

SANTA CLARITA TRANSIT
Accessibility Advisory Committee Meeting
November 5, 2015

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

Time: 9:00AM

Members Present: Keith Curry, Chair; John Panico, Vice Chair; Jim Hogan; Lillian Shaw

General Public & Agency Representatives: Adrian Aguilar, SCT, Transit Manager; Lorraine Lopez, MV Transportation; Keith Mbluo, MV Transportation; Jessica Thompson, Access Services; Ella Clark; Terry Stanley; Mona Antchagno

Meeting called to order

No quorum today. John Panico is Acting Chair today

Minutes for September 3, 2015 were not approved due to a quorum today.

Motion was carried.

GENERAL PUBLIC COMMENTS

Terry Stanley, General Public

Reckless driver and no Access call out

- Operator drives recklessly, past the speed limit, while she was standing, he took off before she was seated. The 2nd time, she hadn't put her seat belt on, he took off; she almost came out of her seat. The last time she rode with him was on Wed. 10/28/15.
 - Keith stated that he recommends to please contact the City/MV Transportation to report any safety related issues so that the problem can be addressed right away.
- When Terry rides Access, she does not always receive a call out to advise her of the status on her ride.

Ella Clark, General Public

DAR standing order/Last min. Add on and reckless driver

- Ella's standing order every Wednesday at 10:00 a.m. On 10/21/15, she was picked up at 10:20 a.m.; however she was advised by another passenger that the driver had received a call to pick her up during the ride at the last min. Who's checking standing orders? Also, the GPS was not operating and the driver got lost.

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- Reckless driver, cut a driver off making a left on Via Princessa & Whites Canyon. The operator of the bus was in the right hand lane, the car involved was in the left hand lane, and had to back off because the bus driver cut him off.

Mona Antchagno, General Public

Access ID card and renewal & GPS issues

Mona sent in her TAP card renewal a month and a half ago which included, her passport photo, and copy of her expired TAP card. She called Access and was advised that they did not have her renewal, and was advised to talk to Adrian about it. She then checked with the Senior Center and was told by John to talk to Adrian about it. She then called a second time to Access, the woman told her not to send a copy to them because it will confuse them, and to just wait. She put money on a TAP card in the meantime until she gets her new one and the money cannot be transferred.

- Adrian is going to get it taken care of after the meeting.
- Drivers do not have GPS in some of the vehicles; the new drivers don't know their way around town. The new drivers are not able to use their cell phones as back-up GPS devices.
 - Adrian replied, that the policy does not allow drivers to use cell phones as GPS devise. The GPS issues will be looked into.

MEMBER COMMENTS

Keith Curry

No Comment

John Panico

No Comment

Jim Hogan

No Comment

Lillian Shaw

No Comment

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OLD BUSINESS

Lorraine Lopez, MV Transportation

Update on Driver Training

Next week, December 9th there will be hour and a half training on customer service. The training includes courtesy and empathy. Sensitivity training will also be incorporated into the training.

Updates on software Training/Scheduling software updates

We currently have a process to eliminate the challenges that we were facing with the time changes. There hasn't been an actual solution to fix the system issue that we have been experiencing. In the meantime, we have a process for now, where we have someone in the Call Center going through all the trips that fall into that issue and making sure that we are being accurate.

- Adrian replied: The system scheduling software, with the new update, it would automatically move trip times to optimize the routes. The problem with that is that it wouldn't notify us if it moved your time from 8 to 8:20. What Lorraine and her team are doing is working with Trapeze to figure out a way to fix or prevent the software from moving or adjusting those times automatically. Unfortunately, we don't have a permanent fix in the software yet, but we did implement some procedures to identify those times where the software is moving those times without notification.

Standing orders

Question regarding the number of standing orders that we currently have on the waiting list. We have a total of ten on the waiting list. The requested time is between 7- 9 a.m. and between 2-3:30 p.m.

John Panico, Member

Open Positions of members and openings on the committee

Updates regarding any members of the public that would like to submit a letter. We would like to have them all by January 2016. Please submit a letter and resume to Adrian Aguilar.

- Keith replied that he has a notation from Terry Stanley; Vikki Sokolik; Ella Clark; Lillian Shaw. We want to have potential members to be knowledgeable, proactive and productive.
- Adrian replied: Openings on Committee: 1 Senior, 2 Disability, and an Agency position (Adult Day Care Closed).

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NEW BUSINESS

No new updates.

AGENCY UPDATES

Adrian Aguilar, City of Santa Clarita Transit

Replacement schedule

- New order of commuter buses came off the production line this week. Five commuter buses, (first CNG Powered). Minor things that need to be corrected before they can make their way down to SC. Expect to have them in service by mid-December. They are coming from North Dakota.
- Going to Council in a couple of weeks to purchase 5 additional replacement commuter buses, scheduled to be delivered around this time next year.

Vehicle procurement

- Replacement of 4 DAR vehicles, going to Council for award on December 8th.
- Looking into purchasing two low floor cut-a-ways and two regular cutaways that we already have.
- The two low floor cut-a-ways will not be equipped with a lift; will have a ramp similar to transit buses, the idea is that they will be a more comfortable ride; will allow people to use mobility devices to get on and off much quicker.
- Wheel-chair positions will be in the front of the bus. We're adding two more positions to the number of wheel-chair tie down positions, total of 4 tie down positions per vehicle, compared to the other two which is our regular configurations.
- Layout will be similar as far as seating to what our current vehicles have. We will have fewer seats, right now seating configuration is 12 seats, and 2 wheel chair positions. With low floors we'll be going to 8 seated positions and 4 wheel chair tie downs; fewer seats but basic layout will be the same, a couple of seats in the back, no designated area for storage or bags, etc.
- Assuming everything goes well, Council will award on Dec. 8th, 160 days for delivery (Spring 2016).

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Status of Golden Valley Bridge

- Last update was in late September: Bridge work on schedule, no significant delays. There were some closures in August & September; everything is going as scheduled.
- Change with routing and scheduling, looking at early 2017.
- Transit location stops: As development goes in, the City requires the developer to install those as they are building each phase.

Residential Development / North Vista Canyon Area

- Finishing projects that were put on hold, that were initially approved.
- Grading off the freeway, moving dirt, environmental clean-up.
- Looking into starting construction in spring 2016.
- As part of that process, we are planning to build a new Transit Center in that development, Park and Ride, and Metrolink Station. We are currently in the design phase for the Transit Center; we have selected a Consultant & Engineer firm for the design work. We had kick-off meetings late last month. We can expect 9 months for design, and another 9-12 months for construction.
- Once bridge work is complete, we will be looking into making adjustments to existing routes, or introducing new routes.

Five Knolls

- Golden Valley to Plum Canyon. No plans to expand service into connection into Plum Canyon, in 12 months we will be going out to bid to select a contractor to update our transportation plan. That will be one of the areas that will be looked at to see what need is there for Transit in that area, including, Canyon Country, Val Verde, Castaic, Stevenson Ranch.

Adrian Aguilar, City of Santa Clarita Transit

2016 schedule changes

- No schedule changes in January. We will be reprinting the schedules and making corrections to the printed brochures. We're not planning any schedule changes until August 2016.
- Patrick Bryant's position has been filled. Alex Porlier was hired in his place, and has been with us for 3 weeks now. He has a background in marketing and planning in the Transit industry. He is responsible for coordinating marketing efforts, but will also be responsible for a number of special projects, community outreach, and biking programs.

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Jessica Thompson, Access Services

Preparation for the rainy peak season

- Focusing on preparing for the upcoming months of rainy peak season
- We are operationally checking on our vehicles to make sure they are up to par for the next phase of the rainy season, we are doing monthly check ups on all the vehicles. We did a check up on our vehicles this month and we are up to par.
- Preparing the providers with staffing levels, regular updates with their plans with staffing levels, adjustments to schedules with both call center and driver schedule.

Lorraine Lopez, MV Transportation

Bids

- Scheduled/tentatively for December 5th. Will take effect on the second week in January 2016.
- Possibility of drivers moving in para transit.

Updates for overall service

SEPTEMBER

On time performance for Access: 95.68%
Overall combined DAR & Access: 93.67%
Total trips for Access: 3,078
DAR: 4,340
Total: 7,418

OCTOBER

On time performance for Access: 94.94%
Total of: 3,381 trips
Total combined service 93.76%
Total of 43.44% DAR

- Decrease in DAR service as a result of Day Care closing.
- Jenni Martin is no longer with MV, she had an opportunity with a different industry, and her last day with the company was October 19th. We are recruiting, hoping to have position filled by December 1st.

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ENDING COMMENTS

Next Meeting January 7, 2016

9:00 a.m. Century Room, City Hall

Motion to Adjourn

Motion Approved