



Special Needs in Transit Advisory Committee

November 30, 2010

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/Welcomes**
 - 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. **Election Results**
Andrea West, *Government Relations*
4. **Transit System Study Update**
Gordon Robinson, *Project Manager*
Dana Wiemiller, *Manager, CTS*
5. **OC Bridges**
Tresa Oliveri, *Sr. Community Relations Specialist*
6. **February 2011 Service Change**
Edmund Buckley, *Service Planning*
7. **Members' Organizational Affiliations**
Elizabeth Lee, *Alzheimer's Family Services*
8. **Measure M2 Project U**
Dana Wiemiller, *Manager, CTS*
9. **Update Reports (5 minutes)**
 - Eligibility Update
 - Office on Aging
 - 2011 RecruitmentDana Wiemiller, *Manager, CTS*
Sylvia Mann, *Office on Aging*
Gaile Raymer, *Customer Relations*
10. **Public Comments**
11. **Adjournment**

Next scheduled meeting date
January 25, 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 24, 2010
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

Diana Burkhardt, <i>Braille Institute</i>	Charles Mitchell, <i>American Legion</i>
Penny Hinds, <i>Circle of Friends</i>	Judi Murray, <i>Program Director, Nursing Facility</i>
Madeline Rae Jensen, <i>Office on Aging, Santa Ana</i>	Jane Neglia, <i>Dayle McIntosh Center</i>
Sue Lau, <i>Polio Survivors Plus (AARP)</i>	Ellen Schenk, <i>Department of Rehabilitation</i>
Elizabeth Lee, <i>Alzheimer's Family Services</i>	Denise Simpson, <i>N.O.C. Community College District</i>
Sylvia Mann, <i>Orange County Office on Aging</i>	Bill Turner, <i>Demiurgic Living Solutions</i>
Kathryn McCullough, <i>Lake Forest City Council</i>	Mallory Vega, <i>Acacia Adult Day Services</i>
Henry Michaels, <i>California Elwyn</i>	Janis White, <i>RCOC</i>
Paul Miller, <i>California State, Fullerton</i>	

Committee Members Absent

Noel Burcelis, <i>Helping Hands for Better Living</i>	Sue Ray, <i>City of Anaheim Council Services</i>
Patricia Estrella, <i>City of Tustin</i>	Ronald Salda, <i>Hall Family Home, LLC</i>
Tabitha Evans, <i>Multiple Sclerosis Society</i>	Bob Tiezzi, <i>OCARC Intake Coordinator</i>
Alice Grant, <i>Community Organizations of Anaheim</i>	Denise Welch, <i>South County Seniors' Services</i>
Carol Kawanami, <i>Braille Institute</i>	Gary Wisser, <i>Vocational Visions</i>
Pethuru Lourthu, <i>Westview Services, Inc.</i>	Minaya Wright, <i>Integrity House</i>
Bobby Menn, <i>W.C.A.R.E., Saddleback USD</i>	

1. Call to Order/Welcome

Chair Mallory Vega called the meeting to order at 1:07 p.m. and welcomed everyone.

2. Self-Introductions: Name and Organization

Committee members, OCTA staff and guests introduced themselves.

3. Pledge of Allegiance

Charles Mitchell led the pledge of allegiance.

4. Approval of Minutes

Chair Vega asked if there were any additions or corrections to the April 27, 2010 Special Needs Advisory Committee (SNAC) Meeting minutes. A motion was made and seconded to approve the April 27, 2010 meeting minutes as presented. The motion passed unanimously.

5. Chair's Report

There was no report by Chair Vega.

6. October 2010 Service Change Update

Mr. Edmund Buckley, Manager, Service Planning and Customer Advocacy, announced the October 2010 Bus Service Change will be small, but will have a positive impact. He said efficiencies would be improved by making some minor trip time adjustments and realignments.

Mr. Buckley stated a part of the October 2010 Bus Service Change will be the closing of the parking lot of the Metrolink Tustin Station. He indicated it is going to be closed for approximately one year to build an 800 car multi-story parking structure and construction will begin around September or October.

He also talked about the reduction of service changes from four to three per year along with the months in which the service changes will take place (i.e. September service change will take place in October, December service change will be eliminated, March service change will occur in February and the June service change will remain the same.).

Also, Mr. Buckley said that OCTA staff and bus transit advocates have held meetings to determine ways to blend the various regional transit agencies service change dates and have identified the OCTA Bus Service Change could occur with the Long Beach Transit System's in February 2011 and the OCTA Bus Service Change could occur with Los Angeles Metro's in June 2011.

A committee member asked how long the October service changes would stay in effect and if they would change at the next service change. Mr. Buckley replied the October Bus Service Change would stay in place indefinitely.

7. System Wide Transit Study

Gordon Robinson, Project Manager, Development, Strategic Planning, did a presentation of a study that OCTA is embarking on to evaluate and improve both fixed route bus service and ACCESS Paratransit service in Orange County. He spoke about the necessity of doing the study in light of the significant service reduction. Mr. Robinson said the comprehensive study will provide OCTA with a guide for developing and implementing strategies that will maximize the efficiency and effectiveness of services to OCTA's customers within available funding resources. The timeframe to complete the study is 12 months.

Mr. Robinson then turned the meeting over to Ms. Stella Lin, Manager, Marketing, to discuss the outreach of the System Wide Transit Study. Ms. Lin emphasized that the most important aspect of the public outreach is going to be public input and feedback.

She said the outreach will involve collecting input such as on board surveys, on-line surveys and open forums.

Mr. Robinson recommended that an ad hoc committee be created from the SNAC to help with providing input for the transit wide study.

Ms. Dana Wiemiller, Department Manager of Community Transportation Services concurred that an ad hoc committee would be beneficial to discuss the transit wide study. Mr. Marlon Perry, Manager, Customer Relations, said that an email would be sent out to the SNAC providing details on an upcoming date and time for an ad hoc meeting.

8. Central County Corridor Major Investment Study

Ms. Tami Warren, Project Manager, Strategic Planning, did a presentation on the Central County Corridor Major Investment Study (CCCMIS). Ms. Warren said the purpose of the CCCMIS was to develop a locally preferred transportation strategy (LPS) to help address travel demand and improve central Orange County's transportation system in 2035. She said the need for the study is based on the fact that travel demand is exceeding growth and activity in central Orange County. The lack of choice in alternative modes of transportation, especially in the north and south direction was also a major factor. Ms. Warren explained that the LPS was created through a reduced set of alternatives that were publically supported and technically sound. Those set of alternatives were presented to city councils. Public open houses were held, and an on-line survey was posted on OCTA's website.

Ms. Warren said the OCTA Board approved LPS includes the following transportation improvements: arterial system improvements (e.g. synchronization of key arterial corridors, completion of the MPAH system – total of 112 projects), freeway system improvements (e.g. ramps/auxiliary lanes, interchanges, HOV projects – total 12 projects) and transit improvements (e.g. local bus and express bus improvements, BRT in mixed-flow lanes – total of 33 projects). The Board approved next steps involve ensuring the M2 program is a priority, incorporating the LPS in the Long-Range Transportation Plan, partnering with local jurisdictions to conduct a study for improvements along Beach and Harbor boulevards and other evaluations of improvements such as to the I-5/SR-22/SR-57 ("Orange Crush") and partnering with the cities of Santa Ana and Garden Grove on an arterial via the PE ROW.

9. Members' Organizational Affiliations

Dr. Janis White, Chief Operating Officer, Regional Center of Orange County (RCOC), spoke about her organization, which is one of 21 private, nonprofit organizations contracted by the State of California to coordinate life-long services and supports for individuals with developmental disabilities and their families.

10. Special Guest

Mr. Will Kempton, Chief Executive Officer (CEO) of OCTA, greeted members of the SNAC and thanked them for their service. He announced OCTA had just signed a 3-year labor agreement with OCTA coach operators and was currently in negotiations with OCTA maintenance workers.

Mr. Kempton spoke of the economy indicating that sales tax revenues were still down, but that the percentage they were down was getting smaller.

11. Special Recognition – “Jackie Smith”

Jackie Smith, an ACCESS rider since 1993, was honored by OCTA for her service to the community and was presented with a plaque by Mr. Kempton and Ms. Gracie Davis, ACCESS Section Supervisor.

12. ACCESS Driver “Exceptional Service Awards”

Chair Vega presented ACCESS Driver Exceptional Service Awards to three ACCESS drivers: Gurinderjeet “Happy” Singh from American Logistics, and Laura Carpintero and Mario Ferrer, both from Veolia.

13. Update Reports

Office on Aging Update

Sylvia Mann, Orange County Office on Aging, provided an update on the Senior Non-emergency Medical Transportation program and indicated that it is at 100 percent capacity.

CTS UPDATE

Ms. Beth McCormick, General Manager, Transit, introduced Ms. Wiemiller as the new Department Manager of Community Transportation Services. Ms. Wiemiller introduced Jessica Deakyne as the new Community Transportation Coordinator.

Mr. Curt Burlingame, Section Manager, Community Transportation Services, gave an update on the 90-day taxi pilot program for Sunday ACCESS trips. Mr. Burlingame reported that 3,000 trips had been taken for the first 30 days of the program. He said that while there had been some customer service issues, particularly with adjustments of being transported in minivans, overall customer response had been positive.

2011 Recruitment

Gaile Raymer announced that 2011 recruitment had begun and letters had been sent. She said ten members’ terms would be expiring and there were five open positions.

14. Public Comments

There were no public comments.

15. Adjournment

Meeting was adjourned at 3:00 p.m.

16. Next Meeting

Next meeting will be held on November 30, 2010 at 1:00 p.m.