



**June 15, 2017**

**To:** Legislative and Communications Committee  
**From:** Darrell Johnson, Chief Executive Officer  
**Subject:** Special Needs Advisory Committee Appointments and Annual Update

### **Overview**

The Special Needs Advisory Committee was formed to advise the Orange County Transportation Authority on the transportation needs of senior citizens and persons with disabilities. The member appointment status and a summary of the committee's activities during the past year is provided with this report.

### **Recommendation**

Receive and file the Special Needs Advisory Committee's status report.

### **Background**

On January 13, 1992, the Orange County Transportation Authority (OCTA) Board of Directors (Board), concurrent with approving the OCTA 1992 Complementary Paratransit Plan as required by the Americans with Disabilities Act (ADA), voted to establish a standing citizens' committee to advise OCTA on the requirements of transit users with special needs. The Special Needs Advisory Committee (SNAC) was originally formed in 1992 in response to the ADA and formalized the predecessor "504 Committee."

The SNAC's mission is to advise OCTA on the promotion of integrated public transit services and improve communication between OCTA and its customers who have special transportation needs. Committee members also provide support for ACCESS service eligibility appeals. The SNAC meets quarterly, and members serve staggered three-year terms.

***Discussion***

**Appointment of Special Needs Advisory Committee Members**

The SNAC is structured such that each OCTA Board Member appoints two citizens to serve, creating a 34-member committee reflecting a broad representation of constituents from throughout Orange County. The terms of 13 SNAC members expire on June 30, 2017. An additional three positions were vacated during the year. To commence the appointment process, the committee members whose terms are expiring were asked if they would be willing to serve on the committee for another term. Seven of the members were reappointed, and three new members were appointed. In addition, there are currently six vacancies pending appointments. Recruitment efforts will continue to fill open and pending positions. A list of the pending appointments and current, reappointed, and newly appointed members, as well as their affiliations, tenures of service, and the appointing Board Members is provided as Attachment A.

All candidates meet the following criteria:

- Demonstrate interest and involvement with persons with disabilities, senior citizens, and others with special needs;
- Represent large, active constituencies with whom regular interface regarding transportation matters is conducted; and
- Commit to dedicate no fewer than 12 hours per year to OCTA meetings and activities.

**Fiscal Year 2016-17 Activities**

**Delivering Transportation Solutions in a Changing Market**

OCTA staff presented the committee current planning efforts under way, including the Long-Range Transportation Plan, Comprehensive Business Plan, and the fiscal year 2017-18 budget. The decline in bus ridership and suspected changes in the ridership environment were also discussed. SNAC members provided comments on Day Pass promotional pricing, vehicle sharing services, and the impacts of businesses moving out of Orange County.

**Fare Study Recommendations**

In order to implement OCTA's goal to increase ridership without losing fare revenue due to fare reduction, OCTA developed recommendations on fare

policy, goals, and structure. The SNAC provided feedback on the recommendations, including discussion on the impact of the suggestions related to ACCESS services.

#### **Transit Master Plan**

The SNAC received several updates on the Transit Master Plan, which will provide a new long-term vision of transit in Orange County. The members had a facilitated discussion and provided significant feedback.

#### **OC Streetcar**

The SNAC received several updates on the OC Streetcar, including an update on the overall project and stop location, service branding concepts, and stop design. The committee members learned about the service and the considerations for bus stop design, including accessibility, lighting, and amenities. Several questions about the connections between the OC Streetcar and existing bus stops were raised and addressed.

#### **Exceptional Service Awards**

The presentation of exceptional service awards to ACCESS drivers continues to be an important and well-appreciated function of the SNAC. This year the SNAC presented awards to 14 drivers for outstanding service to ACCESS customers.

#### **Next Steps**

New SNAC members will attend an orientation at their first committee meeting of the fiscal year on July 25, 2017. Staff will return to the Board next year with a report on the SNAC activities and notification of appointment of members whose three-year terms have expired. Outgoing members will receive resolutions of appreciation for their service.

#### **Summary**

The SNAC has served in an advocacy role on transit issues that have arisen throughout the year. A list of pending appointments and continuing members, as well as new committee members who have been appointed to fill vacancies, is provided (Attachment A).

***Attachment***

- A. Orange County Transportation Authority Special Needs Advisory  
Committee Members Fiscal Year 2017-18

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