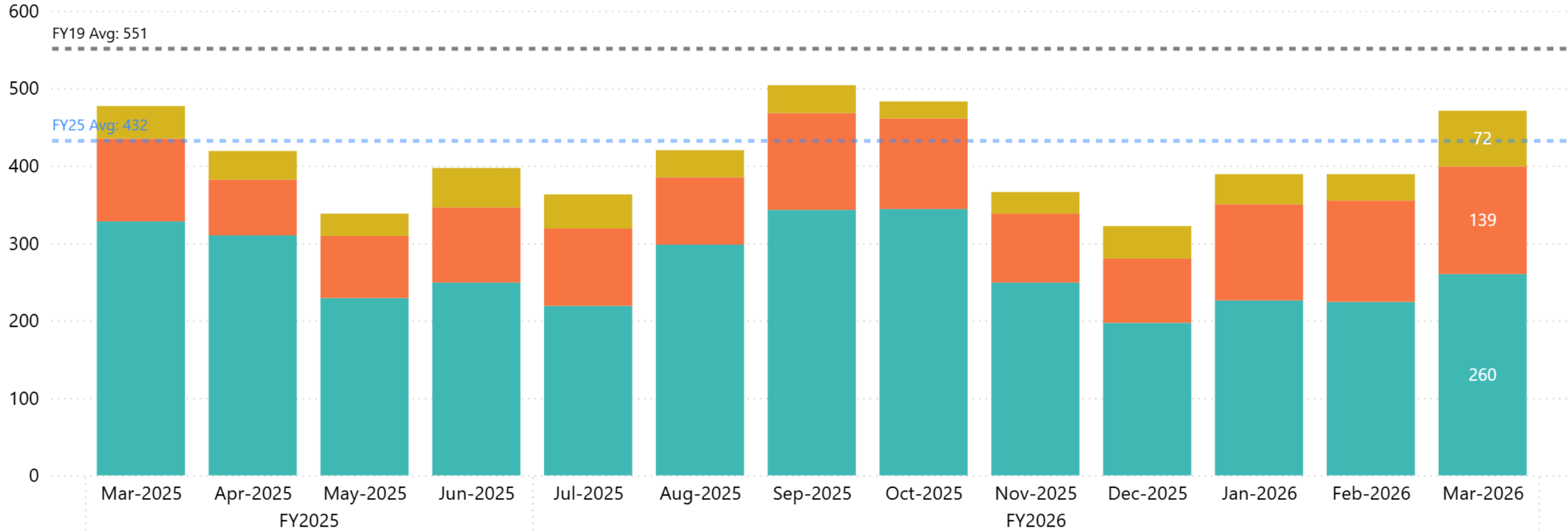
April 28, 2026



# OC ACCESS ELIGIBILITY

## OC ACCESS Certifications

● New Certifications ● Recertifications ● Auto-Renewals

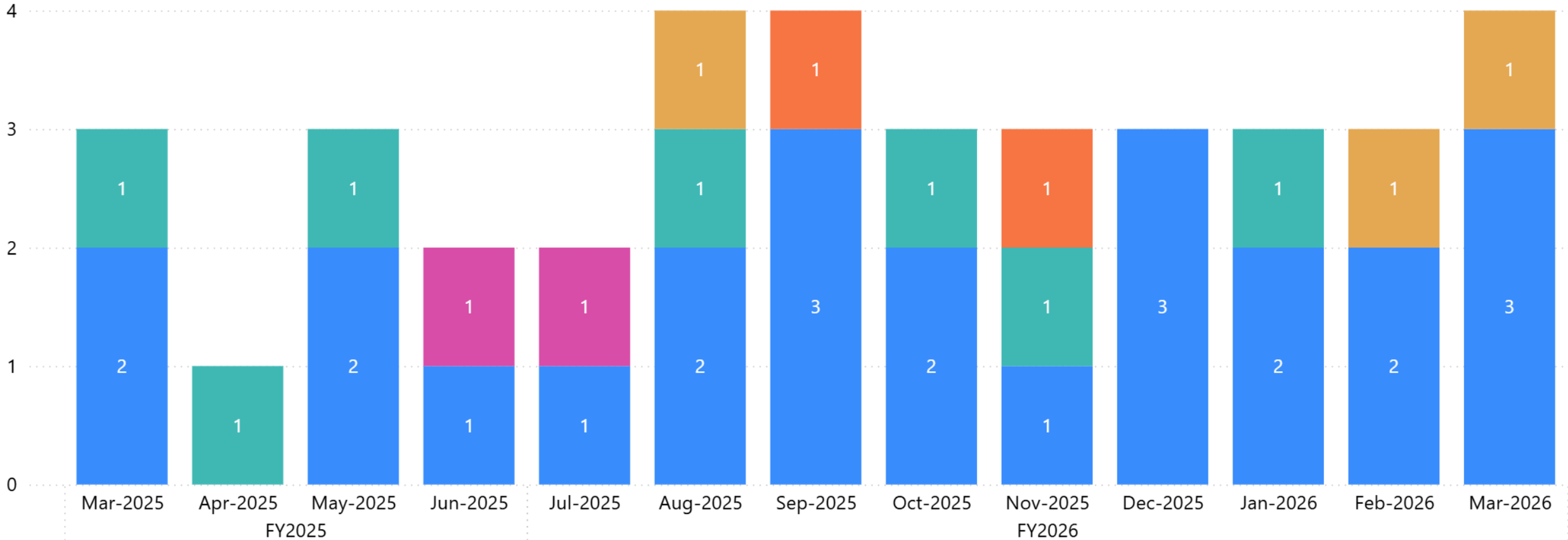




# TRANSIT TRAINING PROGRAM

## Language Workshop

● English ● Korean ● Mandarin ● Spanish ● Vietnamese





# Marking and Tethering Program

April 28, 2026



# WHAT IS MARKING AND TETHERING?

---

- A process of placing markers or tethers on mobility devices
- Helps drivers identify the four safest securement points
- Supports proper and consistent securement on every trip
- Helps operators secure devices safely and efficiently



# IMPORTANCE OF PROPER SECUREMENT

- ▶ Reduces risk of serious injury
- ▶ Prevents incidents and delays
- ▶ Improves comfort and stability
- ▶ Prevents device damage
- ▶ Builds rider confidence
- ▶ Promotes consistent practices
- ▶ Strengthens credibility



## WHERE IS IT OFFERED?

---

- Offered during the ADA eligibility certification process
- Planned expansion to all Orange County residents in the future



# BENEFITS

---

## For Riders

- ▶ Faster, safer boarding
- ▶ Greater independence
- ▶ No impact to ADA eligibility
- ▶ Voluntary and free

## For Service Quality

- ▶ Reduces boarding time
- ▶ Protects mobility devices from damage
- ▶ Consistent, standardized securement process



# MARKING

Marking applies durable yellow tape to clearly identify proper securement points on a mobility device.

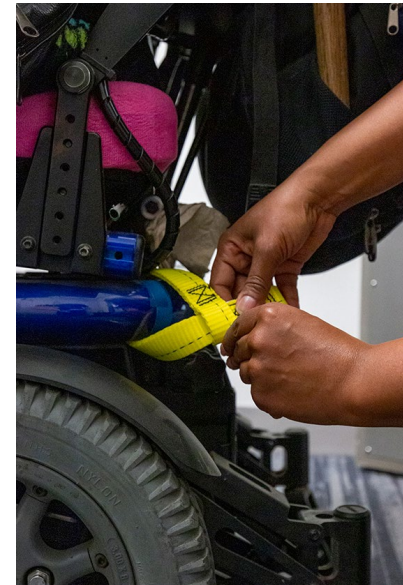




# TETHERING



Tethering is the process of attaching a secure strap or connector to a marked point on a mobility device for quick, proper securement on the vehicle.





# MARKING AND TETHERING

---

Questions?



# Enhanced Mobility for Seniors and Individuals with Disabilities (EMSD)

2026 Call for Projects Program Development





## Background

---

- The EMSD Grant Program offers grant opportunities to:
  - Non-profit organizations and local public agencies.
- The Program helps OCTA meet transportation needs for seniors and individuals with disabilities.
  - Augments OC Access and the Senior Mobility Program.
- OCTA is responsible for conducting a Call for Projects and allocating funds.
  - Local funds are utilized to provide streamlined project implementation.



# Program Schedule

Milestone	Date
Guidelines Workshop	May 6, 2026
Call Release	June 22, 2026
Application Office Hours	July 2026
Application Due Date	August 28, 2026, by 4 PM
Recommendations/Awards	December/January 2027
Awarded Applicants Office Hours	January 2027



# Guideline Updates

Guideline Section	Update
General Updates	Clearer language, 2024 Coordinated Plan goals, Roles and Responsibilities, Pre-Award Authority
Evaluation Criteria	One set of criteria
Implementation Staff	Updated with new contacts



# Program Updates

Program Component	Update
Call length*	Three-year cycle, Up to 36-month grant period
Application	One application template
Drug and Alcohol Reporting	Streamlined

\* Contingent upon the outcome of the federal reauthorization bill and the availability of future FTA 5310 apportionments



## 2026 Call Overview

---

- Available Funding: \$5.85 million\*
  - Capital: \$3.22 million (minimum) or 55% minimum of awarded funds
  - Operating: \$2.63 million (maximum) or 45% maximum of awarded funds
  - Funds available for fiscal years: 2026-27, 27-28, and 28-29
- Total Maximum Request per Applicant: \$750,000 (not including match)

\* Subject to change based the outcome of the federal reauthorization bill and the availability of future FTA 5310 apportionments



# Projects Types

Typically, eligible projects\* include:

## Capital

- Vehicle acquisitions
  - Purchased / leased / New or used\*\*
- Equipment acquisitions
  - Service-related equipment
- Small capital purchases
  - Computer hardware/software

## Operating

- Operating assistance
  - Labor (staff), materials (fuel, office supplies), continuation of services, contracted services, first/last-mile trips, ongoing maintenance
- Mobility management
  - Coordinating transportation services, call centers, communication/dispatching systems, driver/travel training, client travel training and mobility education

\* Subject to change

\*\*Must meet certain criteria



# Call Request Limitations

Application / Project Type	Minimum Grant Request	Maximum Grant Request	Minimum Match Requirement*
Vehicle, Equipment	\$100,000	\$750,000	10%
Small Capital	\$10,000	\$100,000	10%
Operating Assistance	\$100,000	\$600,000	20%
Mobility Management	\$50,000	\$300,000	10%

\*Match calculated off gross project amount



# Contacts

---

## Program Manager

Vic Mireles  
Transportation Funding Analyst  
(714) 560-5025  
[vmireles@octa.net](mailto:vmireles@octa.net)

## Implementation

Arianna Maldonado  
STS – Operations Oversight Manager  
(714) 560-5381  
[amaldonado@octa.net](mailto:amaldonado@octa.net)

## Alternate

Brandon Lesser  
Associate Transportation Funding Analyst  
(714) 560-5018  
[blesser@octa.net](mailto:blesser@octa.net)

Jasmin Salvador  
Business Unit Analyst  
(714) 560-5381  
[jsalvador@octa.net](mailto:jsalvador@octa.net)



## May 6, 2026 Workshop Registration

- [www.octa.net/emsd](http://www.octa.net/emsd)
- Please RSVP (QR code) by May 05, 2025.
  - Email notice to be sent out via TAC, ATAC, and EMSD stakeholder email lists.





# Bimonthly Transit Performance Report

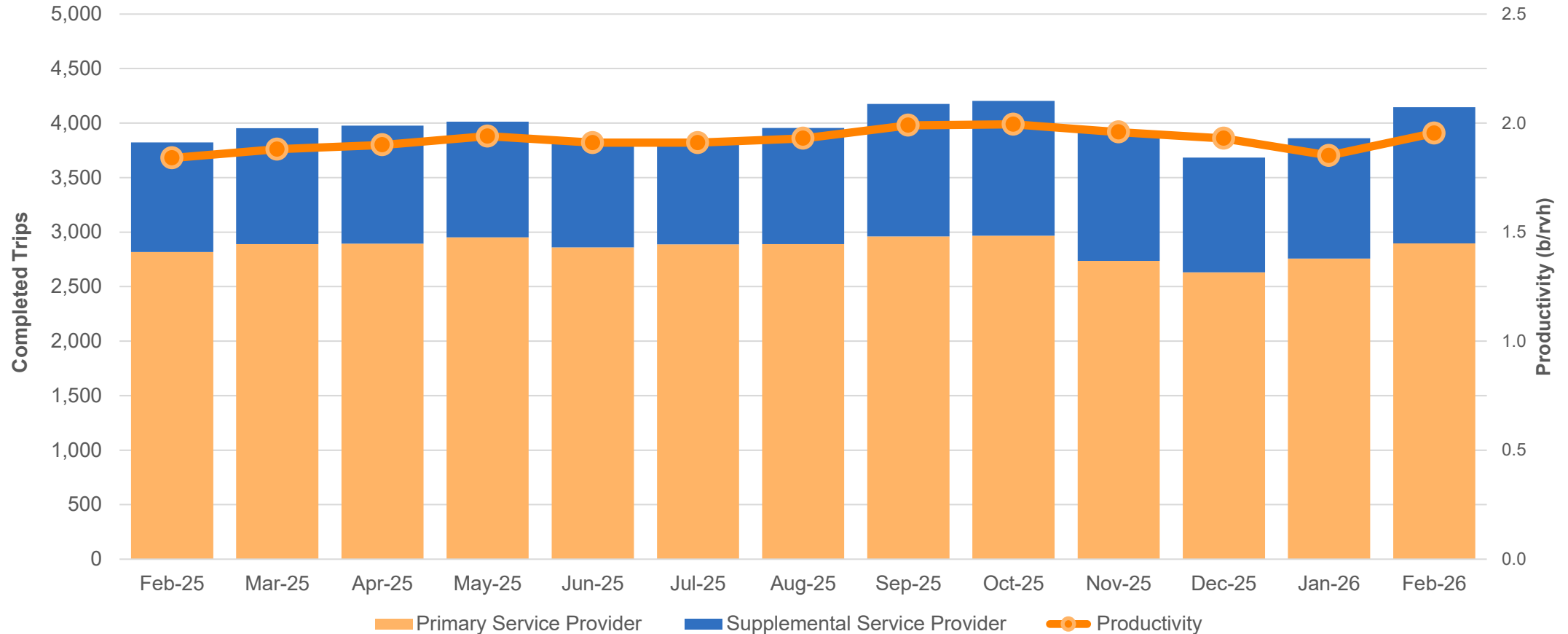
Accessible Transit Advisory Committee

April 28, 2026





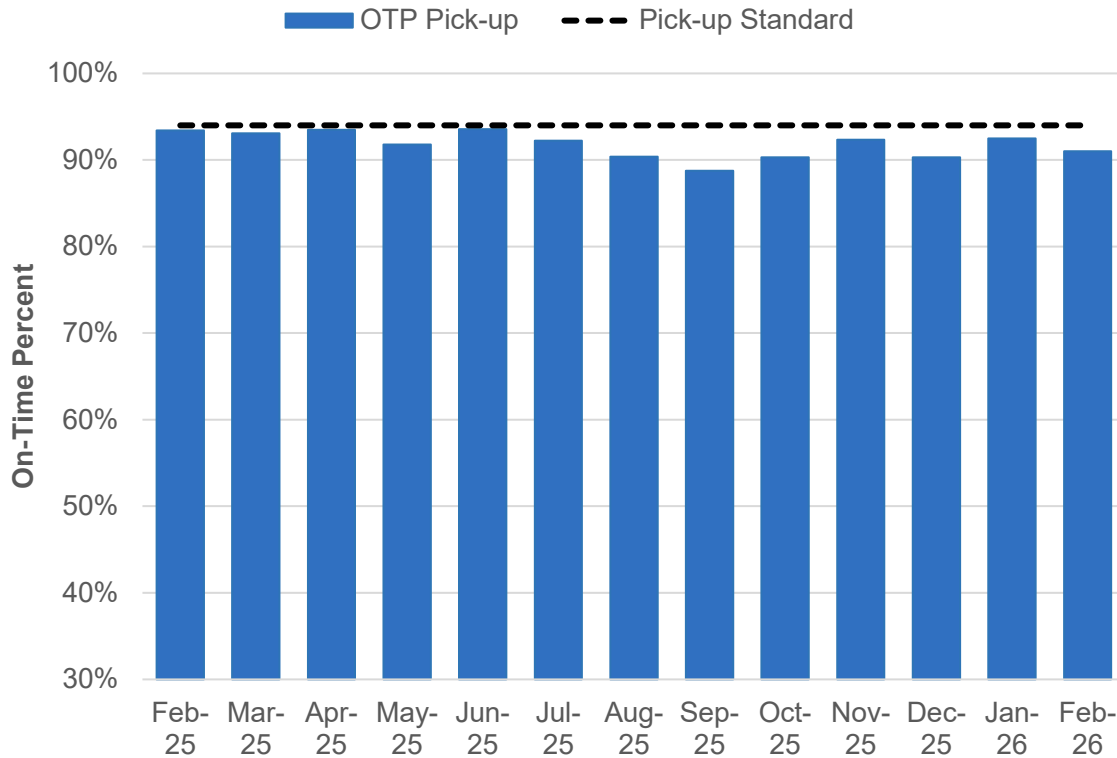
## Service Demand – Ridership Snapshot



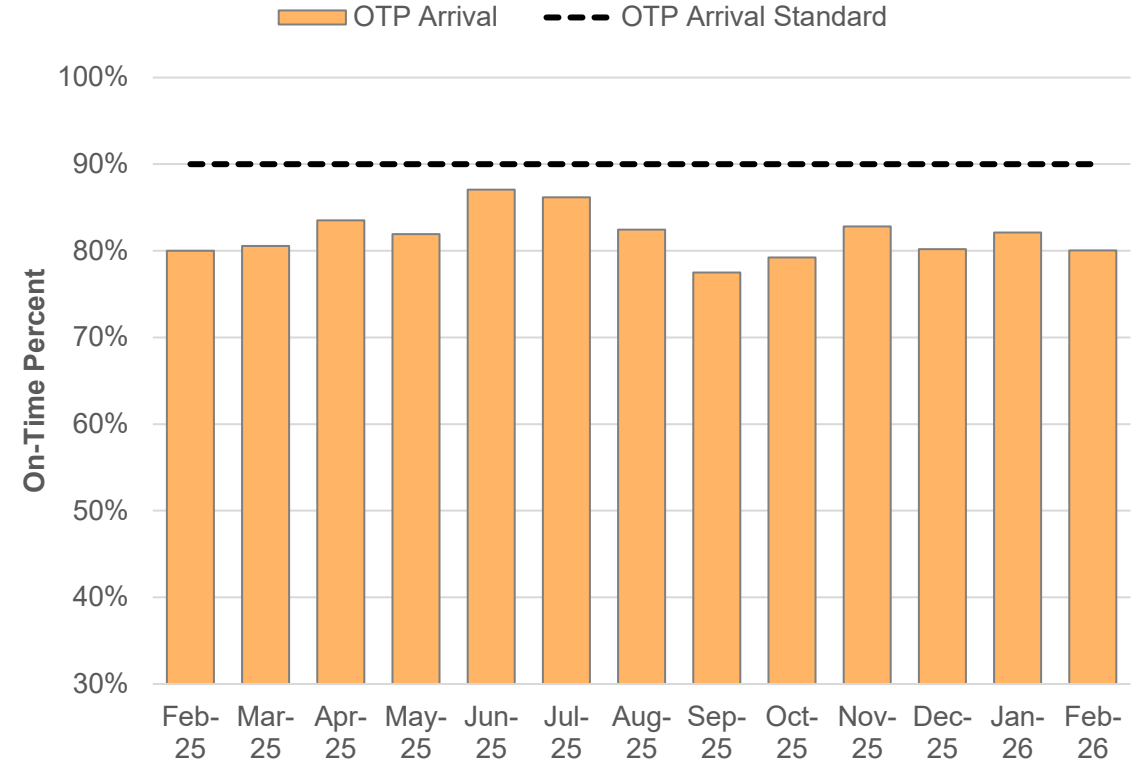
**Service Provider Demand:** OCTA has a primary service provider, First Transit, Inc., and supplemental providers which are contracted to meet demand on the network.



## Service Reliability – On-Time Performance



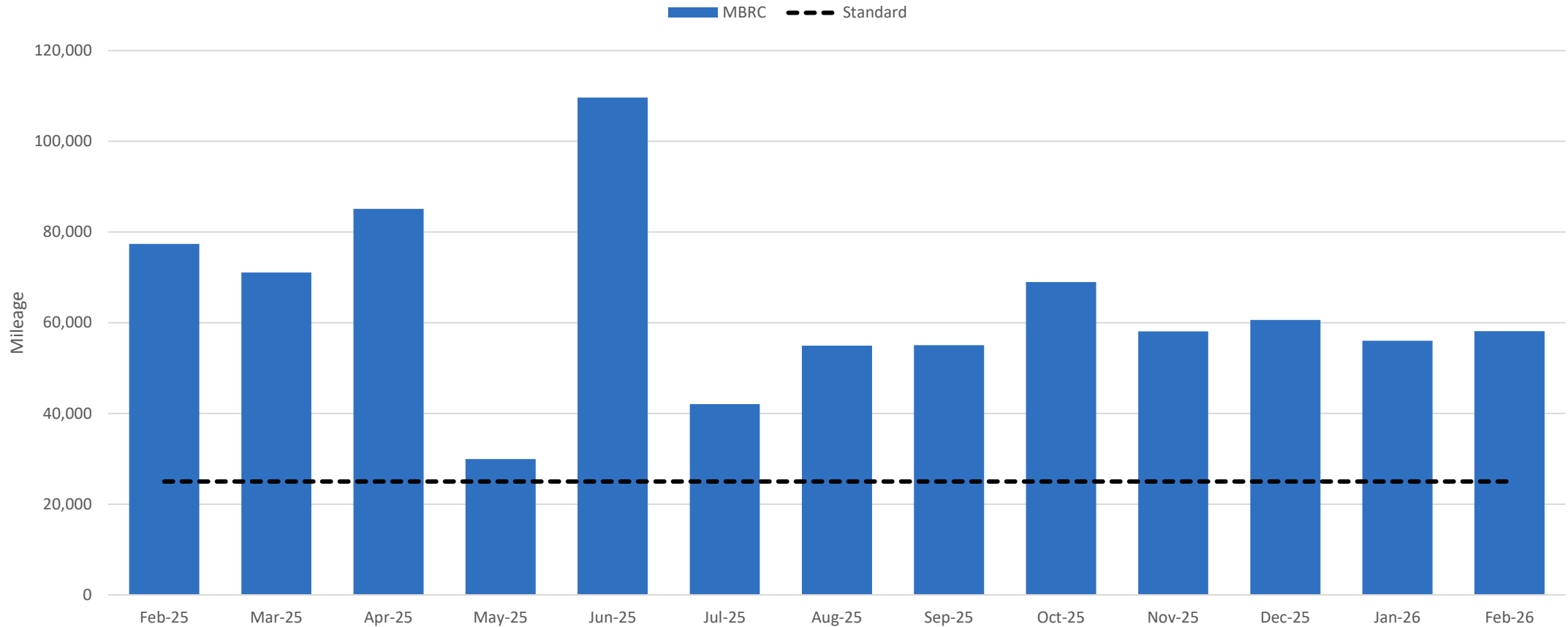
**Pick-up OTP:** The percentage of trips when the driver arrives within the 30-minute on-time window for scheduled pick-up trips.



**Arrival OTP:** The percentage of trips when the passenger arrived at their destination by or before the scheduled arrival time.



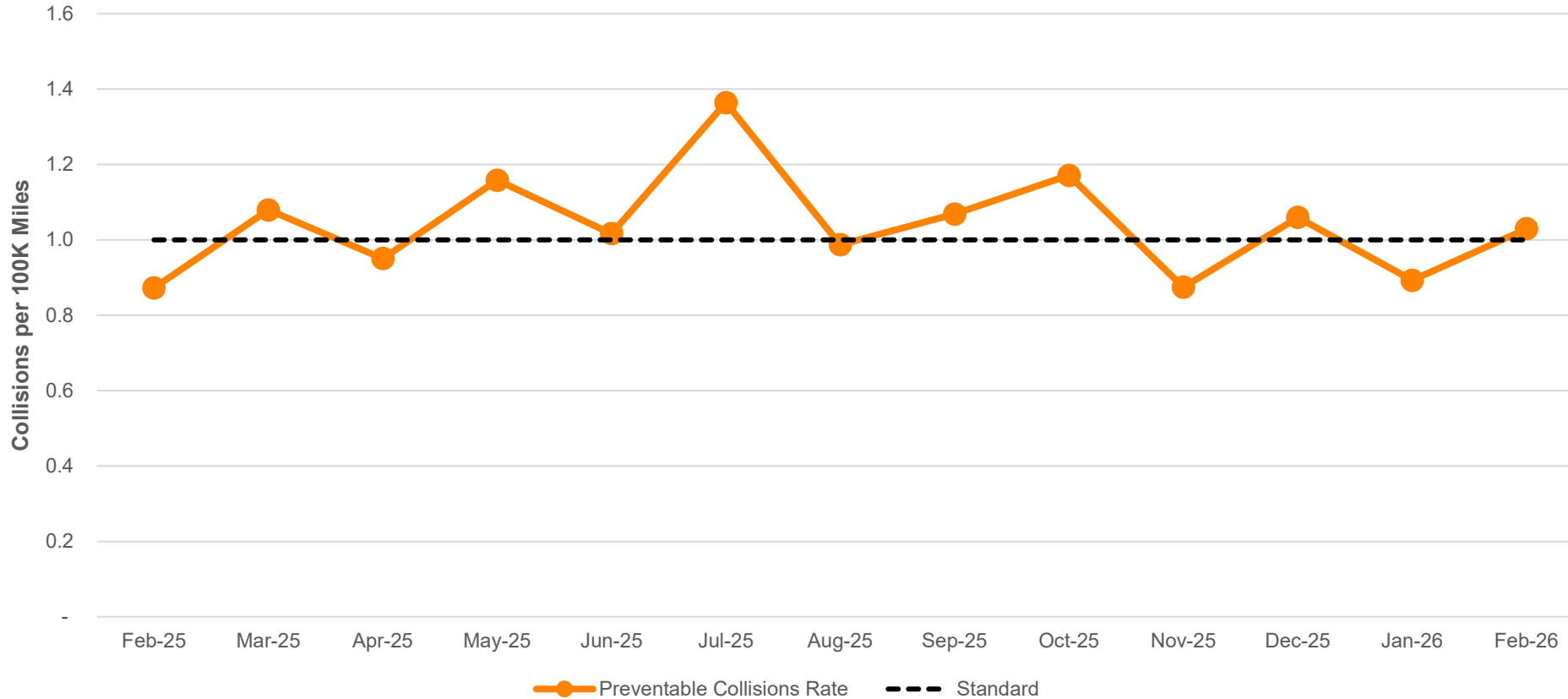
## Service Reliability – Miles Between Road Calls



**Miles Between Road Calls:** MBRC is calculated by dividing the total miles traveled by all OC ACCESS vehicles over the calendar month by the total number of road calls or disruptions due to mechanical failures in revenue service during the same period. The MBRC standard for OC ACCESS is 25,000 miles.



## Safety – Preventable Collisions

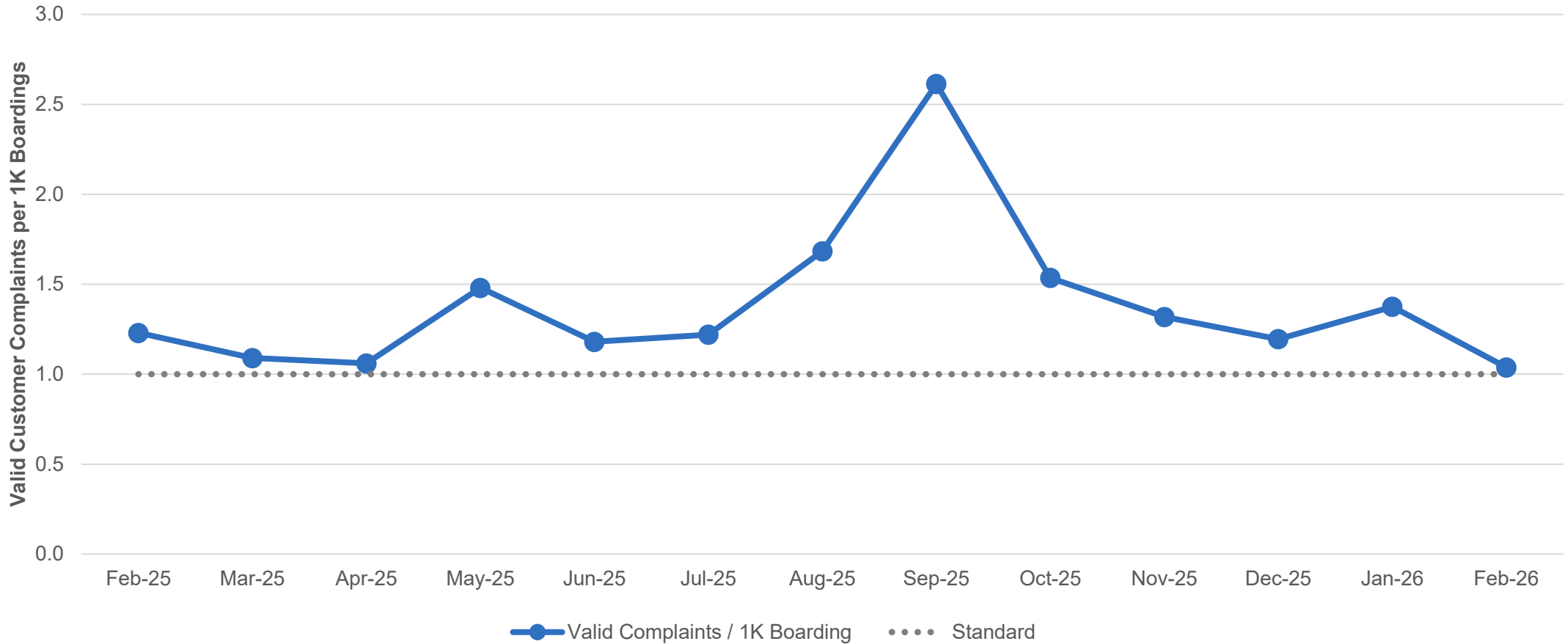


**Preventable Collisions:** A preventable collision is defined as an event where a driver providing revenue service could have been reasonably avoided by the driver. The performance standard is no more than one vehicle accident per 100,000 miles.

Data reported through February 14<sup>th</sup>, 2026



## Service Quality – Customer Satisfaction



**Customer Satisfaction:** The performance standard for customer satisfaction is courtesy, measured by the number of valid complaints received. The contractual standard for OC ACCESS is no more than one valid complaint per 1,000 boardings.

Data reported through February 14<sup>th</sup>, 2026



# Mobility Management Programs

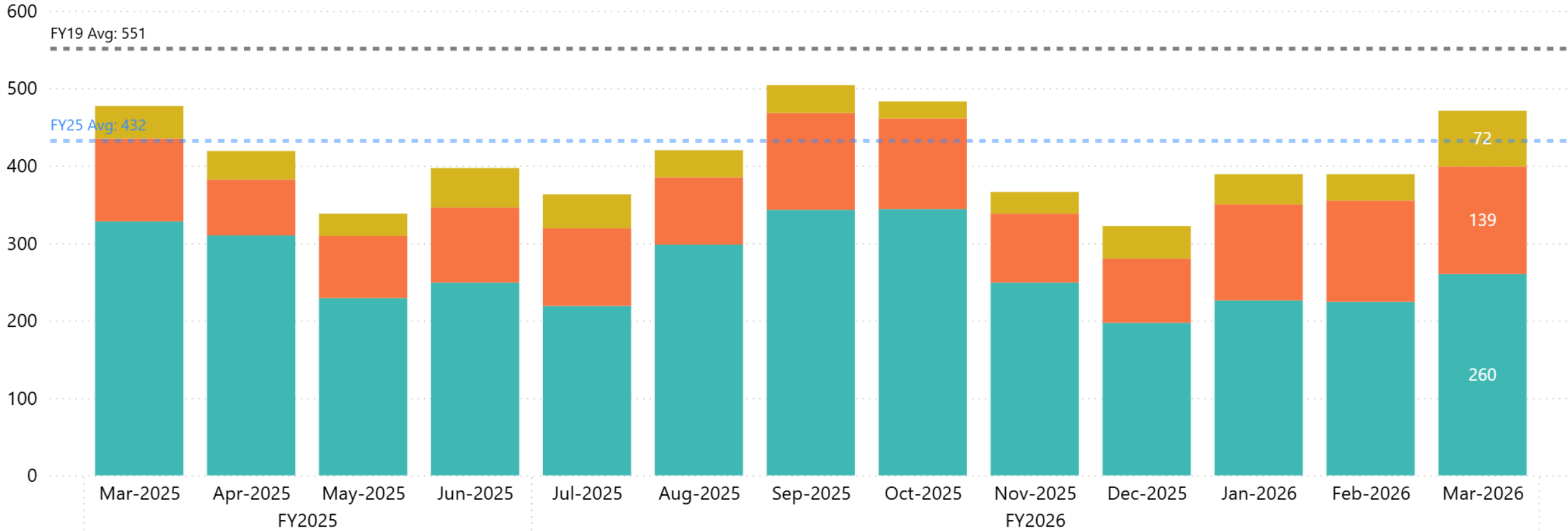
April 28, 2026



# OC ACCESS ELIGIBILITY

## OC ACCESS Certifications

● New Certifications ● Recertifications ● Auto-Renewals





# TRANSIT TRAINING PROGRAM

## Language Workshop

● English ● Korean ● Mandarin ● Spanish ● Vietnamese

