

Santa Clarita Transit

Accessibility Advisory Committee Meeting

June 5, 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, Mona Antchagno

Meeting called into order

Motion approved for May Minutes

Adrian Aguilar introduced MV's new Safety Manager, Ivanna Samokish

General Public Comments

Mona Antchagno

Mona stated that she was a "no show" on her pick up from her home to the senior center. She spoke to a supervisor; and they stated that the driver waited for her for 7 minutes. They removed the "No Show" from her record; however, she feels that this needs to be reviewed.

- James Hogan advised Mona to contact the call and complaints line when this happens so that it's documented.

Mona stated she wasn't aware that there was a complaint and investigation process.

Ella Clark stated that the dispatchers need to review the routes in the morning. She states that the drivers are taking too long on their drives. She also stated that the drivers need to be better trained. Ella stated that the driver, J.R. got upset with her because he had the ramp down during one of her pick-ups because she stated that she did not need to use the wheel chair ramp. She also stated that when she exited the bus, the operator did not assist her with her things.

Lillian Shaw asked if she rides for free, if she still has to tap her TAP card.

- Adrian responded, yes. Adrian stated that it's required in order to track ridership.

Line Paquin asked if it's a possibility to designate a van for customers who need immediate medical attention, or wish to go to Urgent Care. Also known as, same day service.

- Alfredo stated that there is no same day service, but that he would ask.

- Jon Panico stated that this would be a request that should be brought up at the TDA unmet needs meeting.
- Adrian suggested that Line should apply for the City Taxi Voucher program. This program is designed to supplement same day services that are not supported by Dial A Ride or Access services. John Taylor will follow up with Line regarding this request.

Jim Hogan asked if John Taylor could establish a committee that seeks alternative transportation services within Santa Clarita Valley.

Keith stated that the Senior Center received a Toyota Sienna Van, with a wheelchair ramp that could possibly be used for such services. He will bring this to their attention (Susanne) at their next meeting.

Vicki – No Comment

Member Comments

John Panico – No Comment

John Hogan asked if they could change the meeting locations to a smaller conference room.

Kirk stated that he received feedback from Linda Wood about a recent ride she took on the local fixed route, June 4th. Linda explained to Kirk that when she boarded the bus she told the driver which stop she wanted to get off at. After a few minutes, Linda realized that she had missed her stop. Linda explained to Kirk that she felt that the driver should have at least remembered and stopped for her in order to prevent her from missing her stop.

Ivanna commented that she can post a reminder to remind the drivers to inform customers of upcoming stops, and to ask patrons to clear the seats in the front for patrons who are elderly or have special needs.

Adrian also commented that it's in the driver's policy, to request patrons to move seats if requested by another patron who needs to sit close to the front of the vehicle.

Elections

Candidates:

Keith Curry elected for Chairman

John Panico elected for Vice Chair.

Jim Hogan- Motion requested to approve elected individuals

Decision - Unanimous

Review of bylaws

Presentation of interested candidates for the Committee:

Lillian Shaw

Denise Ware

Line Paquin

Linda Wood

Motion to approved changes to the Bylaws

Request for Candidates:

Lillian Shaw

- Lillian would like to be part of the committee has an experienced rider.

Line Paquin

- Line would like to continue to be actively involved.

Denise Ware

- Would like to continue to be involved, she has used all three bus services.

Candidate's submission will be sent to Director of Administrative service by Adrian Aguilar.

Conclusion of new Candidates position

Agency updates

City of Santa Clarita Transit- Adrian Aguilar

The Beach bus has begun its service, and will operate through Labor Day Weekend. The service will operate Saturday's and Sundays. A flyer has been handed out to all members present, in which indicate the service times. The County of Los Angeles will also be operating their Beach Service, which operates Wednesdays and Fridays. A flyer has been handed out to all members present, in which indicate the service times as well.

The North Hollywood bus, Route 757 will also begin extending it's service to North Hollywood to later operating times on Fridays and Saturdays through Labor Day. The last trip from North Hollywood will leave at 12:15 a.m. This was designed as a test and to service citizens who wish to attend concerts, events, etc. outside of Santa Clarita.

The numbers for On Time performance have increased. Adrian stated that it may be because of the schedule changes made in January, 2013. There will be more changes made to the schedule beginning August 9th. Specifically, the frequency of routes 1 and 2 from Castaic and Val Verde. The route will also be split, and now will only service from Valencia to Whites Canyon, versus an entire route from Whites Canyon to Castaic/Val Verde. The reason for this change is because the majority of the riders do not continue to Whites Canyon. Additionally, there will be changes made to the commuter routes to account for all the buses going to the McBean Regional Transit Center.

On Time Performance Metrics	
System Wide	88%
Commuter	90.60%
Local	86.80%

Call volume has remained steady between the 5000 and 6000 call range. The decrease is reflecting the uses of technology at bus stops, such as the QR Scanner, Texting, and website. The average is currently over 100, 000 texts for both local and commuter.

Phone Reports	
ACD Calls Queued	5,315

Touch a Truck even at Central Park June 14th 10:00 a.m.-2:30 p.m. It's a \$5 dollar entrance (donation) for the event.

- Keith asked Adrian if there will be any designated services for Concerts in the Park.
 - Adrian: There will be no special routes or services. There will be a designated pick up and drop off route for Dial a Ride. The last pick up is scheduled at 10:00 p.m.
- John asked why the County is requesting customers to make reservations, and or if the citizen will be uses a mobility device.
 - Adrian: They utilize a separate contractor and not all of their vehicles have wheelchair lifts, therefore, they require reservations.
- John Pannico requested an update on Mr. Delawder concerns from the Meeting in May.
 - Adrian gave an update on Mr. Delawder, stating that the departure time will be updated to 4 minutes earlier. This will allow the bus to make the time that it was experiencing.

- John Panico asked for clarification on the route for 1 and 2. He asked if with the new schedule change (splitting of the route) it will require an additional fare to transfer to another route.
 - Adrian confirmed that it's correct. No interagency transfers are currently available on Santa Clarita transit. If a rider coming from Route 1 or 2 is going to MRTC and would like to transfer to another route, they will have to pay additional fare. Adrian also commented that this should encourage riders to purchase day passes or monthly passes. This will save the rider a significant amount of savings; additionally the service times will increase.
- James Hogan what the new route number will be.
 - Adrian confirmed that it will be indicated as route 12.

Ridership	May-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%	

ACCESS

Jenni Martin

Jenni Martin responded to Mona regarding her concern about her No-show. Jenni confirmed that she will look at our GPS and speak with the driver. She will also look at the supervisors notes in the database to find out what happened. Jenni also explained that she will confirm via GPS.

Jenni also responded to Ella regarding the customer service concern that she expressed. Jenni confirmed that customer service training will take place on 21st of June.

Philip Rice

LA Basin meeting will take place on July 1st.

Keith curry asked if there are any new updates to extend the Access Ridership ID, to three years. Philip did not have any updates.

Lillian asked about the PCA charge with Metrolink. Philip stated that it's currently on hold.

Motion to Adjourn

Motion approved