

Santa Clarita Transit

Accessibility Advisory Committee Meeting

November 7, 2013

Meeting location: City of Santa Clarita, City Hall, Century Room

Members Present: Linda Wood, John Panico, Jessica Caldera, Keith Curry, John Taylor

Public Present: Denise Ware, Line Paquin, Vicki Sokolik, Anthony Franck, Lillian Shaus, Adrian Aguilar, Lorraine Lopez, Joy Hernandez

Keith Curry announced Arnetha Pierce has resigned as a board member of the Accessibility Advisory committee. The committee will need to recruit a new member.

Motion approved for September minutes.

General Public Comments

Lillian, an Access Rider presented a concern about the air conditioning in the vehicles and the fastening of the safety harnesses and seatbelts. Lillian mentioned that the drivers are all friendly and very nice. She also mentioned that her rides are consistently late.

Anthony Franck presented a concern about the cancellation line and the voicemail service. Anthony stated that on one occurrence, Anthony left two messages on a Sunday morning at 6:00 a.m., and his ride stilled showed up at 9:15 a.m. Anthony said that Adrian Aguilar suggested that if he leaves a message prior to two hours of cancellation, your appointment will be cancelled.

Joy Hernandez commented that the staff for dispatch arrives at 6:00 a.m. on Sunday mornings and that dispatch is supposed to retrieve the message.

Anthony also presented a concern regarding the Rangers in the Vehicles; he stated that the trips are programmed for the drivers, but the drivers are being scheduled to drive past a customer home, up to two times before they are being dropped off. Anthony feels that this is a waste of time and it shortens his time to meet his appointments or run an errand. He said that overall, he was on the vehicle for an hour and half and arrived at his destination after the store had already closed. When he presented this concern to dispatch, no one had an answer for him.

Anthony also presented that he rode the same vehicle four days in a row, and the vehicle had a mal-functioning wheel chair lift. He said that the lift had to be used manually, because MV hadn't received the part it needed yet. Anthony's concern is why the vehicle had not been placed, "Out of Service." He also commented that the vehicle was a newer vehicle.

Anthony closed his comments by suggesting that the service had not improved from the last committee meeting, however, has become worse.

Adrian responded by offering Anthony his personal phone number and contact information. He also confirmed that he will meet with Freddy Jimenez (MV Maintenance).

Vicki Skolik, no comments.

Lynn asked why the monitor at the senior center had been turned off. The information on the monitor displayed bus times, routes and pick up schedules for those at the senior center. When Lynn asked why

the monitor was turned, she didn't receive a conclusive answer, however, was informed that the City of Santa Clarita did not provide the information for the senior center to display it.

Keith responded by explaining that he has been working on the issues with the monitor displayed, and explained that Adrian Aguilar and the Director of the senior center (Diane) have been made aware of the issues and urgency of this matter. Keith further explained that the IT department for the City of Santa Clarita will be out that week to fix the wiring so that the information can be transmitted.

End of General Public Comments

Member Comments:

Keith Curry; no comments.

Linda; no comments.

Adult day care; no comments.

John buses are doing well with the wheelchair lifts and on time. Including the 757 routes.

John Taylor commented on an incident at the Senior Center. John explained that Marie Costeneda had an appointment at 4:00 p.m. and a supervisor had to wait with her until 6:00 p.m. when they arrived.

Linda asked Adrian if there is a policy regarding a courtesy call if they arrive early. Adrian confirmed that it's not guaranteed. However, the driver has to wait until the window begins.

NEW BUSINESS

Adrian addressed the new McBean Transit center, and the end of the construction. The official ribbon cutting will take place on November 26th at ten in the Morning. The facility will be open for parking. The 757 service will now be picking up and dropping off at the new base. Beginning January, all the commuter routes will be routed to go to the Transit Center. With this change a few routes will be eliminated and the trip times should be shortened. Beginning in August, some changes to the schedule will change depending on the significant changes.

Short term implementations for example; diverting routes to the transit center and servicing areas, such as Fair Oaks ranch and Saugus. However, this plan is contingent upon the widening of the bridge over the 14 freeway near Golden Valley. Adrian also stated that he attended the Capital Improvement Project meeting, and they plan to go out to bid for construction in the beginning of the year. Once the widening project is complete, Transit has plans to begin to service the area.

John asked if there will be any projects or community outreach programs in which patrons and commuters can give input on route changes and services in August.

Adrian responded by stating that there will not be an official outreach for input since we already received input for passengers. However, the changes will be communicated to passengers. Ben Gonzalez and Corie Zamora are heading these changes and project.

Adrian presented a summary of performance statistics for September, October, and first five days of November for Access and Dial a Ride.

September 88.8% on Time Performance

October 90.7% on time Performance

November 90.9% on time performance

The report indicated a higher number of “No Shows” for October versus September. (103 Sep, 134 Oct)
There has been no analysis on why there was an increase in the no shows during those months.

Dial a Ride also shows similar trends, for example, there were ten more no shows in October versus September.

Adrian also discussed statistics regarding the phone system. In September there was approximately 15,000 calls into the call center, 14,000 October, and 2000 calls as of the 5th of November.

Adrian also discussed the total ridership.

261,000 Local

45,000 commuters

Total ridership 316,000 for the month

The new report also breaks down free riders, seniors, disabled, etc. This is good information for us to have, because we can now see a positive trend that riders are using our local routes more than they are for Dial a Ride or Access.

Patrick will be visiting the senior center to answer questions about TAP and route times.

The report presented also shows data about the total fair revenue that has been collected for the month. There is also a breakdown by pass sales, EZ passes, Metrolink Transfers and Cash.

There are still a lot of passengers using cash; however, TAP card sales are also up.

The last update, eleven, low flooring CNG buses are scheduled to arrive in March, of 2014. This will make the Santa Clarita Transit’s entire fleet one-hundred percent CNG. With that, diesel buses will be retired. They are designed with a ramp for wheel chairs, instead of the stairs or the lift. These vehicles should significantly reduce the boarding time and should eliminate manual wheelchair lifting for the drivers.

Visual and audio devices have been installed on every vehicle. As of today, you can now hear or see what stop will be next while on board the bus.

No updates for Access or Dial-A-Ride, other than the call volume have gone down, due to the new technology, and frees up time for the agents to answer transit call.

John asked Adrian to look into an incident involving Nancy Salvador. This week was taken to Olive view at 7:30, and was picked up at 8:45 for her next leg of the trip.

Old Business

Access Services

Hamilton had an update regarding the PCA charges. Hamilton discussed that Access service does not want to charge for PCA’s, however, Access is talking to Metrolink regarding these charges.

Hamilton confirmed that the “White Card” for access service is going to expire in 2014, unless they are an Access only customer. However, to use public transportation you need to get the Green Tap Card.

Keith asked if we could move towards a permanent or a five to ten year TAP card so that customers don't have to renew every three years. Especially for those who are permanently disabled.

A customer asked Hamilton why there was a delay in getting the TAP cards, and Hamilton responded by stating that there was a back order on the items for the TAP card.

MV Transportation

Joy confirmed the statistics that Adrian stated previously.

Adrian also mentioned that there are new employees in the call center, such as Adrian Sevallla and John Avron.

Lorraine confirmed that she would investigate the public concerns mentioned by Anthony Franck and Lillian.

Anthony asked Lorraine to note a suggestion in the system of what side of the street the passengers are going to be picked up, especially when clients live near apartment/townhome complex or on a cul-de-sac.

Adrian commented that paper manifest versus using the Ranger system, we would carry 250 trips today, and we're now carrying 450. We doubled our capacity, and our performance rate is still within department standards. We're using the resources we have, however, they have been successful.

Keith asked Lorraine if the drivers are aware that they must wait at the pickup location until the window has begun.

Lorraine confirmed that they are aware that they have to stand by until the window begins.

Keith asked Adrian if they are aware of the blind spot on the dial a ride bus, Keith asked if there is a possibility to add a reflective tape so that people are aware of it.

Adrian explained that because the vehicle was designed with the wheelchair lift in the front, and in order to accommodate the wheel chair lift and level the floor of the vehicle, they had to add the extra step to level the floor. Adrian also confirmed that he would bring it up in the next safety meeting.

Keith asked if they require a certain curriculum for a standing order and call outs.

Adrian said that call outs are not required; however, the drivers try their best to offer a call out or courtesy call.

As far as a requirement, there are none. But we do schedule a standing order if the passenger goes to a regular location more than 2 times a week. Otherwise, they are scheduled based on available space and times.

Motion to adjourn, approved.