



## Special Needs in Transit Advisory Committee

April 26, 2011

1:00 – 3:00 p.m.

Orange County Transportation Authority  
600 South Main Street, Orange, California  
**Board Room 154**

### Agenda

1. **Call to Order/Welcome**
  - Self Introductions
  - Pledge of Allegiance
  - Approval of Minutes
  - Chair's ReportMallory Vega, *Chair*,  
Name, Organization  
Charles Mitchell, *Vice Chair/Service Officer*  
Mallory Vega, *Chair*  
Mallory Vega, *Chair*
2. **ACCESS Driver "Exceptional Service Awards"** Mallory Vega, *Chair*
3. **Aging Disability Resource Connection** Debra Kegel, *Program Specialist*
4. **Transit System Study Update** Gordon Robinson, *Project Manager*  
Dana Wiemiller, *Manager, CTS*
5. **West County Connectors** Christina Byrne, *Community Relations Officer*
6. **Members' Organizational Affiliations** Gloria Reyes, *Abrazar Inc.*
7. **Measure M2 Project U Update** Dana Wiemiller, *Manager, CTS*
8. **Mobility Trainer Identification Card** Marlon Perry, *Manager, Customer Relations*
9. **Update Reports (5 minutes)**
  - Eligibility Update
  - Office on AgingGracie Davis, *Eligibility*  
Sylvia Mann, *Office on Aging*
10. **Public Comments**
11. **Adjournment**

**Next scheduled meeting date**

**August 23, 2011**

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 22, 2011  
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, <i>Dayle McIntosh Center</i>	Sue Ray, <i>City of Anaheim Council Services</i>
Vicki Connely, <i>St. Anselm's</i>	Gloria Reyes, <i>ABRAZAR, Inc.</i>
Patricia Estrella, <i>City of Tustin</i>	Ellen Schenk, <i>State of California Department of Rehabilitation</i>
Alice Grant, <i>Community Organizations of Anaheim</i>	Denise Simpson, <i>N.O.C. Community College District</i>
Kathryn McCullough, <i>Lake Forest City Council</i>	Sandra Stang, <i>Housing &amp; Transportation Committee</i>
Henry Michaels, <i>California Elwyn</i>	Bob Tiezzi, <i>Intake Coordinator, OCARC</i>
Paul Miller, <i>California State, Fullerton</i>	Cencio Ulit, <i>C&amp;R Guest Homes</i>
Charles Mitchell, <i>American Legion</i>	Mallory Vega, <i>Acacia Adult Day Services</i>
Jane Neglia, <i>Dayle McIntosh Center</i>	Janis White, <i>RCOC</i>
Gary Osterbach, <i>Fountain Valley Advisory Committee</i>	

**Committee Members Absent**

Diana Burkhardt, <i>Braille Institute</i>	Sylvia Mann, <i>Orange County Office on Aging</i>
Fran Gustin, <i>Law Office of Fay Blix</i>	Judi Murray, <i>Program Director, Fairview Development Center</i>
Penny Hinds, <i>Circle of Friends</i>	Ronald Salda, <i>Hall Family Homes, LLC</i>
Madeline Rae Jensen, <i>Office on Aging, Santa Ana</i>	Bill Turner, <i>Demiurgic Living Solutions</i>
Sue Lau, <i>Polio Survivors Plus (AARP)</i>	Denise Welch, <i>South County Seniors' Services</i>
Elizabeth Lee, <i>Alzheimer's Family Services</i>	Minaya Wright, <i>Integrity House</i>
Pethuru Lourthu, <i>Westview Services, Inc.</i>	

**1. Call to Order/Welcome**

Chair Mallory Vega called the meeting to order at 1:00 p.m. and welcomed everyone along with the new Special Needs in Transit Committee (SNAC) members.

**Self Introductions**

Prior to self introductions, Chair Vega asked SNAC members to announce if their agency, or if another agency they were aware, provided ACCESS coupons to members of the public who rely heavily on transportation but can't afford it. SNAC members, OCTA staff and guests introduced themselves. No committee members indicated their agencies or affiliations provided coupons.

**Pledge of Allegiance**

Vice Chair Charles Mitchell led the pledge of allegiance.

### Approval of Minutes

Chair Vega asked if there were any additions or corrections to the November 30, 2010 SNAC Meeting minutes. A motion was made and seconded to approve the November 30, 2010 meeting minutes as presented. The motion passed unanimously.

### Chair's Report

Chair Vega asked the committee members if their agencies provided ACCESS coupons to members of the public. None of the committee members' agencies provide coupons.

## **2. June 2011 Service Change**

Mr. Edmund Buckley, Manager, Service Planning and Customer Advocacy, provided a summary of the June 2011 Bus Service Change Program.

Mr. Buckley reported that the service changes for June are the first positive modifications in nearly two years as there will be no service reductions. He said there will be revised trip times and frequency changes to improve on time performance.

He said the Metrolink Service Expansion Program (MSEP) will be coming soon in which six additional Metrolink trips will be added. These trips will be scheduled for weekday afternoon and evening hours. Mr. Buckley said part of the program will be to synchronize all the connecting bus trips. There are 11 bus lines involved with the MSEP.

Mr. Buckley said that OCTA may be able to bring back the OC Fair Express if it is able to get a clean air grant to provide weekend service on Saturdays and Sundays as well as Friday afternoon and evening. OCTA will know by the end of March whether it will receive the grant. If not, the OC Fair Express service will not occur.

He noted part of the West County Connectors Project involves the demolition of the 7<sup>th</sup> Street connector so Route 60 will be on detour (Leisure World/Cal State Long Beach). He said the demolition date has not been set yet, but it should be fairly soon.

## **3. ACCESS Driver "Exceptional Service Awards"**

Chair Vega presented ACCESS Driver Exception Service Awards to two ACCESS drivers: Mazin Alqadi who works for American Logistics, and Jesus Villacote who works for Veolia.

## **4. Election of Chair/Vice Chair**

Gaile Raymer announced it was time to elect/re-elect a Chair and Vice Chair for the SNAC. She opened the floor for nominations. Vice Chair Mitchell nominated Chair Vega to serve another term as SNAC Chair. The nomination was put to vote, and with no opposition, Chair Vega was re-elected.

A SNAC member nominated Vice Chair Mitchell to serve another term. There were no other nominees and Vice Chair Mitchell was re-elected.

## 5. Long Range Transportation Plan

Mr. Greg Nord, Transportation Analyst, Planning, provided an overview of the Long Range Transportation Plan (LRTP) and highlighted some of the key solutions to some of the challenges Orange County's transportation system will face in the future.

Mr. Nord said the purpose of the LRTP is to set a transportation vision for the next 25 years. OCTA updates the LRTP about every four years for future changes and challenges with Orange County such as population, economic conditions and new regulations. He said the LRTP provides input into other major planning efforts, including federal, state, regional and local governments' transportation plans, such as the Federal Transportation Improvement Program, Orange County Sustainable Communities Strategy and Regional Transportation Plan (RTP). Mr. Nord said the key focus of the LRTP will be on sustainability, specifically addressing the reduction of greenhouse gases.

Mr. Nord said the general goal of the LRTP is to assess the performance of the transportation system over a 25 year horizon, and to identify the projects that best address the needs of the system based on expected population housing and employment growth, while taking forecast financial assumptions into account at the same time.

Mr. Nord said there are three main goals for the LRTP: 1) Expand transportation choices, 2) improve transportation performance and 3) work toward environmental and fiscal sustainability.

He said the projects that were identified through these three main goals include:

### Rail Transit

#### Metrolink Service Expansion Program

- Increase Metrolink service between Laguna Niguel and Los Angeles
- Include Go Local rail feeders to increase Metrolink accessibility
- Construct bridges at road/rail crossings
- Enhance stations to meet current and future needs
- Support connections to CA High Speed Rail System
- Test bike sharing programs at key Metrolink stations

### Bus and Express Bus

- Add 400,000 hours of bus service by 2035 by utilizing Go Local services, Bus Rapid Transit (3 corridors – Harbor Boulevard, Westminster Avenue/17<sup>th</sup> Street and State College Boulevard/Bristol Street)
- Express bus service – expand choices for long distance commuters
- Double the size of the Vanpool program (from 300 to 600 vanpools)

### Freeways

- Add approximately 414 miles to Orange County's existing 1,665 miles of carpool, toll and general purpose freeway systems (M2 will provide funds for the general purpose and HOV lanes)
- Target improvements on heavily congested corridors within the existing right-of ways (I-405, I-5, SR-91, SR-55 and SR-57)
- Improve toll facilities (relieve congestion on I-5 and SR-55 freeways)

- Interchange improvements
- Implement continuous access for carpool lanes where feasible

#### Bikeways

- Add 750 bikeway miles (75%)
- Coordination with local jurisdictions (which are the lead agencies for implementing bikeway projects)
- Test bike sharing programs at key Metrolink stations
- Work with local jurisdictions to plan additional bikeways and to preserve and maintain existing bikeways

#### Streets and Roads

- Coordinate with local jurisdictions to add approximately 800 lane miles to existing 6,200 mile street network
- Implement signal synchronization on a 750-mile network with over 2,000 intersections

#### Environment

Environmental concerns will be addressed through two proactive programs funded by M2

- Water Quality cleanup program which address water run off from streets and freeways
- Open space protection program

Mr. Nord indicated that the LRTP will provide both a financially constrained plan which takes into account funding limitations, and an unconstrained plan which provides a vast array of potential improvements should additional funding sources become available.

Mr. Nord said the next steps are to prepare the final LRTP and present it to the OCTA Board of Directors on March 14. He said once the final LRTP has been approved, it will be incorporated in the OC Sustainable Communities Strategy and RTP.

### **6. Transit System Study Update**

Mr. Gordon Robinson, Project Manager of the Transit System Study (TSS) introduced himself and began the status update of the TSS.

He said the TSS is in the framework and approach stage of the study. He said the guiding principles are being defined which will finalize the framework and approach to guide the development of alternatives, strategies and recommendations. It is a critical stage where OCTA is collecting information up front to be in position to draft recommendation strategy alternatives. He said the timeline is to develop recommendations and alternatives by the spring and have a draft plan ready in the summer. One of the tasks (Task 8) within the TSS is the transportation center site study near the Brea Mall. Mr. Robinson said the work to finalize data collection and inventory tasks has been completed with the City of Brea and the Brea Mall, but that their input for developing alternatives and recommendations for a potential new transportation center near the Brea Mall is still needed.

Mr. Robinson said the evaluation for Task 9, the ACCESS Alternative Service Evaluation and Recommendations has been received and Ms. Dana Wiemiller, Department Manager of Communications Transportation Services, would provide the details.

Ms. Wiemiller said the ACCESS Alternative Service Evaluation and Recommendations (Task 9) is part of the TSS to take a deeper look at ACCESS and its current services, especially in light of the possibility of OCTA going out for bid when Veolia's contract expires in June 2012. The objective of this portion of the TSS is to try to maximize efficiency, productivity and effectiveness and remain in compliance with the ADA as well as not compromise the quality of service. She indicated the findings showed three possible ways to achieve these objectives: 1) Manage demand, 2) Find a way to generate additional revenue, and 3) Exam ways of reducing the cost of service by increasing efficiency and productivity. She also said as part of the findings, ACCESS ridership has increased 15 percent over the last five years (LRTP indicates ridership will increase 75 percent over the next 20 years) while fixed-route ridership has decreased 7.9 percent. She also stated the cost of providing ACCESS service has risen 30 percent; therefore, it is not sustainable to maintain those kinds of costs. Some of the ideas brought forth in achieving the three objectives in maximizing efficiency, productivity and effectiveness include:

- Manage Demand – eligibility process, travel training through incentives
- Generate Additional Revenue – zone fares and zone service areas
- Reduce Cost – service strategy: subscription versus demand, regional center trips, adult day care health service trips

In closing, Ms. Wiemiller said the report is still in draft form as there are questions and issues to work on with the consultant to create a final one. She said OCTA will then solicit strategies and potential recommendations from agencies. She said all of this will be integrated into the fixed-route portion because what happens on the fixed-route side of the study impacts the ACCESS side. This integration ultimately determines what the strategy is for the entire bus system. She then turned the meeting back to Mr. Robinson.

Mr. Robinson said during the last few months of the TSS, a revised market assessment has been done and a new market for the study in the central part of Orange County has been created and is called the Emerging Core. He said the Emerging Core has the second highest population employment density and will be an area that will play an integral part of the study as it progresses.

Mr. Robinson said that some of the market findings at this point in the study include:

- It will be important to maintain service levels as well as focus on attracting and retaining riders in The Core Area as it is the focal point of the study. The bus system is a network and the Core radiates out into the other parts of the system. Mr. Robinson said by paying close attention to the core it will help sustain and feed the system in the future.
- It will be important to consider cost-effective and efficient services for the non-Core market regions.

- It will be important to target services to specific markets where there is a need for transportation.

He spoke about some of the service findings and they include:

- The Core is the highest performing area and is the key to raising overall system performance.
- Faster travel times will benefit riders and decrease operating costs. By increasing speeds, more riders will be attracted to the service. Stakeholders have indicated that having attractive features such as faster travel times will get people out of automobiles and riding public transportation.
- Increasing farebox recovery supports financial stability.
- Routes that are underperforming or are not productive will need consideration - those services can be put to better usage elsewhere in Orange County.

Mr. Robinson indicated OCTA is looking at several service products and features such as freeway BRT/rapid bus, local bus, regional rail, commuter rail, circulators, shuttles, trip-based services as well as stations vans and vanpools.

He summarized the system-wide redevelopment principles that will be used to move forward in developing the framework and approach, which include investing in high performing bus services in the county, substituting lower performing services with lower cost services (such as Go Local), designing services to attract not only dependent but also choice riders, matching service products to markets, improving service speed and utilizing freeway corridors (HOV/HOT) by implementing freeway BRT/express.

Mr. Robinson said the next steps will be to continue stakeholder outreach. He noted there was going to be a roundtable discussion with OCTA bus riders on February 23. He also said the TSS team would be going to the OCTA Board on February 28 to update them on the TSS and to get their feedback on the guiding principles and framework and approach. He said from that point forward service strategies will continue to be developed which will then be transitioned into service recommendations. Following the service recommendations will be the implementation plan for the three time periods of the study.

Mr. Robinson said there is a section on OCTA's website about the TSS and it is kept up to date with the progress of the TSS. A discussion board as well as a link to comment cards is available for individuals to provide remarks. He said the information can be found at [www.octa.net/tss](http://www.octa.net/tss).

## **7. Members' Organizational Affiliations**

Ms. Vicki Connely provided an overview of her organization, Saint Anselm's Cross-Cultural Community Center.

Ms. Connely said that Saint Anselm's is a cross-cultural center that provides services to immigrants/refugees who have come to Orange County to help them with their resettlement and integration into the community. Services are offered to help with the

naturalization process, social adjustment, health and wellness, adult day services and transportation services.

**8. Measure M2 Project U**

Ms. Wiemiller provided an update on Project U. She said that Project U under Renewed Measure M (M2) is a program to meet the transportation needs of seniors and persons with disabilities. The projects that are funded under Project U include senior mobility programs, fare stabilization, and funding to supplement the County's funding of the senior non-emergency medical transportation program.

Ms. Wiemiller said the OCTA Board approved the guidelines of the programs on February 14. She specified that 1 percent net revenue will be available for all three programs. There are 20 cities and four non-profit agencies currently participating in the program. She stated that funding is available for all 34 cities in Orange County, but it is each city's choice to participate.

Ms. Wiemiller indicated that one of the most significant elements of change from the transition from Measure M to M2 for Project U is the definition of senior age from 65 to 60. These changes create some difficulties on fare stabilization because the current projections dictate that there would not be enough funding under M2. One of the recommendations was to go to the Finance and Administration Committee on a quarterly basis to provide updates on the fare stabilization. Ms. Wiemiller said the allocation methodology may need to be amended.

She said under the senior mobility program and because of the change of age from 65 to 60, it has had a significant impact on some cities because the formula allocation for senior mobility program is based on senior population. Because of the shift in age it created some major declines in funding and a couple of cities were hit hard. Staff recommended, and the OCTA Board approved, supplemental funding for the next three years to cities that are going to recognize a decrease in their senior mobility program funding because of this allocation. Ms. Wiemiller said OCTA will supplement and backfill with Transit Development Act (TDA) funds. She stated that funding is guaranteed for three years to maintain fiscal year 2011 levels.

Ms. Wiemiller said another important aspect of the change in age is making sure that ACCESS eligible clients are not excluded. She said OCTA and the County are still finalizing a cooperative agreement and the reporting requirements. She indicated the program will start in July as the current senior mobility cooperative agreement expires in June.

She noted OCTA will no longer be providing the nutrition transportation. The County will be taking it over and will not only be handling the nutrition transportation, but also the provision of the meals.

## **9. Update Reports**

### Eligibility Update

Ms. Gracie Davis, ACCESS Section Supervisor, provided an update on ACCESS eligibility.

She said ACCESS is remaining steady and provided the following statistics:

- 535 applicants are certified per month
- 2 percent of applications are denied
- 900 appointments scheduled and one-page applications taken over telephone

Ms. Davis stated as of July 1, when an ACCESS client's eligibility expires, it will automatically be renewed. The client will not have to have another functional assessment. She said the client's healthcare provider will have to verify and provide signature on the client's condition.

Ms. Davis said OCTA staff would be going to the OCTA Board of Directors next month to request a fare of \$0.25 for Personal Care Attendants who ride with ACCESS customers on fixed-route bus service. As well, she said, staff would be recommending the reduced fare ID fee be increased to \$4.00. She will advise at the next SNAC meeting on the Board's decisions.

### Same Day Taxi Service

Ms. Sharon Long, Community Transportation Coordinator, discussed same day taxi service and how it operates.

She said although it is a non-ADA program it does have to be ACCESS-qualified. Ms. Long said the service is in the Orange County area only, but it can go beyond the ¾-mile range of fixed route service unlike ACCESS.

Ms. Long said the cost of the service is \$2.70 and OCTA subsidizes \$7.30. After the fare has reach \$10.00, the customer pays anything over the \$10.00. She said the cost is by mile and not by the taxi's meter.

### Office on Aging

There was no Office on Aging report. Sylvia Mann, Orange County Office on Aging, was not in attendance.

### 2011 Recruitment

Ms. Gaile Raymer, Associate Customer Relations Specialist, welcomed the new SNAC members and requested all members update a roster she distributed.

## **10. Public Comments**

Alice Grant, a Retired Senior Volunteer Patrol volunteer, with the Anaheim Police Department wanted to commend the ACCESS service. She works with inbound and isolated individuals and she is impressed with the transportation service.

**11. Adjournment**

The meeting was adjourned. Next scheduled meeting is April 26, 2011 at 1 PM.