



Special Needs Advisory Committee

January 21, 2016

2:00 – 4:00 p.m.

*Orange County Transportation Authority
600 South Main Street, Orange, California
Conference Room 154/155*

Agenda

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| 1. Call to Order/Welcome (5 min.) <ul style="list-style-type: none">• Pledge of Allegiance• Approval of Minutes• Chair's Report | Charles Mitchell, Vice Chair/Service Officer |
| 2. End of Year Review Video (2 min.) | Charles Mitchell, Vice Chair/Service Officer |
| 3. ACCESS Driver "Exceptional Service Awards" (20 min.) | Charles Mitchell, Vice Chair/Service Officer |
| 4. February Service Change (10 min.) | Scott Holmes, Service Planning & Customer Advocacy |
| 5. OC Bus 360° Proposed 2016 Bus Service Plan (40 min.) | Gary Hewitt, Strategic Planning Dana Wiemiller, Community Transportation Services |
| 6. Marketing Updates (8 min.) | Jessica Lopez, Marketing & Customer Engagement |
| 7. OCTA Staff Updates (10 min.) | |
| 8. Committee Member Comments (5 min.) | |
| 9. Public Comments | |
| 10. Adjournment | |

Next scheduled meeting date

April 26, 2016

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 Chair at the time the Agenda item is to be considered. A speaker's comments shall be limited to three (3) minutes.