

Santa Clarita Transit

Accessibility Advisory Committee Meeting

May 1, 2014

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

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

General Public: Jenni Martin, David [Delawder](#), Ella Clark, Alfredo Torales, Denise Ware, Line Paquin, Adrian Aguilar

Meeting called into order

Motion approved for March Minutes

General Public Comments

David [Delawder](#)

Stated that the bus that is scheduled to leave Newhall Ave and Sierra Hwy at approximately 5:50 a.m. Route 797 is leaving at 6:00 a.m. at arriving at 6:45. He stated that part of the problem is when the bus driver is turning right onto Valencia Blvd to enter the MRTC. He said the light generally causes a delay and then the driver has to drive slowly through the transit center, than circle around one more time to exit. David also stated that the buses get backed up at the Newhall Metrolink stop. It causes traffic and delays.

James Hogan

Responded that the City of Santa Clarita will work on trying to improve the service.

Ella Clark

Doesn't feel that they are using enough time on the access vans. Ella stated that she feels it's the dispatchers or computer errors that are contributing to the delays and dispatch of the vans. Ella stated that the scheduling doesn't make sense, for example, she's been on rides that pick her up from Canyon Country and then go pick up a passenger in Stevenson Ranch. Ella stated that it uses too much gas and adds mileage to the vehicles. Ella stated that this is not being addressed and nothing has been done to check these schedules.

Ella stated if someone could post more flyers about the AAC meetings so that more people will attend.

Denise Ware

No comment

Lynn Paquin

No Comment

Member Comments

John Taylor

No Comments, other than Ricky is an outstanding driver.

Keith Curry

Wanted to comment regarding the AAC meetings being posted for more patrons to attend.

Linda Wood

Linda stated that she is the first patron to get picked up. (Stated that she lives near 14 Freeway)

Linda stated that she is scheduled for 7:45 a.m., however, other five passengers are also scheduled for the same pick up time who are not near the 14 freeway at 7:45 a.m. Linda also commented about her various appointments she makes regarding her rides to work.

Adrian Aguilar responded to Linda by stated that there is a program in place for patrons who wish to have a standing order. Adrian confirmed that he would mail her the application.

James Hogan

James stated that the last person on the schedule wasn't picked up until 8:35 a.m. James also commented that there are too many people waiting, and that Dial A Ride should provide a courtesy call when you have that many people on the same pick up time and the driver is running late.

Old Business

Metrolink policy to charge for PCA

Jim commented that he and John went to a meeting with Metro in Downtown Los Angeles, however, it was changed to a different time and they were unable to attend the meeting that was posted on the email that was sent by Adrian Aguilar.

Jim stated that Metrolink sent a represented from Metrolink to recap the meeting with them, his name was Jeremiah. Jim stated that Jeremiah was heavily involved with the roll out of the new program and took their suggestions.

Jim Hogan stated that he had a page of notes from the meeting that he is willing to share with the group upon request. He also stated that he refuses to ride the Metrolink system because of their policy.

Jim Hogan also commented about unmet needs meeting, hosted by Metro in the Los Angeles County. Jim stated that they were very receptive to the new Metrolink policy and their concerns.

Kate from general public stated that she and other patrons are not made aware of the Unmet Needs Meetings.

Adrian confirmed that the meetings are hosted by Metro and they are responsible for notifying patrons of these meetings. He also stated that Metro is responsible for allocated the funding to the appropriate transit agency based on the feedback received by the board at the hearings.

New Business

Election of New Offices

John Taylor recommended Keith Curry as a chair person, and John Panico for Vice Chair.

No other commendations made.

James Hogan made a motion to close the nominations

Motion closed, all in favor.

Adrian Aguilar discussed the changes made in the article for the AAC Committee.

- **Article 3:** 11 members instead of 12
- 16 years of age or older
- Must ride Santa Clarita Transit, Para transit or Dial-a-Ride with a disability as defined by the American Disability Act
- Members must conduct business within Santa Clarita City boundaries
- **Article 4:** Each AAC member shall be appointed to serve two years
- Will begin July 1
- Members should include at least two individuals from the Senior Category, two from the disabled category, and 4 agency members
- Replacement will be in the odd years versus even years; of the initial appointment

- **Article 6:** The AAC will have an elected Chair and Vice Chair whose term will be July 1st through June 30th of that year. Or if and when a Successor is elected. These officers will be elected each June by a voice vote.
- **Addition of Article 7:** The bylaws of the AAC may be amended by two thirds of the total of the AAC. Changes to these bylaws will be distributed at the following scheduled AAC meeting.

A member from the public asked why the meetings aren't held at the Transit Maintenance facility.

Adrian stated that City Hall has been more convenient and centralized for people to get to. However, in the future they can plan one at the facility.

Agency updates

City of Santa Clarita Transit- Adrian Aguilar

Adrian responded to David Delawder's concern regarding the Schedule for the 797 Century City bus. He stated that the Transit Division has been made aware that the bus is leaving late daily. One of the adjustments made to the scheduled in August. There is currently a survey out to all the commuters as far as the changes that they would like to make. There have not been many comments from other commuters regarding late routes. There was about 208 responses, and the information will be analyzed.

David Delawder commented that a lot of commuters are either too shy to comment or are too busy to take the survey, so he is going to remind the commuters on his route to take the survey.

Adrian responded to Ella's comment about the scheduling of the appointments. He stated that they have made staffing adjustments and scheduling adjustments to achieve optimal ride service for our customers. There has been improvements made and the on time performance has improved.

Adrian also stated that the system isn't perfect, but the system factors many other scenarios before scheduling a ride for a patron, not just the proximity to their residence.

Adrian discussed the phone reports for March and April.

March 2014, Total calls 12, 762

April 2014, Total calls 11, 692

The calls are going down, which means patrons are utilizing other resources such as texting, QR scanning and the internet. This is a good trend, because it now allows customers who need to speak to someone over the phone the availability, with less hold times.

In March we sent 100, 000 text, in April 110, 000 texts. It's projected that we will have over 120, 000.

Dial –A-Ride Ridership and On Time Performance for March & April

March 92.05%

April 93.34%

Local & Commuter Status through February

Ridership	Feb-14	YTD Totals
Local	229, 657	1,911,997
Commuter	42,493	356,707
Fixed Route	272,150	2,268,703
DAR	8,781	72,773
System Wide	280,931	2,341,476
OTP Fixed Route	87.88%	

Adrian discussed the schedule changes in August schedules for local routes

Route 1, 2, 5 and 6 will have changes made to reflect current traffic routes. Also, the commuter service hours for North Hollywood will be extended during the summer months. The hours will be extended on Fridays and Saturdays until Midnight. This was intended for patrons who plan to travel to North Hollywood, or Downtown Los Angeles to make connections. This will be effective Memorial Day through Labor Day.

The summer beach bus will also be in effect, Saturday and Sunday's. There were slight changes to the service so that patrons could be in Santa Monica an hour later.

John Panico asked Adrian asked about the extended service to Golden Valley.

Adrian responded by stating that it's currently waiting for approval from CalTran's for the plans.

John Panico asked about creating a AAC email for AAC members.

Adrian responded by stating that the city does not provide member group emails or message boards.

ACCESS

Alfredo Torales

Alfredo stated that METRO is going to hold a series of Town Hall Meetings, beginning next week, Tuesday, 10:00 a.m. at the Newhall Library. These meetings are held in part of the Audit process by Metro for Access Services. This audit includes the Town Hall meetings and phone surveys.

TAP ID Cards, currently the management team is examining whether or not it's necessary to use the VISA logo. Also, the design of the card such as font size, verbiage, and telephone numbers.

Alfredo also stated that they had been advised by Metrolink, that the charge for PCA's is currently on hold.

MV Transportation

Jenni Martin

Jenni responded to Ella's comment about the scheduling of the appointments. He stated that they have made staffing adjustments and scheduling adjustments to achieve optimal ride service for our customers. There has been improvements made and the on time performance has improved.

Adrian stated that Lorraine Lopez has been assigned as the New General Manager and that they are currently recruiting a Safety Manger.

Motion to adjourn

Motion approved