

Santa Clarita Transit

Accessibility Advisory Committee Meeting

May 7, 2014

Meeting location: City of Santa Clarita, Transit Maintenance Facility

Members Present: Denise Ware, Line Paquin, John Panico, John Taylor, Keith Curry, Kurt Baldwin

General Public & Agency Representatives: Jenni Martin, MV Transportation, Rogelio Gomez, Access Services, Adrian Aguilar, SCT, Transit Manager, Ella Clark, Christine Pernodet, MV Transportation, Steven Davis, MV Transportation, Lorraine Lopez, MV Transportation, Anna Bettencourt, Hart District, Michelle Rush, MV Transit, Kurt Baldwin, Linda Wood

Meeting called to order

Minutes were approved. Motion was carried.

General Public Comments

Ella Clark

Stated that she is receiving her letters because of "No –Shows." She also stated that every time she calls the dispatcher, they tell her that it's going to be an additional 10 minutes, but she often waits over an hour. She stated that on one occasion, she called to get the status of her ride, and they could not confirm when her ride would arrive. Therefore, she made other transportation arrangements and cancelled her trips. She said while she was at the doctor appointment the DAR Vehicle showed up. She stated that two weeks later she received a letter stating that she had been "No Showed" Twice.

Vicki

No Comments

Member Comments

Keith Curry

No Comments

Line Paquin

Stated that the suspension on the vehicles is getting really bad.

Denise Ware

Official last week. She is relocating.

Linda Wood

They're not picking her up at her desired location. They're having her walk down the street to take her ride.

Kurt Baldwin

Dynamic Fare Structure, Kurt wants to emphasize that Santa Clarita and Antelope Valley is not going to change. Additionally the plan is the coordinate all the fares so that they are more in line with other agencies. Additionally, information for the Para Transit Riders Coalition having an estimated time of arrive is very important for passengers. The community advisory committee meeting, the packaging policy is very strict, so that the idea is to also have the package policy to be as flexible as the local transportation agencies.

John Taylor

Cancelled his morning subscriptions with DAR because they could not get him to work on time. Therefore, he now takes the local bus to get to work. They were late at least 2-3 days a week.

John Panico

No comments

Unmet Transit Needs

Adrian Aguilar:

Updated the group on the North County Unmet Transit Needs Meetings

There were three public hearings held, Lancaster, Palmdale and Santa Clarita.

The Santa Clarita Meeting had 2 general public members attend. Most comments were about technology available to customers, and real time arrival information. One attendee requested that the audio voice used to announce next stop information on the buses be changed from a female to a male voice. This same member of the public requested that the messages be recorded by a live person instead of using text-to-speech software. This member of the public also suggested that the City work with the developers of a mobile application named *Moovit* to include the City's schedule and real-time information.

The City is currently investigating what it would take to convert the annunciator voice from female to male. Unfortunately, our system was not designed to accommodate live recording and making this change to the system would be cost prohibitive.

Another item brought up was service to Fair Oaks Ranch, and The Beach bus. Both of which are already plans set in place, and will be shared in more detail in the future.

Overall the comments were positive.

The recommendation from the Board was that there are No Unmet needs in the area.

Old Business

Metro held a meeting at the senior center to discuss any needs or gaps in Service between Santa Clarita and other agencies. The purpose of this meeting was to get an idea of what the Gaps in Service are, and to be able to create a database that will have all of the services available to passengers.

Metro also distributed a survey county wide, asking participants to provide information on the transportation services that they provide.

New Business

Santa Clarita Proposed Fare Change

The reason for the Fare Change is to better manage the service, and to also keep in line with other agencies. With the new fare changes, Santa Clarita Transit is still significantly less the other agencies. Overall, the monthly pass and purchase of the TAP card is still significantly less, and we hope that our passengers will begin to transition to TAP and Monthly pass to take advantage of the savings.

Additionally, there was a fare impact analysis completed to ensure that the impact to citizens such as, low income families, and non-English speaking passengers. The information was taken from Census, in comparison to our service areas. Also, the data provided from our riders. Based on the analysis, it was determined that the impact of the proposed fare change would minimal.

Proposed changes include:

- **All Local Routes**
 - **Monthly Pass – From \$32.00 to \$34.00**

- **Commuter Routes 791 & 796:**
 - **Cash Fare – Warner Center – From \$3.75 to \$4.00**
Cash Fare – Warner Center (Reduced) – From \$1.75 to \$2.00

 - **Monthly Pass - Warner Center – From \$142.00 to \$145.00**
Monthly Pass - Warner Center (Reduced) – From \$60.00 to \$72.50

- **Commuter Routes 792, 794, 797, & 799**
 - **Cash Fare – Los Angeles/Century City – From \$4.25 to \$4.50**
Cash Fare – Los Angeles/Century City (Reduced) – From \$2.00 to \$2.25

 - **Monthly Pass - Los Angeles/Century City – From \$160.00 to \$165.00**
Monthly Pass - Los Angeles/Century City (Reduced) – From \$70.00 to \$82.50

- **Commuter Route 757**
 - **Cash Fare – North Hollywood – From \$2.50 to \$3.00**
Cash Fare – North Hollywood (Reduced) – From \$1.25 to \$1.50

 - **Monthly Pass - North Hollywood – From \$100.00 to \$110.00**
Monthly Pass - North Hollywood (Reduced) – From \$50.00 to \$55.00

Keith asked who is the main customer base for TAP card/Monthly pass?

- The majority of users are commuter riders. In the recent years, we've been trying to get more students to get on TAP. There are programs for low income families, such as Work Source as well. Santa Clarita Transit also donates monthly passes to the Hart School District, so that they can distribute passes to families who may be in need of a pass.

Dynamic Fare Change for ACCESS

Will not impact riders in Santa Clarita

Rogelio stated that the ADA encouraged all agencies to coordinate their fares.

After 20 years, and several audits made by the FTA they found that they were not in compliance with the fare structure, because some ACCESS trips were twice as long as the desired trip length, and the charge was also .75 cents more.

Because there are so many fare structures within Los Angeles, and length of travel times, based on this information, the fare needs to have a cap cost.

Rogelio shared a handout with examples of the some scenarios in fare changes, and Cap cost.

Pros	Cons
<i>Compliant with the FTA</i>	<i>Fare validity</i>
<i>Coupon system</i>	<i>Increases fare for many customers</i>
<i>Dynamic fare affects</i>	<i>Complex backing program efforts</i>
<i>Reduces fare for some customers</i>	<i>Customer concerns that affect operations</i>

Community meetings, and public outreach meetings have been conducted so that all affected may be heard and share concerns. January 2016, the program will go live.

John Panico

John asked Adrian about the reduction in the Metrolink fares, encouraged by Supervisor Antonovich.

- Adrian stated that he doesn't have information regarding the proposed fare changes but will provide the information at that the next meeting.

John asked about the High Speed Rail system hearing that was held at Canyon High School

- Adrian stated that the council wants to select an option that will have a minimal impact on Santa Clarita Valley residents.

Agency Updates-

Adrian Aguilar- Santa Clarita Transit

Flyers a formal public hearing will be held on June 9th at the council meeting to discuss the fare change.

The Beach bus will be running June 6th through September 6th. New stops have been added, such as Newhall Metrolink and Newhall Ave & Sierra Hwy. Some stops have also been removed, because they were not being utilized.

The bus stop improvement project is complete.

The purchase of CNG Commuters is completed and the expected delivery is by January 2016.

Denise asked if the suspension if the vehicle is going to be better on the new vehicles.

- Adrian responded that our options are limited to those offered by the vehicle manufacture. We will do our best to select a suspension system that meets the needs of the system and our customers.

Rogelio- Access Services

Rogelio introduced Jessica Thompson

Jenni Martin- MV Transportation

March DAR & Access on time performance was 91.42%

No Shows – 237 (80 for Access)

April DAR & Access on time performance was 92%

No Shows -251 (105 for Access)

Kurt

Asked if there is training for the dispatchers to instruct the drivers that that some riders have a wheel chair

- Jenni stated that she and Steven Davis do ride-along at least once a month to make sure that the communication is clear between dispatchers and CSR's. To make sure that there are no gaps in service.

Anna Bettencourt –Hart School District

Wanted to thank the drivers for being patient with the student, and wanted to thank the dispatchers for communicating information to the parents.

Meeting Adjourned