



## Special Needs Advisory Committee

May 22, 2012

1:00 – 3:00 p.m.

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

Conference Room 103/104

### Agenda

1. **Call to Order/Welcome**
  - Pledge of Allegiance
  - Approval of Minutes
  - Chair's ReportMallory Vega, *Chair*,  
Charles Mitchell, *Vice Chair/Service Officer*  
Mallory Vega, *Chair*  
Mallory Vega, *Chair*
2. **ACCESS Driver "Exceptional Service Awards"** Mallory Vega, *Chair*
3. **Election of Chair/Vice Chair** Mallory Vega, *Chair*
4. **M2020 Plan** Alice Rogan, *Strategic Communications*
5. **Bus Transit Marketing Program** Stella Lin, *Marketing*
6. **Bike Collaborative & Bike Month Campaign** Weston Parsel, *Marketing*  
Carolyn Mamaradlo, *Strategic Planning*
7. **June 2012 Service Change** Scott Holmes & Audrey Saller, *Service Planning*
8. **Measure M2 Project U Update** Dana Wiemiller, *Community Transportation Services*
9. **Update Reports**
  - Eligibility Update
  - Office on Aging
  - Title VI UpdateGracie Davis, *ACCESS Eligibility*  
Sylvia Mann, *Office on Aging*  
Dixie Cochran, *Human Resources*
10. **Committee Member Comments**
11. **Public Comments**
12. **Adjournment**

**Next scheduled meeting date**

**August 28, 2012**

Any person with a disability who requires a modification or accommodation in order to participate in this meeting should contact 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.

**Agenda Descriptions/Public Comments on Agenda Items:** 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. Members from the public wishing to address the Committee will be recognized by the Chairman at the time the Agenda item is to be considered. A speaker's comments shall be limited to three (3) minutes.



**Special Needs Advisory Committee  
Meeting Minutes  
February 28, 2012  
1:00 p.m. to 3:00 p.m.  
Orange County Transportation Authority  
600 S. Main Street, Orange, CA  
Conference Room 103/104**

**Committee Members Present**

Michael Castillo, *Dayle McIntosh Center*  
Vicki Connely, *St. Anselm's*

Patricia Estrella *City of Tustin*

Pethuru Lourthu, *Westview Services, Inc*  
Sylvia Mann, *Office on Aging*  
Henry Michaels, *California Elwyn*

Paul Miller, *California State Fullerton*

Charles Mitchell, *American Legion*

Jane Neglia, *Dayle McIntosh Center*  
Gloria Reyes, *ABRAZAR, Inc.*

Ronald Salda, *Hall Family Homes, LLC*  
Ellen Schenk, *State of California Department of Rehab*  
Denise Simpson, *N.O.C. Community College District*

Bob Tiezzi, *Intake Coordinator, OCARC*

Mallory Vega, *Acacia Adult Day Services*

**Committee Members Absent**

Diana Burkhardt, *Braille Institute*

Alice Grant, *Community Organizations of Anaheim*  
Fran Gustin, *Law Office of Fay Blix*  
Penny Hinds, *Circle of Friends*  
Madeline Rae Jensen, *Office on Aging, Santa Ana*  
Sue Lau, *Polio Survivors Plus (AARP)*

Elizabeth Lee, *Alzheimer's Family Services*

Kathryn McCullough, *Lake Forest City Council*

Judi Murray, *Program Director, Fairview Development Center*

Gary Osterbach, *Fountain Valley Advisory Committee*

Sue Ray, *City of Anaheim Council Services*  
Sandra Stang, *Housing & Transportation Committee*  
Bill Turner, *Demiurgic Living Solutions*  
Cencio Ulit, *C&R Guest Homes*  
Denise Welch, *South County Seniors' Services*

Janis White, *RCOC*

Minaya Wright, *Integrity House*

**1. Call to Order/Welcome**

Chair Mallory Vega called the meeting to order at 1:03 p.m. and welcomed everyone.

**Pledge of Allegiance**

Vice Chair Charles Mitchell led the pledge of allegiance.

### Approval of Minutes

Chair Mallory Vega asked if there were any additions or corrections to the November 29, 2011 Special Needs in Advisory Committee (SNAC) Meeting minutes. A motion was made and seconded to approve the November 29, 2011 meeting minutes as presented.

### Chair's Report

Chair Mallory Vega announced items on the agenda will be moved around. Third item, "Election of Chair/Vice Chair," will be moved further down in order to get to fourth item, ACCESS Driver "Exceptional Awards," sooner in the agenda.

## **2. Transit System Study Pilot Program Update**

Kurt Brotcke, Strategic Planning Executive Director, introduced new OCTA staff member, Gary Hewitt, and announced Gary will be leading the Transit Service Planning group within the Planning Division.

Kurt discussed the Transit System Study (TSS) pilot program update reminded everyone that back in December, OCTA wrapped up technical work on this study and is now in the process of implementing plans for new services that were proposed in that study. Plans will identify cost of service, revenues associated with them, and the service plan that goes along with it. Some of the new services to be tested include an express bus service on state route 22, a South Orange County to South Coast Metro express bus service that will operate on state route 73, and a rapid bus type service in a high demand corridor in OC, most likely to be Harbor blvd. However, Kurt said that corridor is still being evaluated. These services will be a low cost capital implementation in the testing stages of development.

Kurt also introduced the "station van concept," which would be a vanpool from a Metrolink station to an employment center. The idea is that when workers get off the train, they would take their own vanpool to their own employment center. OCTA expects work for these services to be done in the June timeframe.

Lastly, Kurt expressed these plans are being developed to increase Fairbox recovery, which is a key goal in terms of fiscal sustainability. Kurt is looking into externally funding these services with Federal Congestion Mitigation Air Quality funds for a period of three years.

Chair Mallory Vega opened the floor for questions.

Bob Tiezzi asked if the express route on Harbor would mean fewer stops.

Kurt Brotcke, Strategic Planning Executive Director, answered that the effort would be to speed up service in order to improve travel time.

Vice Chair Charles Mitchell asked if one end of the drop would be at the Fullerton Transportation Terminal.

Kurt Brotcke, Strategic Planning Executive Director, replied OCTA is looking into the Northern Terminal at the Fullerton Transportation Terminal in addition to looking into other alternatives.

Henry Michaels inquired about how to find out what the vanpool service destinations will be and whether a destination service can be requested.

Kurt Brotcke, Strategic Planning Executive Director, answered that vanpools will be user operated and will be driven by one of the vanpool users. These vanpools are intended to connect from Metrolink station to employment centers that are difficult to reach from those stations. Web based tools will be available to provide information on the destinations chosen.

#### Self Introductions

Committee members, OCTA staff and guests introduced themselves.

### **3. ACCESS Driver “Exceptional Service Awards”**

Chair Mallory Vega presented ACCESS Driver Exception Service Award to ACCESS driver: Mr. Jesus Reyes, Mr. Roger Moss, Mr. **Gevorg Peloya?**, and Mr. Craig Rob.

### **4. 2011 Bus & ACCESS Customer Satisfaction Survey**

Ellen Burton, Executive Director of External Affairs, provided information about the Bus customer satisfaction survey. She discussed having to cut services by 20% on the big bus as well as cut back on marketing due to the “great recession.” The purpose of the survey was to see how those cuts affected customers as well as how they were relating to more digital communication strategies.

Ellen stated some goals to get out of the survey such as find out who customers are, what the demographics are, when and where customers are riding, trip purpose, and lastly to see how they like our communications materials and what their preferences are for receiving information. Ellen informed us that of 10,000 surveys that were issued, there was a 20% response rate, making this statistically significant. The survey was conducted in English, Spanish and Vietnamese.

Now, Ellen discussed some of the findings from the survey. She said customers are slightly more female than male. The majority of riders are between 25-54 years of age with one in five being over 55 and less than 24% under 24 years of age. There are now more unemployed and non-full time people than in 2007. Of employed riders, one in three are full-time workers and half are part-time workers, making for about 50% employment rate. That number is down when compared to 64% in 2007. In 2007, unemployment rate was 5% as compared to now being 13%. Of those employed, 30% of both work and go to school. The reason they ride is because we have a very transit reliant population. 42% of riders can't afford a car, 23% don't drive, 4% have a malfunctioning car, and 9% want to save money.

In the survey, 80% of customers said they were satisfied, 40% were somewhat satisfied, and 40% were very satisfied. These numbers are down from 2005 (90%) and 2007 (82%).

Paul Miller asked about having a law enforcement report with facts about crime at bus stops and security being a legitimate concern.

Ellen Burton, Executive Director of External Affairs, replied that she receives incident data regularly and has not noticed any issues. Safety is important but I am not aware of any trends.

Vice Chair Charles Mitchell asked about the speed of loading and the potential of a token operated machine.

Ellen Burton, Executive Director of External Affairs, responded that there are issues handling cash and /or coins. We recently had a workshop on new technologies such as credit cards with proximity readers and cell phone technology with stored values. OCTA is moving away from cash and more towards electronic payment systems.

A committee member inquired about where the number was for the “text-4-next” service.

Ellen Burton, Executive Director of External Affairs, responded the number was displayed at every bus stop.

A committee member asked about customer satisfaction data with individual routes.

Ellen Burton, Executive Director of External Affairs, informed the committee member that the information is available on the OCTA website. Crosstabs of the data collected is available in the report on our website.

Paul Miller asked about the response to the lights that are at the bus stops.

Scott Holmes, OCTA Service Planning, answered by saying lights have been well received and that there are plans to install more lights.

Jessica Deakyne from Community Transportation Services presented the ACCESS Customer Satisfaction survey results. OCTA sent out 13,000 surveys and had a 20% response rate. The survey asked about different aspects of OCTA’s service. Respondent demographics were 69% female with median age of 74. 49% percent are long–time users of service. 88% customers report being somewhat or very satisfied, up from 85% in 2008. 94% of respondents said service was same or better than 12 months ago. Aside from health and doctor appointments, trips to school and work were most frequent. Cleanliness, interior and exterior, safety, and bus driver courtesy were rated with high satisfaction.

In summary, 88% of riders are very or somewhat satisfied. Next steps are to take results to executive directors and the Board of Directors.

A committee member asked about whether the number of eligibility ACCESS customers had gone up or down.

Jessica Deakyne, Community Transportation Services, answered saying the number had gone up.

Pethuru Lourthu inquired about how to reach challenged users and whether they are being represented in the results of this survey.

Jessica Deakyne, Community Transportation Services, replied that customers had the option of having their care taker or anyone fill out the survey on their behalf.

Paul Miller asked if there was a service fee for online service purchases.

Ellen Burton, Executive Director External Affairs, responded that there is no service fee.

**5. Orange Country Grade Crossing Safety Enhancement and Quiet Zone Program**

Sarah Swensson, Public Communications, spoke about upgrading the safety improvements at 52 railroad crossings in 8 cities throughout the county. Currently there are over 72 trains traveling through our rail corridor every day with that number expected to rise in the future years. The agency and voters saw need to improve safety and voted for it as part of Project R. This \$ 85 million program enhanced safety at grade crossings throughout Orange County. In addition we had a comprehensive outreach program that spoke to schools and community organizations to educate them about rail safety. 88% of the program was funded by Measure M2.

A committee member inquired if suicides were included in statistics of train-related deaths.

Sarah Swensson, Public Communications, responded that suicides were not included. Some are difficult to determine so they are kept separate.

A committee member inquired which grades were outreached to.

Sarah Swensson, Public Communications, answered that OCTA focused on schools within a 1 mile of the rail corridor. If the academic schedule does not permit time for a presentation a flier is developed to be sent home with the students.

A committee member asked how many languages the rail safety information was available in.

Sarah Swensson, Public Communications, replied the information is available Spanish, Chinese, Vietnamese, Korean and English. Our rail safety information is available for everyone.

**6. Election of Chair/Vice Chair**

Chair Mallory Vega opened up nominations for Chair /Vice Chair.

Vice Chair Charles Mitchell inquired if there was a quorum.

Chair Mallory Vega stated a quorum was not reached and the election will happen at the May meeting. She additionally asked if committee members interested in either position email Adam Raley.

Alice Rogan, Strategic Communications Manager, mentioned she would follow-up with legal counsel regarding the specific rules.

**7. February 2012 Service Change**

Audrey Saller, Scheduling Supervisor, updated the committee on the February 12, 2012 service changes. There were 25 service changes to bus lines. Adjustments were based on customer and coach operator feedback. The changes were made within resource levels and a comprehensive program was implemented to inform the public.

**8. Measure M2 Project U Update**

Dana Wiemiller, Community Transportation Services Manager, gave an update on Measure M2 Project U, serves seniors and persons with disabilities. There are 3 components to this program which include: senior mobility, county senior non-emergency program and fair stabilization. The revenue is coming in slightly higher than projected. We have distributed approximately \$1 million to Cities (25 participating) and \$1.3 to County for the Senior Mobility Program. The unallocated funding goes to fair stabilization. The change in eligibility for seniors from 65-60 years old increased the pool of riders by 42%. We have only seen a 9% increase in senior ridership to date.

Paul Miller inquired if M2 funded the retrofit of carpool lanes.

Alice Rogan, Strategic Communications Manager, responded only if it part of an existing project.

Vice Chair Charles Mitchell asked about an update on an article that was recently in the Orange County Register.

Alice Rogan, Strategic Communications Manager, replied that Lance Larson, Executive Director Government Relations, would address the article shortly.

**9. Update Reports**

Eligibility Update

Gracie Davis, ACCESS Section Supervisor, provided an update on ACCESS eligibility. She mentioned OCTA upgraded ACCESS eligibility certification center. There is a forty-two foot bus in the evaluation center. The grand opening is March 8<sup>th</sup> at 11 am and everyone is invited to attend. It brings the outdoor environment inside ensuring a safety and uniform evaluations.

She also informed the Committee to inform clients to update personal information to include: address, phone number and whether their condition has changed. This will ensure the right type of bus arrives at the right location.

### Office on Aging

Sylvia Mann, Orange County Office on Aging, stated that the senior non-emergency program is going well. The Measure M2 has helped with the reduction in tobacco settlement revenue. We may have another small reduction in next year's funding. The County does a satisfaction survey for senior non-emergency transportation and will take place in the next few weeks. There typically has been a 98% satisfaction rate.

### Government Relations Update

Lance Larson, Executive Director Government Relations, updated the committee on federal legislation. A few weeks ago we went to DC to lobby for a transportation bill with OCTA Chair Paul Glaab. We were pleased that the House bill included our Breaking Down Barriers provisions. There have been indications that the Speaker would like to move forward. Hopefully there will be some resolution before the current reauthorization bill expires March 31<sup>st</sup>.

In regards to the Register article when OCTA lobbies for or against a bill we show the potential impacts if the bill were implemented. The impact mentioned in the article is possible if the bill is implemented in its current form.

Rick Bacigalupo, Federal Relations Manager, discussed the finance provision of the House bill. The House tried to make a longer bill and had no way to pay for it. They are unable to raise the gas and because the balances on the Trust Fund have been spent down. Currently there is no way to sustain the Trust Fund beyond mid-2013. We are 2 years overdue for a reauthorization bill. This bill will allow OCTA to have long term planning for our projects. The bills are changing daily.

Lance Larson, Executive Director Government Relations, added that our CEO Will Kempton along with Mobility 21, advocacy organization for public and private transportation agencies, is in DC now to discuss the House / Senate provisions.

Senate year has 2-year bill and the House has a 5-year bill

Eric, Veolia, asked if the 2-year bill is a wave of the future.

Rick Bacigalupo, Federal Relations Manager, responded that he hopes not because we have been able to rely for twenty-five years on the Trust Fund and long term nature of the bills. This allows us to plan on a financial horizon.

Dana Wiemiller, Community Transportation Services Manager, inquired about fixed-guideway funding status. CTS uses some of the revenue to fund express bus service.

Rick Bacigalupo, Federal Relations Manager, replied that the House bill states that since we have HOV lanes we will get funds if we use them exclusively for transit. There are many organizations around the country that will lose funds. This could possibly be resolved in conference. On the other hand, we do benefit from bus discretionary money is given in the House bill only for bus factors of the formula only.



Dana Wiemiller, Community Transportation Services Manager, further inquired regarding Section 5310 which is a capital program administered by Caltrans. There are talks about collapsing that with JARC and New Freedom money. What does this mean in terms of jurisdiction?

Rick Bacigalupo, Federal Relations Manager, replied that there are over 100 programs within the current law. Both houses are trying to consolidate the programs as a result of color of money issues. The flexibility is beneficial and allows the money to get out faster.

#### Title VI Update

Adam Raley, Strategic Communications, gave an update on Title VI – federal regulation prohibiting against discrimination against race or national origin. In order for OCTA to be eligible for federal grant funding and in compliance with the law we are required to submit a Title IV planned document on a triennial basis to the FTA. Someone from Human Resources will be at the next meeting to discuss the details and any potential questions.

Alice Rogan, Strategic Communications Manager, added further that the Board held a M2020 workshop yesterday to discuss how OCTA is able to accelerate M2 freeway projects. The workshop reassessed the Early Action Plan which was established in 2006. We are able to deliver the M2 program. There was concern due to forecasted revenues but we do have options in place. We are proposing a roundtable with the Citizens Advisory Committee and this committee in late March or early April.

#### **10. Committee member Comments**

There were no committee member comments.

#### **11. Public Comments**

There were no public comments.

#### **12. Adjournment**

The meeting was adjourned at 2:30 PM. Next scheduled meeting is for May 22, 2012 at 1 PM.