

## **Santa Clarita Transit**

### **Accessibility Advisory Committee Meeting**

**September 3, 2015**

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

**Members Present:** Keith Curry, Chair; John Panico, Vice Chair; John Taylor, Santa Clarita Senior Center; Jim Hogan; Kurt Baldwin; Linda Wood

**General Public & Agency Representatives:** Adrian Aguilar, SCT, Transit Manager; Jenni Martin, MV Transportation, Jessica Thompson, Access Services; Vicki Sokolik; Billie Jean Curry; Ella Clark; Line Paquin; Terry Stanley

**Meeting called to order**

**Corrections made to Minutes**

**Minutes for June 4, 2015 were approved with corrections.**

**Motion was carried.**

### **GENERAL PUBLIC COMMENTS**

#### **Vicki Sokolik**

Trouble with scheduling rides when getting pick up times. This is the third time that this has happened. There are hour differences in pick up time. It only takes five mins. to be considered a “no show”.

- Jenin Martin stated that there has been a problem with the computer system; IT is working on correcting the issue. There is a glitch in the system. Issue should be cleared soon. MV is reviewing trips each day to try to minimize any errors everyday.

#### **Terry Stanley**

Courtesy Concerns

- Drivers are rude
- No A/C on the buses
  - Jenni Martin responded, asked to pinpoint the problem on the Transit vehicles. Will take her concerns back to the General and Operations Managers. Suggested that she please call in or send an e-mail so that the incident can be investigated, and they are able to do a lot more with specific information to make the operators more aware of the problem and possibly change their behavior.

### **Ella Clark**

Is having trouble scheduling rides on Access Services. She was told that standing orders are no longer being made. She is asking that we look into scheduling of trips & routing.

- Jenni is looking into the concerns. The system is slightly more congested with issues. Scheduling options have been an issue. Working with IT to do a full upgrade for the system.
- Jenni will be reviewing her trips to find out what the problem is. Looking into the standing trips as well. Recommended to call 7 days prior to the service. Calling the day prior, times will be very limited.

### **Billie Jean Curry**

No Comments

### **MEMBER COMMENTS**

#### **Keith Curry**

No Comments

#### **Line Paquin**

Missed her trip today, no one called her and she got “No Showed”. Dispatch called her emergency number instead of her home number. She has asked several times to have her number changed.

- Jenni also responded and will be looking into what happened this morning with the no show. Her main concern is with the change in phone number. Jenni will make sure that the phone number will be changed from emergency to the correct contact phone number.

Wants to know why they can't provide same day service for emergencies (Urgent care or Doctor). She had to take a Taxi to the meeting. Why aren't there any other options?

- John Panico responded, suggested “Friday Girl”, and dedicated to helping you when you are in need. Senior Center offers a service, Pfeiffer Service, Contact Cathy McQuish, she runs the program for seniors, Ext. 130

#### **Linda Wood**

In June or July, Linda took service to church (Faith Community Church). She was late due to other pick up/drop off. The Driver picked up the wrong person. Linda was still on the bus and ended up being ½ late for church.

- Jenni Martin will look into June and July trips to review and find the Sunday trip to see what happened the day she was trying to get to church on time. Thinking it might have been a new Operator into part time run. Jenni will give her a call to follow up.

## **Kurt Baldwin**

Possible Access Services fare change. Looking for people to weigh in on the local issue and the decision making on how we manage our system here.

## **Jim Hogan**

Make the tables smaller (3<sup>rd</sup> one over and make them closer).

## **OLD BUSINESS**

### **Adrian Aguilar**

- Addressed a comment made by Lillian Shaw at the last meeting about the drivers and the securement of wheel chairs.
  - Jenni Martin responded. In July, All drivers and Team members were required to attend to safety training. In December, there will be refreshment training for the wheel chairs as well. There will be Training every 6 months.

## **NEW BUSINESS**

### **Adrian Aguilar**

Nothing new to discuss

### **Keith Curry**

- Openings for New Members

### **Adrian Aguilar**

- Currently have three positions open on committee
  - There was a vacant position already
  - Denise Ware's position is vacant, she moved to Phoenix and sends her regards
  - Agency position vacant – Adult Day Care gone
  - Lillian Shaw is out right now, but will be back in the future

## **Keith Curry**

Inquired if there was any talk regarding assistance with an adult day care to start up again.

- Adrian, No discussions to start up adult day care facility. We've been in contact with 2 or 3 families that were attending day care that needed assistance.

## **Keith Curry**

Brought up the construction on a new bridge, and asked about construction in the Sand Canyon area by the riverbed.

- Adrian Aguilar responded that Vista Canyon Development Project broke ground early this summer. The project is going to be developed in 3 phases. The Project has been in planning phases for 10 years. It is a Transit oriented project. New Metrolink Station, moving Via Prinessa Station.
  - Phase 1: Apartment Building, Commercial, Retail space.
    - As part of Phase 1, we are working with the developer. Planning to construct a new Transit Center (bus transfer center to MRTC). Re-routing our routes to feed in and out of this location. The City Council awarded a contract to design the Transit Facility there. We are moving forward with design part of the project.
  - Phase 2: Possibly a hotel, additional commercial office space, and condos
  - Phase 3: Single family homes
- Golden Valley Bridge, on schedule, no delays. Looking at July & October of 2017 for completion. Park & Ride will remain. Overall 24 month project.

## **Keith Curry**

- Open for nominations, looking for potential members, open to the public. Two slots open.
  - Need to submit a short statement for the next meeting. Next meeting will be in November, and will need to submit to Adrian for approval.

## **AGENCY UPDATES**

### **Adrian Aguilar**

- Update on Beach Bus: Doing well this summer. Over 2,600 trips on the bus this summer. Last weekend of the beach bus until next summer. We ran one additional bus on Sunday's compared to what we ran last year. Numbers are higher than what they were last year. Saturdays are the busier days. 45-47 passengers on bus.

- Taking delivery of 5 new commuter buses, will be delivered from factory in North Dakota
  - We received notice from FTA that a few grants that were submitted, have been approved. Replacement of Dial-A-Ride vehicles. Going to Council in October to award the contract, we are looking at 4 new CNG cutaways. Hope to have vehicles in late December, early January.
- This past July, we started a new schedule. Shifted schedule from August to July.
  - Trying to even out the time frame between the schedule changes.
  - Opportunity to make changes that coincided with other changes that we wanted to make for the summer.
  - Implemented some new services, adjustments to a couple of the commuter routes, adjustments to running times to local and commuter service to account for traffic patterns and travels time; getting in and out of the Transit Center.

### **Jessica Thompson**

#### Access Services

- June, two of their contracts, including Santa Clarita had already used the belts before, positioning belts were implemented system wide in June. Monitoring that so far things are positive.
  - Kurt Baldwin commented that there have been a few complaints with the positioning of the belts.
- Fare increase still plans to go into effect in January.
- On July 1<sup>st</sup> Access Services implemented Beyond the Curb Program and Reasonable Modification Services. If you need additional assistance, you can request that the driver further assist you to your door at their own discretion. They had drivers and dispatchers and call takers system wide, trained on both services. A lot of monitoring and making sure those programs are moving smoothly. The coordinator is Liz Barragan.

### **Jenni Martin**

Sensitivity Training in May with all drivers (it was required). It will be given again at the first of the year. Customer Service Manager Christine joins every other month to the Safety Meetings in order to touch on Customer Service as well. The training is with drivers, dispatchers and call takers. Drivers were in favor of the programs.

### **ENDING COMMENTS**

Next Meeting, November 4<sup>th</sup>.

**Motion to Adjourn**

**Motion Approved**