

Santa Clarita Transit

Accessibility Advisory Committee Meeting

November 6, 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, Christina Blanco, Denise Ware, Line Paquin, Vicki Sokolick, Mona Antchagno, Lillian Shaw, Stacey Blanco, Adrian Aguilar

Meeting called into order

Motion approved for September Minutes

General Public Comments

Mona Antchagno

Received a letter from Access/DAR service informing her that she received a “No Show” for several reservations that she had made. She stated that they were not cancellations on her part; however, she feels that she got them because she didn’t give Access enough notice. She feels that it should not count against her as a “No Show.”

- Adrian responded by explaining the policy and requirements for customers notification within the two-hour time frame. Adrian also stated that if the customer felt that it was an error, she can address it with a manager for review.
- Christina Blanco also added that “No Shows” are reviewed over a rolling 60 day period; therefore, they are looking to capture abuse, or habits that may affect the ridership.

Mona commented about the new drivers that don’t have up to date GPS devices in the car. She said that the drivers are hesitant to use their cell phones, but she feels that they should be able to use the cell phone.

- Adrian responded by stated that the drivers are not allowed to use cell phones for personal use, calls, or GPS. He also added that the GPS on the vehicles are updated approximately every 12 months, so there may be some locations that will not be captured on the GPS.

Member Comments

John Panico

No comment

Linda Wood

No Comments

John Taylor

Asked if Access Para Transit can look into why passenger, Nancy Salvador, charge \$7 dollars on Access when she is transferring from the Antelope Valley Service.

Lillian Shaw

Lillian stated that he had an appointment scheduled for pick up at 7:45 a.m. On Thursday, November 6th and she didn't get picked up until 8:30 a.m. Additionally, the travel times are taking a long time.

She has stated that the drivers need to be reminded that they need to drive slower when going over speed bumps.

Line Paquin

Asked if bus #069 air conditioner was fixed.

- Jenni responded by stated that the vehicle was fixed.

Asked if it is possible to look into having same day service for Urgent Care appointments

- Christina responded by stating that the same day service, conflicts with the service provided by Access Services and Dial A Ride.
- Adrian stated that it is a service that is being looked into.
- John Taylor stated that the Senior Center has people available to drive patrons if they need to go somewhere for a fee. Additionally, he stated that taxi cab service is generally cheaper, and faster for same day appointments.

Denise Ware

No comments

Member Comments

Keith Curry

Keith asked what the driver to client to driver ratio.

- Adrian responded by stating that they do not maintain a ratio. It's driven by the schedule of patrons for the day and the capacity of the vehicle.

Keith asked how many road supervisors are schedule on a day.

- Adrian explained that there approximately 6 supervisors available from 4:00 a.m. to 11 p.m. Additionally, they are assigned to areas, but are also asked to respond to incidents, congested areas, or special circumstances that may arise.

A member from the general public asked for the status of Metrolink's policy implementation to charge for PCA's.

- Adrian responded by stating that the plan has been put on hold.

New Business

Agency Updates

Santa Clarita Transit: Adrian Aguilar

Informed committee that that the city of Santa Clarita and other agencies is looking for ways to better promote transportation and leverage existing resources, throughout the region, such as Access, Dial A Ride, private companies, etc. *(Refer to Mobility Management Partners Presentation from September)*

The employment resource center is working with nonprofit companies and various other agencies are working together to have a mobility management system, to have recurring trainings on how to plan their travel. This service helps patrons utilize these services.

Adrian explained that the goal is set to meet the needs of the growing community, and possible same day service.

Keith asked if the group who is spearheading the group.

- Different groups such as 511, a clearing house for information. They received a grant to help patrons use different types of transportation. Other groups such as employment placement centers, from Antelope Valley will also using their grant funds to assist in educating the entire region.

Keith asked what the benefits to Santa Clarita Dial A Ride transit will be.

- It will fill in some of the existing gaps. The city of Santa Clarita does not expect to generate income from these services.

John Panico asked if this group will be meeting with the Senior Center

- Adrian stated, yes.

Old Business

Keith asked about the Golden Valley Bridge widening project.

- Adrian responded by stating that the bid for construction will go before the council in December. Bids take about 6 weeks to be returned and reviewed. The contract should be awarded by May 2015. The construction is estimated to take approximately 18 months.

Keith asked about online reservations.

- Adrian responded that it's something that has been considered, but it is not a priority at this current time. The software is owned by MV Transportation, so they would have to work closely with them.

A member asked Adrian if people utilize the Texting Service

- Over 110,000 text a month.
- A new version of a phone application for both Android and iPhone will be available in the coming weeks.

New Business

City of Santa Clarita: Adrian Aguilar

Ridership improved OTP on Route 1 & 2, and increased OTP and ridership on Route 12.

More adjustments will be made in January 2015. Ridership is increasing on both local and commuter routes.

Adrian informed committee about a special service for Veterans to Knott's Berry Farm.

- November 22nd, from Santa Clarita to Knott's Berry Farm. The campaign is also a food driver. Additional information is on the website, Santaclaritatransit.com

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. No dates, but tentatively in January, February, or March.

Christina recapped regarding the safety training, provided by guide dogs of America. The goal of this training is to promote service animal awareness and provide insight as to what the dog does in order to become a service animal.

- Christina responded to James Hogan about clarification for riding with services animals by stated that she is still looking into the matter because there are some ambiguities on whether the animal is considered a service animal or a pet.

MV Transportation: Jenni Martin

No updates

James Hogan asked when a driver sensitivity training will be held

- Jenni stated that the training schedule has not been set up yet.

John Taylor asked how many hours of driving do the drivers need in order to pass training

- She said there is one week in class, two week for para transit and local routes, and the DMV requires them to do a significant amount of cadet training. Three to five days assisted training.
- She also stated that if there is wheelchair difficulty, to please call it in.

James Hogan asked do you conduct “refresher” training when you take on an additional route, or move to Para-Transit service.

- Jenni responded by stating that the training is mostly on Wheelchair training, policies specific to the service, and ride-along trainings, but not a timed training in a class room setting.

James Hogan asked if it’s mandatory for a driver on para-transit to assist a customer on board the vehicle.

- Jenni stated that it’s not required, but the drivers are encouraged to assist patrons.

Jenni stated that she will create a reminder/memo for the drivers to have customer sensitivity.

John Taylor asked if it’s required by the drivers to use the lift

- Jenni stated that most team members will dispatch the wheel chair lift, but some drivers will only do it upon request. It is not required, unless asked by the passenger. Jenni stated that she will also add it to the driver memo.

Keith asked if the drivers are trained to use the hydraulic pump system in the event that the wheel chair lift doesn’t work.

- Jenni stated that they are all trained to be able to use it.

Linda stated that some drivers leave the orange straps on the floor, and it’s a safety hazard.

- Jenni stated that she will create a reminder/memo for the drivers to immediately secure it.

Motion to Adjourn

Motion approved