

Santa Clarita Transit

Accessibility Advisory Committee Meeting

September 4, 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: Adrian Aguilar, Lorraine Lopez, Jenni Martin, Denise Ware, Mona Antchago, Christina Blanco, Billie Jean Curry, Lillian Shaw, Mike Culver, Valerie Kissell, Tommie Mae Ward, Rudolph Pavini, Cliff Wood

Meeting called into order

Motion approved for September Minutes

General Public Comments

Rudy Pavini

Driver does not always provide a “call out” So if you miss the driver, you get a “no show” Today, they were a half hour late, and however, there is no ramification if Dial-A-Ride or Access is late. Moreover, passengers are expected to wait regardless, but Rudy is never was informed when his ride is late. Rudy mentioned that there are certain occasions were someone may be in the restroom, not feeling well, or could miss the call.

James Hogan responded by explaining the 30 minute window that the drivers have, and stated that it is written in the Rider Policies hand book.

Adrian also responded by telling Rudy that a Hard Copy is available at the senior center for those who do not have access to the Internet. Additionally Adrian also explained that it’s a safety and liability concern for the drivers to carry or utilize cell phones on route. Therefore, they must contact dispatch first in order to eliminate the use of cell phones while driving.

Tommie Ward

There is a driver that drives recklessly, and the bus is always hot. Tommie said that the drivers name is Hammid, and the bus was #069.

Tommie said that the bus was over an hour late, and there was no call made to her to inform her that the bus was late. Tommie said that it was extremely hot.

Adrian responded by stated that when the drivers are late, dispatch tries their best to call all passengers affected.

Mona Antchagro

Patron has a standing order for pick up on Saturday mornings, but she recently had Knee Surgery and did not need the pick-up. She called in to cancel her standing order, and last Saturday she received a call from dispatch asking her to please come outside to board her ride. Passenger stated that they are still showing up, even after the standing order has been cancelled. She called customer service and spoke a female. Per passenger, customer service representative sated, "Oh yes, I remember speaking with you." Patron stated that there is an immense lack of communication. She received several letters due to these "no shows." She said she called more than three times. This week she called to schedule a ride over the phone, 20 minutes to 8:00 a.m. And she got through to dispatch, the dispatcher said that he could not help her; therefore she had to be put on hold again.

Lillian Shaw

Stated that she had to use her walker, instead of her wheelchair to get around. She stated that she got a call out from dispatch, and she explained that she is walking towards the vehicle with her bus, and the driver drove away. The person the phone stated that the driver could not wait, and she had to wait for another ride.

Lillian stated that she had a 11:15 a.m. on August 23rd pick up, she got picked up at 11:20 a.m. and did not get to the sports complex until 1:30 p.m. Lillian stated that she believes it was a new driver, however, he followed the GPS, and drove all around Santa Clarita.

Adrian stated that they will look into the routing.

Mona Antchago

Mona stated that she has heard that Santa Clarita is expecting more people to move to the city in the coming years. She would like to know if there are plans to add additional drivers and staff to ACCESS/DAR to meet these demands.

- Adrian response: There has been adjustments made to staffing schedules and have currently reallocated current staff to meet the demands of the riders. Additional staff has not been hired, but will continue to staff accordingly with peak times and holidays.

Member Comments

Denise Ware

No comments

Keith Curry

No comments

John Pannico

Wanted to get an update from James Hogan on the Transportation committee (Update given in Old Business Comments)

Linda Wood

No comment

John Taylor

Stated that all pick-ups from the Senior Center between 1p.m. -1:30 p.m. Were late. He was advised that two vans were down. Johns scheduled pick up for 1:30 p.m. did not arrive until 2:30 p.m.

- Jenni Response: There was a mechanical breakdown on one van, and bio hazardous incident on another. Therefore, the vehicles needed to be exchanged.

John asked if the vehicles were in service next business day

- Jenni response: Only one was back in service.

John also stated that he was on board a vehicle with a broken A/C unit, but has not been back on that vehicle in over two weeks.

Lillian Shaw

Commented on Concerts at the park. She commented that the times for pick-ups should be adjusted according to the actual times of the ending of the concerts. She also stated that we should add another trip for next year concerts.

James Hogan

Has not set strict policies to meetings, and the AAC meetings need a more set agenda. James also stated that public comments are generally complaints from passengers. The city is growing, so we have to understand that the para transit program is trying to adjust. James also stated that it's not required by state law for complaints to be addressed at the meeting, but has allowed it because people take the time to come the meeting.

- Keith stated that he feels we should let the general public speak at the meetings.

James reinstated that all comments from public can be shared, but may not be addressed by the board members during the meeting.

- Keith concurred.

New Business

Mobility Management Partners Presentation

Presented by Valerie Kissel & Michael Culver

- **Project Name:** Valley Catch a Ride
- **Resource:** Federal Grant funded mobility project, for services within the Antelope Valley, San Fernando and Santa Clarita. Grant was facilitated by Metro.
- **Synopsis:** Identify existing needs within the community, evaluate current resources that are available to meet those needs, and work with providers and various agencies to try to develop a resource to meet the unmet needs that have not been met for transportation. The intent of the project is to help passengers coordinate with other agencies to find transportation between these regions. Including, passes, fare, transfers, and travel training

Agency Updates

Santa Clarita Transit: Adrian Aguilar

Effective August 9th, changes were implemented Fixed Route services, Route 12, and adjustments were made to route 1 & 2. As a result the on time performance for Route 1 & 2 has gone up, and the ridership for Route 12 has increased.

The Beach Bus to Santa Monica has increased its Ridership significantly from last years, approximately riders for 2013.

In the June Council Meeting, council approved Five new commuter buses, four new Dial-A-Ride vehicles, and 1 One Trolley. Estimated of arrival of vehicles is estimated December 2015 of January 2016.

On Time Performance		August
Access & DAR		92.19%
On Time Performance		July
Access & DAR		93.08%

Bus Stop Improvement Project

- Bus Stop Improvements are scheduled to begin in November to 24 Bus Stop Locations. Including furniture and shelters. The project is tentatively scheduled to be completed by April 2015.

Services to Golden Valley need to be approved by CalTrans. The services cannot proceed until the bridge is expanded, and is safe to begin service.

Access Services: Christina Blanco

Access will be hosting the community meetings. Dates have not been posted or set. Meetings will be held at the same locations as previous meetings.

A change has taken place for those who travel to the Basin Area. Any Sedan style vehicle, Access or Taxi, may not transport more than three passengers. No more than two passengers in the back seat, and one in the front. **No exceptions.**

Access will be hosting safety training, provided by guide dogs of America. The goal of this training is to promote service animal awareness and provide insight has to what the dog does in order to become a service animal.

- James Hogan asked if he can receive clarification for riding with services animals.

Christina stated that she will look into it.

- Tommie asked why there is confusion with the price from Olive View Hospital to Santa Clarita.

Christina stated that she will take the information, and review it upon her return.

MV Transportation: Lorraine Lopez

Lorraine introduced Godfrey, new assistant Manager for MV Transportation

Jenni Martin

Jenni stated that she will review the public comments and concerns and look into them.

- Keith Curry asked when the vans are maintenance, and if the air conditioner is serviced before the summer.

Adrian responded by stated that the vehicles are serviced approximately every 3000 miles or 30 days whichever comes first. There are various levels of maintenance when this occurs. The vehicles are cleaned nightly and detailed twice a week. In March, there was a campaign for Preventative Maintenance for all vehicles in the fleet, look specifically at the Air Conditioners.

Motion to Adjourn

Motion approved