



Orange County Transportation Authority

Accessible Transit Advisory Committee Agenda

Tuesday, January 27, 2026 at 12:00 p.m.

550 South Main Street, Orange, California, Room 07

Call to Order

Chair's Remarks

Pledge of Allegiance

Vice Chair Doran

Special Calendar

1. ACCESS Driver Exceptional Service Awards

Action Items

2. Approval of Minutes

Allison Imler

Recommendation(s)

Approve the minutes of the October 28, 2025, meeting of the Accessible Transit Advisory Committee.

Attachments:

[Minutes](#)

Discussion Items

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

Victor Mireles

4. Paratransit Software Implementation

Denise Capistran Donovan/Mengkong Aun

Update Reports

5. OC ACCESS Eligibility and Transit Support Services Contract

Denise Capistran Donovan

6. OC Bus February Service Change

Kevin Khouri

7. OC ACCESS Operations

Garrett Rodriguez

8. Mobility Management Programs

ACCESSIBLE TRANSIT ADVISORY COMMITTEE MEETING AGENDA

Denise Capistran Donovan

9. Marketing and Customer Engagement

Ryan Maloney

10. Staff Liaison Report

Allison Imler

11. Public Comments

12. Committee Member Comments

13. Adjournment

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

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 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 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 three 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 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.



Accessible Transit Advisory Committee
October 28, 2025
12:00 p.m. to 2:00 p.m.
Orange County Transportation Authority
550 S. Main Street, Orange, CA

Committee Members Present

Alejandra Rodriguez, Santa Ana Resident
Arturo Cazares, Regional Center of OC
BreeAnna Adner, Dayle McIntosh Center
Claudia Harris, County of Orange Office on Aging
Gracie Doran, Disability Rights Advocate
Isaac López, Special Needs Advocate
Ken Montgomery, Irvine Resident

Kristen Maahs, Alzheimer's of Orange County
Lauren Becker, Braille Institute
Nelly Gomez, Dayle McIntosh Center
Russel Toler, Costa Mesa Alliance for Better Streets
Sandra Stang, Housing & Transportation Committee
Sue Lau, Polio Survivors Plus AARP
Susana Cruz-Rios, Santa Ana Resident

Committee Members Absent

Arnel Dino, Fullerton Resident
Brandi Kelly Contreras, City of Huntington Bch.
Cesar Hernandez, Transportation Solutions
Jill Berrner, Brea Resident
John Ulrich, Laguna Niguel Chamber of Commerce

Maria Arellano, Stanton Resident
Michael Seyler, Mission Viejo Resident
Paul K. Miller, Cal State Fullerton
Raymond Bueche, Saddleback Valley USD
Richard King, Braille Institute

1. Call to Order/Welcome

Isaac López called the meeting to order.

• *Pledge of Allegiance*

Isaac López led the Pledge of Allegiance.

• *Approval of Minutes and Attendance Report*

Sandra Stang made a motion to approve July 22, 2025, minutes and Ken Montgomery seconded the motion.

2. OC ACCESS Eligibility and Transit Support Services Contract

Denise Capistran, Specialized Transit Services, presented the item.

Committee Member Comments:

There were no comments.

3. OC Streetcar

Tresa Oliveri, Public Outreach, presented the item. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member asked how they were going to address the flooding issues that occur in the area of Raitt Street. Tresa Oliveri responded they had not noticed flooding in that area since construction began and there have been some drainage improvements during construction.

A committee member asked what was going to happen to the homeless and the trash left behind in the area. Tresa Oliveri responded they are aware of the trash left at that section where it crosses the Pacific Right-of-Way and 5th Street and city services are called to pick it up. It is a City of Santa Ana issue. Enforcement of moving people off of the Right-of-Way is under the purview of the contractor and will return to OCTA in partnership with the City of Santa Ana for future enforcement.

A committee member asked what is the anticipated timeline for Go-Live. Tresa Oliveri responded they expect to welcome passengers this summer.

A committee member commented the streetcars are not fully autonomous. Tresa Oliveri responded there is a driver.

A committee member commented that in the last meeting they had asked about a VIP tour and asked if that was still possible. Tresa Oliveri responded they are still in discussion about the request.

A committee member asked if adaptative bikes could be brought onboard. Tresa Oliveri responded there are bike racks, or it could be kept with you. She would get back to them concerning adaptative bikes.

A committee member asked if they could pay onboard with cash or have to do that at the ticket machine. Tresa Oliveri responded they have to purchase the ticket at the vending machine and validate it.

A committee member asked if individuals with various mobility devices have been able to get on and test, and is that part of the plan. Tresa Oliveri responded that they are meeting all of the ADA (Americans with Disabilities) requirements.

A committee member asked what is the fee and will there be the same OCTA discounts. Tresa Oliveri responded the fares will be what they are for the bus.

4. OC ACCESS Service Area Map

Jack Garate, Specialized Transit Services and Mengkong Aun, Specialized Transit Services, presented the item. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member asked how quickly is the map updated. Jack Garate responded the map is updated at the same time the new bus service change occurs.

A committee member asked what are the markers on the map. Jack Garate responded they are designated stops at certain locations to assist riders in identifying the stop. Discussion ensued about map usage, and eligibility.

5. Updates

- *Paratransit Software Implementation* – Jack Garate, Specialized Transit Services, presented the update.

Committee Member Comments:

There were no comments.

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

Committee Member Comments:

A committee member asked if Route 129 stops at Beach Blvd. Kevin Khouri responded yes.

A committee member asked if a city puts in a local circulator does that affect transit planning. Kevin Khouri responded they do coordinate with the cities.

A committee member asked If OCTA could contact the City of Brea to have the benches at the Brea Mall where ACCESS stops be removed or changed as the loading and offloading of mobility devices at the location is hindered by the benches. Kevin Khouri asked if moving the benches back would help. The member responded no, removing one maybe so that the mobility device has room to turn. Kevin Khouri responded he would work with the OCTA Stops and Zones department and analyze the issue.

A committee member asked if the same could be done for Stop 1204. Kevin Khouri responded yes.

- *OC ACCESS Operations* – Jack Garate introduced Garrett Rodriguez, Specialized Transit Services, who presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

There were no comments.

- *Same Day Taxi Program Update* – Jack Garate, Specialized Transit Services, presented the update.

Committee Member Comments:

There were no comments.

- *Mobility Management Programs Update* – Denise Capistran, Specialized Transit Services, presented the update. <The full presentation is available on OCTA.net.>

Committee Member Comments:

A committee member asked if the data was available to the public. Allison Imler responded the presentations are posted online.

A committee member asked how many OC ACCESS riders are eligible, is it twenty-six thousand. Denise Capistran responded she could get that information.

- *Marketing & Customer Engagement Update* – Ryan Maloney, Marketing and Customer Engagement, presented the update.

Committee Member Comments:

A committee member asked if you load your WAVE card with a credit card and it debits you as you board. Ryan Maloney responded yes.

A committee member asked how it was going to work for non-profit organizations to get the WAVE card for their participants. Ryan Maloney responded there will be more information coming out. There would be an established agreement with OCTA and access to a portal would allow you to manage and order WAVE cards.

A committee member asked if there would be interest in attending more Senior Health Fairs. Ryan Maloney responded yes, and please forward information to them.

A committee member asked if OCTA was doing any marketing to voters to assist them with the election. Ryan Maloney responded he did not know.

- *Committee Liaison Update* – Allison Imler, Public Outreach, presented the update.

Committee Member Comments:

There were no comments.

6. Committee Member Comments

Isaac López commented he would like the members to state their name and organization they represent before asking a question or commenting on an item.

7. Public Comments

There were no public comments.

8. Adjournment

Isaac López adjourned the meeting.

The next scheduled meeting date is January 27, 2026.