

SANTA CLARITA TRANSIT
Accessibility Advisory Committee Meeting
January 5, 2016

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

Time: 9:00AM

Members Present: Keith Curry, Chair; John Panico, Vice Chair; John Taylor, Santa Clarita Senior Center; Jim Hogan; Lillian Shaw, Member; Linda Wood; Member

General Public & Agency Representatives: Adrian Aguilar, SCT, Transit Manager; Lorraine Lopez, MV Transportation; Elmer Contreras, MV Transportation; Jessica Thompson, Access Services; Terry Stanley; Carmen Landin, Senior Center Volunteer

Meeting called to order

September Minutes were approved

November Minutes were approved

Motion was carried

Keith Curry read the policies of the Santa Clarita Advisory Committee Mission Statement

Elmer Contreras was introduced by Lorraine Lopez

GENERAL PUBLIC COMMENTS

Terry Stanley

No Comment

Carmen Landin

Several people are coming into SCV Senior Center, being told by staff in the City Clerk's office that we issue temporary TAP cards, we don't issue TAP cards. We can issue discount cards, but that's it. The customers are being sent back to City Hall. Temporary cards are issued from City Hall, not the Senior Center.

MEMBER COMMENTS

John Taylor

There seems to be a problem, He calls 3-4 days before prior to Monday, Tuesday & Wednesday. He cannot get a 1:30PM reservation going home.

- Adrian recommended that a standing order be put into place.

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Jim Hogan

Doesn't know what happened to his ride this morning, He had a scheduled a pick up for 7:30AM. He contacted the call center at 8AM (after the window to check on the ETA of his ride). They couldn't get a hold of the driver. The CSR that he was speaking to kept coming back on the phone to let him know that they were still trying. The CSR was very professional in handling the call. He complimented the service, says that they went beyond the call of duty, even though they couldn't get a hold of the driver.

Linda Wood

No Comment

Lillian Shaw

Doesn't understand why she has to take two buses to go to Ventura. She has to take two buses and she's not sure which ones to take.

OLD BUSINESS

Adrian Aguilar

Drivers Contract

Negotiations between drivers and MV, the two have come to an agreement. It was approved by the operators. The negotiation was ratified on December 23rd and is for four years.

Driver Courtesy

Driving Habits and practices has been the focus of our Safety Meetings the last couple of months. We will continue in terms of Customer Service, and sensitivity training. It will continue to be part of our on-going Safety Meetings. Our next round is scheduled for next week. We will be implementing an on-going basis as opposed to ongoing topic for a specific meeting.

NEW BUSINESS

Adrian Aguilar

- December 8th meeting, the City Council authorized staff to enter into the approved contract for the purchase of the four new DAR para transit vehicles. We are working on that contract now. We hope to have that all wrapped up in the next week or so. Once it's been signed, we expect delivery to be within 180 days.
 - Two of them will be our traditional cut-a-ways with raised floor in the (improved) suspension. The other two, will be the low floor cut-a-ways that are not equipped with the lift; they will be equipped with the ramp similar to a transit bus. The idea is to allow us an

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opportunity to test this new design, see if it helps with boarding; reduce time in terms of loading. We'll be taking delivery of those two types of vehicles.

- The seating configurations on these four vehicles will be similar to what we have; they will have four wheel chair positions (compared to what we've had in the para transit fleet historically). We hope to have them by late spring 2016, and then we will test them out.
- We just took delivery of our four out of five CNG commuter buses. We are still waiting for the 5th one to arrive. We are anxious to test them out and get them into service. First CNG powered commuter buses that we've taken delivery of. We are also in the process of placing an order of four additional vehicles that will be delivered towards the end of next year.
- No schedule changes this January, but we did do the bid process for the drivers. We didn't see a lot of changes in terms of driver shifts or assignments, just some minor adjustments here and there. We are looking at making some changes in the summer in terms of schedules and maybe even some routes.
- This past Christmas we did a Trolley Holiday Light Tour which was a huge success; we had a lot more people than we had anticipated. We had to add two additional vehicles to the routes. We had a great turn out. It was an opportunity to collect donations for the Food Pantry. We collected quite a bit of canned foods, and non-perishable items that were distributed through the Food Pantry. Based on success, we will likely continue looking at taking a more unified approach in terms of these special services that we are offering, like the Holiday Light Tour, the Veterans service to Knott's Berry Farm, the Beach Bus; and coordinate these a little more, and use them as an opportunity to participate and work with some of the local non-profits such as the Food Pantry year round as opposed to just doing it during the holidays.

OLD BUSINESS

Adrian Aguilar

Proposal for unmet needs meeting

- Metro is currently working on scheduling dates for the meeting on unmet needs. Looking at moving those meetings up this year. Instead of March and April, when they usually have them, they are looking at late February. Right now they are looking at two dates, Monday February 22nd, and Wednesday, February 24th. Those are the dates that they have tentative. They are waiting on confirmation from panel members.

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Adrian Aguilar

Valley Project

- The project is moving along, they are on schedule. Depending on the weather moving forward, we are looking at completion by the end of the summer 2016.

Carmen Landin asked how the scheduling for the drivers is done

Adrian Aguilar

- We schedule trips in real time. When a reservation is made, we schedule it to that vehicle at that time. What we do the night before, depending if there are cancelations, we look at the trips and make adjustments. We use computer software to help us identify or find a logical place to put the trip, and group the trips together.

Keith Curry asked if there will be any future options to schedule rides on-line

Adrian Aguilar

- It is not something that is on the top of our priority list. While it would be convenient for some folks, the majority of our para transit riders would not use it with great frequency. It would be a very small number of people that might utilize it. At this point, I would rather spend our dollars on replacing our vehicles and keeping the fleet newer then to spend it on new software. There are no immediate plans to add that feature at this time.

Keith Curry asked if there are any plans to add an application for the monitor at the Senior Center. For example, an application that can be downloaded to the senior's phone or computer to log on and see if their ride is coming.

Adrian Aguilar

- It would be something that we can look into. It would be a matter of riding the interface with our para transit software. The main issue would be the license agreement with trapeze in order to access that data.

Adrian Aguilar

Golden Valley / Vista Project

I received an update on Tuesday. We saw an ariel tour view of the site. They completed 90% of the rough grading, for the site for phase 1 and phase 2. They'll start the rough grading for phase 3 in the next 60 days. They've already completed all the embankment and shoring of the river. They are getting ready to start selling spaces for the apartments (multi-family homes) as well as some of the commercial sites in the next few weeks.

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Bus Transfer Station

We started the design process for the bus transfer station that will be located in Vista Canyon. We received an update from the architect this week. They are about 80% done with the initial renderings. This week we held a pre bid meeting for the RFP for the design of the Metrolink Station that will be in Vista Canyon. We are partnering with Metrolink, Metro, and the Developer.

- Metrolink operates the train service; Metro owns the tracks and right of way and the City will be responsible for designing the station, Metrolink will be responsible for the signal design and track work; Metro will be involved in terms of providing easements, right of way agreements. The location of Metrolink will be located within the Vista Canyon development, south of Sand Canyon. The Via Princessa station will go away; there's discussion of whether we should turn it into a Park or Open Space.

AGENCY UPDATES

Adrian Aguilar

Fixed Route Service

(on time performance):

November: 88.8%

December: 89%

Month to Date: 90.6%

DAR & ACCESS

November: 94%

December: 94.8%

No Shows

November: 275

December: 249

Jessica Thompson

Tomorrow at Old Town Newhall Library from 2-4p.m., we will be holding our first Community Meeting for the year. It is the follow-up meeting from a few months back to provide an update on services, and fare structure update.

John Taylor asked Jessica if at least one of the community meetings can be tied in with Access and AAC meetings. It was that way a few years back and the outcome was a large turnout.

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Lorraine Lopez

Driver Courtesy

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No other updates

ENDING COMMENTS

Next Meeting March 3, 2016

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

Motion to Adjourn

Motion Approved