



Special Needs Advisory Committee

November 29, 2011

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. **West County Connectors Outreach Program & Project Update**
Christina Byrne, *Public Communications*
4. **Lap Belt Safety Presentation**
Eric Zandhuis, *Veolia Transportation*
5. **Pass Sales Shipping & Handling Fees**
Gina Jimenez, *Customer Relations*
6. **Marketing Update**
Stella Lin, *Marketing*
7. **Measure M2 Project U Update**
Dana Wiemiller, *Community Transportation Services*
8. **Update Reports (5 minutes)**
 - Eligibility Update
 - Office on AgingGracie Davis, *ACCESS Eligibility*
Sylvia Mann, *Office on Aging*
9. **Committee Member Comments**
10. **Public Comments**
11. **Adjournment**

Next scheduled meeting date

February 28, 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
August 23, 2011
1:00 p.m. to 3:00 p.m.
Orange County Transportation Authority
600 S. Main Street, Orange, CA
Conference Room 155/156**

Committee Members Present

Michael Castillo, <i>Dayle McIntosh Center</i>	Charles Mitchell, <i>American Legion</i>
Vicki Connely, <i>St. Anselm's</i>	Sue Ray, <i>City of Anaheim Council Services</i>
Patricia Estrella, <i>City of Tustin</i>	Gloria Reyes, <i>ABRAZAR, Inc</i>
Alice Grant, <i>Community Organizations of Anaheim</i>	Ronald Salda, <i>Hall Family Homes, LLC</i>
Fran Gustin, <i>Law Office of Fay Blix</i>	Sandra Stang, <i>Housing & Transportation Committee</i>
Madeline Rae Jensen, <i>Office on Aging, Santa Ana</i>	Denise Simpson, <i>N.O.C. Community College District</i>
Elizabeth Lee, <i>Alzheimer's Family Services</i>	Bob Tiezzi, <i>Intake Coordinator, OCARC</i>
Pethuru Lourthu, <i>Westview Services, Inc</i>	Bill Turner, <i>Demiurgic Living Solutions</i>
Sylvia Mann, <i>Orange County Office on Aging</i>	Mallory Vega, <i>Acacia Adult Day Services</i>
Paul Miller, <i>California State, Fullerton</i>	Janis White, <i>RCOC</i>

Committee Members Absent

Diana Burkhardt, <i>Braille Institute</i>	Jane Neglia, <i>Dayle McIntosh Center</i>
Penny Hinds, <i>Circle of Friends</i>	Gary Osterbach, <i>Fountain Valley Advisory Committee</i>
Sue Lau, <i>Polio Survivors Plus (AARP)</i>	Ellen Schenk, <i>State of California Department of Rehabilitation</i>
Kathryn McCullough, <i>Lake Forest City Council</i>	Cencio Ulit, <i>C&R Guest Homes</i>
Henry Michaels, <i>California Elwyn</i>	Denise Welch, <i>South County Seniors' Services</i>
Judi Murray, <i>Program Director, Fairview Development Center</i>	Minaya Wright, <i>Integrity House</i>

1. Call to Order/Welcome

Chair Mallory Vega called the meeting to order at 1:06 p.m. and welcomed everyone.

Self Introductions

Committee members, OCTA staff and guests introduced themselves.

Pledge of Allegiance

Vice Chair Charles Mitchell led the pledge of allegiance.

Chair's Report

There was no report by Chair Vega.

2. ACCESS Driver "Exceptional Service Awards"

Chair Vega presented ACCESS Driver Exception Service Awards to ACCESS driver: Ms. Pacifica Mafuli who works for Veolia.

3. Transit System Study Update

Gordon Robinson, Strategic Planning Project Manager, enumerated the processes involved in implementing the Transit System Study (TSS) and where we are in the process currently.

Gordon explained the TSS is a 10 year study aimed at increasing the efficiency, cost-effectiveness, and sustainability of transit services in Orange County in both the short and long term. This efficiency is geared toward transit improvements system-wide, to include fixed and paratransit.

Feedback was gathered from the community in June with “street level concepts” via city workshops, stakeholder meetings, open houses, aboard buses, via social media and the like across a wide spectrum of individuals. The approach is to look at different concepts as an integrated piece rather than an overlay.

The TSS has gone to both the Transit Committee and Transportation 2020 Committee this month with the intent to obtain direction from Board. The consultant, Transportation Management & Design (TMD), gave recommendations and OCTA is continuing to receive input to refine the plan that will be implemented incrementally. The final plan details will be clearly delineated to the community. There will be a public hearing process once that has been established as well.

4. 2012 State & Federal Legislative Platforms

Manny Leon, Government Relations Representative, informed the Committee that OCTA is in the process of developing of processing the 2012 State & Federal Legislative Platforms and taking public input.

Please send any comments regarding the platform to Manny at Mleon@octa.net. Those comments will be taken into consideration throughout the development process. Comments are due back by October 21, 2011.

Mallory Vega, Chair, inquired if OCTA incorporated testimonials into the platform in terms of the human lives affected by the respective platform implemented. She commented it is helpful to understand how transportation is affecting the Special Needs Advisory Committee (SNAC) member organizations and incorporate this into a conversation with electeds.

Manny responded that OCTA develops relationships with legislative staff to bridge the communication gap created by the scheduling conflicts presented by meeting with legislators themselves and/or the Orange County delegation collectively.

Alice recommended a memo from the SNAC to the Board could capture the stories of the impacted constituencies.

Mallory then suggested a potential tour (fixed and paratransit routes) of the Orange County transit system with Legislators while meeting constituents (transit riders) could facilitate the advocacy conversation.

5. Orange County Jobs Now Initiative

Ted Nguyen, Community & Media Relations Manager, discussed the upcoming Jobs Summit to take place Wednesday, August 31 at 8:30 a.m. at the Doubletree Hotel in Orange.

The Orange County Jobs Now Summit is bringing together experts from California and throughout the nation to discuss economic factors that influence job creation. Information will be shared about how Measure M2 and other investments in transportation are creating or sustaining jobs throughout Orange County. We will also discuss other solutions-based ideas to expedite delivery of infrastructure projects for America's future.

Ted added that everyone knows someone impacted by the current economy. Personal stories will be highlighted at the summit to highlight how transportation jobs are transforming lives. For more information please visit octa.net/jobsnow. A synopsis of the topics and action items discussed at the Jobs Summit will also be available online the following week.

6. Marketing & Customer Engagement Update

Marlon Perry, Customer Engagement Manager, provided a marketing update. OCTA has expanded the ACCESS Fare coupon network to Ralphs and Vons/Pavilions. A full list of locations is available at octa.net/bus-buyapass. For other questions please contact the Pass Sales Section at (714) 560-5932. He informed the committee that OCTA conducts one-on-ones with individuals to help make them comfortable using public transportation and increase ridership. Most recently, OCTA had a booth at the Garden Grove Senior Expo and participated to provide information to the attendees. An example of a successful marketing campaign was the OC Fair Express which had over 25,000 riders, many of which were first timers.

OCTA has partnered with LA Metro and Ventura County to establish Southern California 511. It is a toll free number for interactive transit planning and traffic updates. The system is available 24 hours a day, 7 days a week. The more feedback received from the system the more improvements can be made. If you utilize the system please respond to the survey at the end of your call. A user group is being created to discuss feedback. If you are interested in becoming a member of the user group please contact Marlon at mperry@octa.net.

Charles Mitchell, Vice Chair, noted his concern about purchasing ACCESS coupons without being qualified.

Marlon informed the committee that sometimes family members purchase ACCESS coupons for the intended user. Also the qualification is verified at the time the reservation is made and by the driver.

Marlon also discussed the Angels Express Metrolink service for only \$7 roundtrip. The remaining schedule of Angel games can be found online.

In July, Metrolink expanded service in Orange County. The Metrolink Service Expansion Program (MSEP) adds extra rail service and longer hours to the OC line between the Fullerton and Laguna Niguel/Mission Viejo station during the weekdays. Additionally the weekend service has been expanded through October 9, 2011. A new weekend pass has been introduced that will allow passengers to ride anywhere on the Metrolink system from 7 p.m. Friday to midnight on Sunday for just \$10. The OCLINK Pass is an intra-county travel option which allows individuals to ride any Metrolink train and all local OCTA buses all day, anywhere in OC for just \$7, and \$6 for seniors and persons with disabilities. Tickets can be purchased at the vending machines, at Metrolink stations, online at www.octa.net/OCLINK, at Vons, onboard OCTA buses, or via phone at (714) 560-5932.

7. **Measure M2 Project U Update**

Dana Wiemiller, Community Transportation Services Manager, 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.

Dana explained that the cooperative agreements have been executed to include: 20 cities and four non-profit organizations. Cypress, Stanton, and Fullerton have been added. Those cities previously participated in a nutrition transportation program through the County of Orange where OCTA was the service provider. This program is no longer provided as of July 1, 2011. So those cities folded their nutrition service into the senior mobility program.

Dana informed committee members that OCTA received new census data this spring which impacted formula funding for cities due to its basis on the senior population. Finance and Administration Committee revised allocations. More cities ended up on the positive side with 2010 census data (11 cities increased, 9 cities decreased). Laguna Woods had the most significant change. The senior definition change from 65 to 60 years old also impacted that change. The OCTA has agreed to backfill any shortfall in funding for three years to the 2011 level. This allows cities to find an alternative funding source or adjust service accordingly.

The first round of M2 SMP funding was allocated July 1, 2011 for the sales tax revenue collected in April. A senior non-emergency medical agreement was forged with the County of Orange to infuse a couple of million dollars (anticipated revenue) to expand the program. ACCESS eligibility will change under that program. Previously, seniors who were ACCESS eligible were not eligible to utilize senior non-emergency medical transportation services unless certain exceptions were made. **Now**, under Measure M2 if you are 60 and over you are eligible for senior non-emergency medical transportation services.

Dana added that current fare stabilization funding projections are not high enough to sustain services, may need to amend ordinance. The Finance and Administration Committee will meet quarterly to keep the Board aware of changes. Dana will keep SNAC abreast of future changes.

Sylvia Mann inquired how the M2 revenue is coming in so far.

Dana responded that OCTA receives revenue estimates from State Board of Equalization. The BOE has given conservative estimates due to the volatility of the economy which makes it difficult to inform cities of accurate projections. Payments are provided on a bi-monthly basis. OCTA uses a blend of three different projections to ensure the most accuracy.

8. Update Reports

Eligibility Update

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

Gracie Davis, ACCESS Section Supervisor, stated that since the implementation (July 1, 2011) of the reduced fare (\$0.25) for Personal Care Attendants (PCA) assisting an ACCESS eligible passenger on the fixed route service boardings have increased by 300. Currently, OCTA has re-issued 2,300 reduced fare cards for those that are ACCESS eligible and 10,000 more available. All individuals ADA and PCA certified have the ability to apply for reduced fare. They are identified with a purple colored card with a magnetic strip. As of September 30, 2011 individuals must utilize purple card or they will be unable to board the bus for the reduced fare. If you need an application please contact eligibility.

Gracie added that as of September 30, 2011 ACCESS Los Angeles requires if you are ADA certified and use LA transit services more than twenty-one days per year you must apply for their service. The ACCESS ID card is green and acts as a VISA card. Funds must be added prior to utilizing transit services because they do not accept cash.

Gracie notified the committee about personalized travel training and companionship for new riders through the Dayle McIntosh Center. For more information please contact The Mobility Management Program at (800) 972-8285. OCTA wants to inform transit riders of all available options.

Office on Aging

Sylvia Mann, Orange County Office on Aging, stated that OCTA, the County, and providers worked hard to executive contracts by July 1 as Dana previously stated. M2 funding allows for increased funding and thus flexibility for the senior non-emergency transportation program. Changes allow providers to make more decisions on a case by case basis.

Approval of Minutes

Chair Vega asked if there were any additions or corrections to the April 26, 2011 Special Needs in Advisory Committee (SNAC) Meeting minutes. A motion was made and seconded to approve the April 26, 2011 meeting minutes as presented. The motion passed unanimously.

9. Public Comments

There were no public comments.

10. Adjournment

The meeting was adjourned at 2:25 PM. Next scheduled meeting is for November 29, 2011 at 1 PM.