

**Santa Clarita Transit
Accessibility Advisory Committee Meeting
January 8, 2015**

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

Members Present: John Taylor, John Panico, Linda Wood, Keith Curry, Lillian Shaw, Denise Ware, Line Paquin

General Public & Agency Representatives: Jenni Martin, MV Transportation, Rogelio Gomez, Access Services, Cliff Wood, Linda Wood, Kurt Baldwin, Adrian Aguilar, SCT Transit

Meeting called to order

Minutes for November 6, 2015 were approved.

Motion was carried.

General Public Comments: None

Member comments:

Keith Curry

No Comment

Kurt Baldwin

Access services formed a group that will service from origin to destination. Questions or comments please submit so he can take it to the stake holder group. He will be serving as a Chair in the Access Services Committee. The goal is to create a policy, and implement a service for Origin to destination, within the guidelines of the FTA.

John Taylor

Late to work because of the students from Golden Valley. Also, there is one additional passenger that may be causing the delay.

- Jenni stated that she is working on it.

Lillian Shaw

No comment

Lynn Paquin

Problem on the bus, incident uncomfortable with another passenger. Lynn would like to know in an event that the passenger were to bother her, or did something to her. She is frightened because she is afraid he know where she lives.

- Adrian responded that she tell the driver, so that the driver can change her seat for her. Unfortunately, there is not much that we can do if the passenger is not doing anything to you. Adrian stated that the passenger should talk to the driver in the even that she feels that way again. He also mentioned that there are cameras on board, and if necessary, Santa Clarita Transit will contact the sheriff's department.

Denise Ware

Stated that there should be a note in the reservation specifically stating where the passenger is located.

Kurt Baldwin

Stated that customer services representatives should be more detailed in the comments section when booking a reservation.

- Another member asked why the CSR's are so urgent to take another call, and cut the calls short. This is especially affecting patrons with speech impairments or difficulties
- Adrian stated that it's due to the hold times. Customer service agents try to balance the amount of time on the phone, with the number of calls coming through the queue.
- Jenni stated that she will remind the CSR's about the customer service. She also stated that the details on the reservations are very limited because they are only allowed to use 20 characters for the description.

John Panico

No comment.

Conclusion of Member comments.

New Business

Adrian Aguilar- Santa Clarita Transit

The new January schedule is available online, and has been printed. They go into effective, Saturday, January 10th.

The bid packets for the drivers have not changed very significantly, so there should not be any noticeable changes.

Adrian stated that he is also a Chair in the Access Services Committee along with Kurt.

Lillian

Lillian commented that the driver didn't realize that her friend is blind, and they "No Showed" her when they went to pick her up.

- Adrian asked to please have her contact him so that they can look into the incident further.

Planned Purchases for the fiscal year are, going to City Council by March, to purchase 5 CNG Commuter coaches (18 month delivery time), 4 new Dial A Ride Vehicles (12 to 16 week delivery time), and A Trolley.

The bus stop improvement project began construction, and will continue to the end of April. They are currently ahead of schedule. Signs and information have been posted at the affected stops.

Rolled out a new phone script for ACCESS services. The purpose of the script is to streamline the process and make the reservation process as universal as possible. The customer services agents have training scheduled in the weeks to come.

The Golden Valley Bridge, the bid is out for construction, so once that is approved, construction will commence shortly thereafter. Within the next year and half

Increase of ridership on the commuter service, and there is a significant improvement on the on time performance, since the changes made in August were made for the local routes. Goal is 90.5%

On Time Performance			
2013		2014	
Aug	82%	Aug	88%
Sep	82%	Sep	86%
Oct	82%	Oct	87.50%
Nov	86%	Nov	88%

Keith asked what the average number of trips made on the North Hollywood route were.

- The NoHo bus makes on average 12, 000 – 17, 000 trips. For November 2015, it averaged about 15, 000.

A member asked about the late night service Pilot program to north Hollywood.

- It didn't do as well as it expected. There were a few weekends with significant ridership, but not very much overall. It was in part to it being the first summer that it was in effect. Also, it's difficult because there is not a regular draw that would participate in the late night service. It will be put in place again for summer 2015, with council approval. The beach bus however, will continue its service, and it had its most successful year yet. The Veterans Day trip to Knott's berry Farm was also successful, and will also be included in 2015.

A member asked if a "Stuff a Bus" has ever been considered for service during the Holiday Season.

- It has been discussed; however, Transit tries to balance their events with other efforts taking place within the city.

Old Business:

John Pannico asked about the Senior Center's donated Vehicle that was donated to provide assistance to their members.

- John Taylor said that it is available; they charge \$10 an hour.
- Keith stated that it must a member of the senior center, and it's treated by a "case by case" basis approved by Susanne Nelson.
- Keith also announced a new program he discovered, Advanced Mobility, they re-design vans for disabled veterans

Agency Updates

Rogelio Gomez- Access Services

Stated that the policy for Origin to destination is going to work for the entire system from Antelope Valley to Downtown Los Angeles. They're hopeful the policy and implementation will be complete by July 1st. After the first group meeting in November, there is going to be a hearing in February, 2015. There was also being a Community Meeting at the Valencia Library, from 2-4 p.m. on January 24th. All are welcome to attend, and the information is available on the Website.

Rogelio commented on a few policies that will be taken to the board in December.

- The "No Show" policy is going to be taken to the board. Currently the policy allows 6 "No Shows" within a 60 day timeframe, and four tiers of suspension. Access is proposing, no more than 5 "No Shows" per month, and they cannot exceed more than 10 percent of your total trips. Suspension will only be two tiers.

- The current Standing Orders policy stated that reservations have to be cancelled before 10 a.m. the day before. Access is proposing to change it to 2 hours before the scheduled trip.
- Dynamic Fare policy requested by the FTA for agreement for different agencies to agree on a Fare policy.

Jenni Martin - MV Transportation

Operator bid took effect in December. There will be very minimal changes to the shared service.

The On time performance is currently 94.21% for DAR & Access.

This improvement is due to less traffic and less trips.

Call Center Hold Times for Access service was 2.2 % of calls on hold for over 5 minutes.

Call Center Hold Times for Overall (DAR & Access) is 3.60% of calls on hold for over 5 minutes.

No Shows for December were 315

- Access 98
- DAR 187
- DAR Day Care 14
- General Public 16

John Pannico asked about the wheelchair training.

- Rogelio stated that training is being done; however, agencies can't always cover all types of wheelchairs or mobility devices. He said that more mobility training, updates, and procedures regarding Service animals will be discussed at the community meeting on January 24th.

Jenni stated that the drivers receive training every six months as well.

Motion to Adjourn

Motion Approved

