

Santa Clarita Transit

Accessibility Advisory Committee Meeting

January 2013

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

Members Present: Keith Curry, Linda Wood, James Hogan, John Taylor

Adrian Aguilar, Anthony Franck, Denise Ware, Joy Hernandez, Linn Paquin

Motion approved for November minutes

General Public

Anthony Franck discussed some concerns regarding an event on December 21st. Mr. Franck's appointment was scheduled at 4:15 p.m. and he called at 4:37 p.m. to get an ETA of his ride. The operator over the phone advised him that his ride would arrive in 6 minutes, yet never showed. Ultimately, Mr. Franck was "No Showed." Mr. Franck asked to speak to a supervisor and he was told that no supervisor was on site to speak to him, and that there was no road supervisor available to pick him up, so Mr. Franck was stranded.

Adrian confirmed that according to the policy, if a passenger is home, they can leave you; however, if you are not at your residence, they will not leave you stranded and send a road supervisor to pick you up.

Mr. Franck ended his first comment by explaining that he was ultimately picked up at Blessed Kateri church at 7:31 p.m. and the dispatcher Ashley was confused in regards to their policies.

Anthony Franck also discussed a concern regarding an event that occurred on Tuesday, December 10th at 3:50 p.m. at the SCV Senior Center. Mr. Franck called to request an earlier pick up, and the operator stated that they could not pick him up earlier. At approximately 4:10 p.m. a van arrived to pick up Mr. Franck and then drove through Valencia, before they dropped him off at his destination, Whole Foods Valencia.

They dropped off Mr. Franck at 4:33 p.m., and his return ride was scheduled to pick him up at 4:35 p.m. The driver could not wait, so he had to call when he was ready, and in turn cancelled his return pick up at 4:35 p.m. The dispatcher communicated this to the driver, not Anthony.

Anthony called dispatch at 4:50 p.m. to inform them that he was ready to be picked up at taken home, but the dispatcher said that the next available pick up was at 6:50 p.m. As a result Mr. Franck had to wait 2 hours for his next ride.

Mr. Franck feels that the new dispatchers do not go out of their way for patrons and have a lot to be desired. Also, his current telephone numbers are on file and there were no missed calls on his phone, nor messages on his answering machine at home. Mr. Franck does not want to insinuate that someone is lying, however, he feels that there is a disconnect in communication with the intake operators. He's annoyed with the service and he wants it to be concise with the information that is being given to the patrons over the phone.

James Hogan responded to Anthony by stated that he understands that Mr. Franck is upset because of his physical actions, however, Adrian will have to investigate the issues involved, and that City Staff and Mr.

Franck will have to work on resolving the concerns involved. However, Mr. Franck should take the appropriate actions by reported the complaints through the City of Santa Clarita.

Adrian confirmed that he will look into both incidents. Adrian also stated that there is a difference between in office Supervisors, Road Supervisors, and cover drivers that are “stand by.”

Joy Hernandez also stated that she will review polices with Ashley so that there is no disconnect in communication.

Lynn also expressed that she has had to wait an excessive time because she was dropped off late to her first appointment that it rolls over to her pick up time. She said that she has also been told to call when she’s ready and ends up being left for over 2 hours. She also expressed a concern regarding the time spent on the vehicles. Lynn stated that on more than one event, she has been on the bus for an hour and half, for a distance that should only take approximately 10 minutes. Lynn feels it’s unnecessary to book an appointment with an hour and half le-way, when you only need to go somewhere that is ten minutes away.

Lynn also asked why the monitors at the senior centers are not working.

Keith Curry responded by stating that he would contact the director Rochelle and addressed the IT issues involved with the monitors. Keith also suggested that Lynn also contact the directors at the senior center to express her concerns.

Lynn said that she knows someone who can fix the server.

Adrian confirmed there is no issue on the City of Santa Clarita side; it’s the way the server at the Senior Center is set up.

End of General Public Comments

Member Comments:

John Taylor- No Comments

Keith asked Joy from MV, why the passengers have been on the bus for an hour and half when the routes should only be 15 minutes away. He said that a lot of seniors complaining about this issue.

James Hogan stated that we need to encourage the seniors to provide dates and incidents and call them into the complaints department.

Joy responded by stating that an hour and half is the allotted time a passenger can be on the vehicle according to their policy.

Linda Wood- No Comment

James Hogan said that Mr. Franck should have made a formal complaint so that it could be corrected.

Adrian confirmed that there are three clerks who handle the complaints and MV has two staff members have who handles complaints.

James Hogan had a general comment for the board members in regards to the members meeting during the “Off” months of the AAC meetings to discuss their concerns and review the meeting minutes.

John Taylor said that it was John Panico idea, and that they would discuss those topics on another day.

James Hogan said that he has concerns in regards to the increase in the No Show's, especially in DAR.

Adrian handed out a hand out in regards to the questions that James Hogan had. No Show has increased in Dial- A- Ride. For the last four months, there is a notification sent to their passengers advising them of the no show policies. They are not increasing; however they are not going down as well. For example, Dial -A -Ride services in November had 167 No Show's, and a jump in December with 212, due to the Holidays.

For the month of November, Access "No Shows" were 100.

Linda asked Adrian why the driver's names are not displayed on the vehicles.

Adrian responded by confirming that he will look into that for her.

Linda stated that the driver was on the other side of her house and she had to go outside and look for the driver. Linda also stated that it was a new driver.

Adrian responded by stating that they can add a note in the file to pick up in a designated area.

Linda also asked if why she has to book 2 hours in advance for her doctor's appointment.

Adrian responded that there is no guarantee on the drop off time, but with a 2 hour window there should be no reason that we can't make it to her appointment in time.

Old Business

N/A

NEW BUSINESS Adrian Aguilar:

October local ridership dropped 8%, total ridership was down 7%. A lot of this was contributed to the school boundaries being changed.

Fair revenue increased by 3 ½ percent. The reason is because of better fair collection, TAP services, and the ability to better track of revenue being collected.

Monthly pass sales went up 50% both local and commuter services. This means people are using their passes more, cash less and it's speeding up the process during boarding.

No change in level service miles and hours on all fixed routes.

On Time Performance (OTP) went down for Dial A Ride and fixed routes, we average 82% in 2013, compared to 85% in 2012. This is mostly because of the construction at the new McBean Park and ride.

The 757 Commuter Route is now using the new platforms at the Park and Ride. Beginning January 12, all commuters will be using the new platform and the schedule changes will go into effect. Some stops will be eliminated and will be changed to the Park and Ride making it easier for passengers to park their vehicles at a park and ride. Since it's opened, more car usage of the park and ride has increased.

Two new Access Vehicles were delivered two weeks, they are currently being inspected, fare boxes are being installed and ready for usage. The vehicles are Ford cut away vehicles. The new vehicles being

evaluated will have no stairs, kneel down, and have ramps. These vehicles make boarding a lot faster as well. This is still currently in the evaluation stages only.

New schedule goes into effect on Sunday, January 12th. Beginning Monday, January 13th the new bid for the drivers will also take place on January 13th.

For 2014, new local buses to be delivered in March, making SCV Transit 100% CNG.

August 2014, making additional changes to the local and commuter services.

No Access updates

MV Transit: Joy Hernandez

November On time performance 95.53%

December On Time Performance 97.28%

One incident; Late over 60 minutes in December due to a break down.

Slight decrease in December due to Holidays and business closures.

The No Show's increased due to Holidays and Flu Season related illness as well.

Motion to adjourn, approved.