

City of **SANTA CLARITA**  **TRANSIT**

Accessibility Advisory Committee

Meeting Minutes

March 3, 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; Member; Line Paquin, Member; Ella Clark, member

General Public & Agency Representatives: Adrian Aguilar, SCT, Transit Manager; Elmer Contreras, MV Transportation; Jessica Thompson, Access Services; Terry Stanley; Gary Simpson; Vicki Sokolik

Meeting called to order

January Minutes were approved as corrected

Motion was carried

GENERAL PUBLIC COMMENTS

Gary Simpson

His neighbor down the street called Access to inquire about services. When she gave them her address, they told her that they do not service that address, and that she would have to walk down to another address in order for her to be picked up. He is wondering if someone from Access is giving out incorrect information.

- Jessica Thompson – Has to verify the address, it may be an address outside the service areas.

Terry Stanley

Last Monday, 2/22/16, it took them 2 hours to get to the movies.

- Jessica Thompson – Will look into that particular trip, to find out what happened. Jessica will get in touch with Terry regarding this issue.

Vicki Sokolik

- Issue with DAR. She was standing outside, and the driver could not find her both days, they might not be taking the time to approach her. She doesn't remember the dates; however she is not being approached.

- Today with Access. She only lives five miles from City Hall. Today her pick up time was scheduled at 7:06A.M. to come to the meeting. It seems a little extreme to her. She arrived one hour before the meeting.

MEMBER COMMENTS

Keith Curry - No comment

John Panico - No comment

Jim Hogan - No comment

Line Paquin, Member

- Compliments Access on the new buses
- Yesterday she booked a ride for physical therapy. She is having issues with the waiting time. She feels that she shouldn't have to wait that long. The waiting time is getting worse and worse. Yesterday she was sitting on a concrete bench in the heat. There's only seating available in the sun. She's handicapped. She is looking into ADA laws, disability laws. She was advised to start a class action suit.
 - Her ride was requested for 10:45A.M.; they scheduled her trip for 10:15A.M. (30-60 min gap wait). She arrived to her appointment at 10:40A.M.; her apt wasn't until 11:15AM. Physical therapy was over at 12:20P.M., she got picked up at 1:45P.M.
- Adrian Aguilar
ADA does allow us to schedule within the 60 min. window. We cannot always pick you up at your requested time. We do have a window within the requested time frame. In this case, we were in full compliance with ADA. This is a shared ride service. We cannot impact the operation. In this case, you were dropped off too early.

Ella Clark, Member

- Requested to have the telephone system revamped with information about community events.
 - Keith Curry – All comments from the agency representatives, members and the general public are viable and will be addressed.
 - Adrian Aguilar– We are constantly looking at the scheduling system to see how we can improve it. We will always take comments to heart. We take pride in the services that we offer.

OLD BUSINESS

Adrian Aguilar, Santa Clarita Transit

- Driver training is ongoing. We will be having one again next week.

- Driver Safety meetings are also ongoing. The topics are sensitivity and safety. We are working closely with the Safety Manager Ivanna, just to make sure that all topics are being reinforced.
- We finally have our commuter buses in revenue service. We took delivery of four of the five CNG commuter buses in December. It took a little while because of some holiday hiccups that we ran into to get them here, get them inspected, technology installed (camera systems, fare boxes, AVL, and Wi-Fi systems on the buses. Those went into service last week; the fifth one will go into service next week or Monday. Those that are in service now, we are testing them in terms of mileage, the range, how far they go, there's a lot of testing that we do with them.
- We are also piloting some new software on a few of our buses that will allow us to track the vehicle mileage, to track how many gallons of fuel the vehicles are using, what parts of the route we are consuming more fuel or less fuel; testing software that will allow us to directly interact with customers, give immediate feedback using a smart phone. This technology is installed in a commuter, a local, and a DAR vehicle. We will be rotating these vehicles throughout all of our routes in the next 6-9 months just to test it and see how it goes.
- AVL (automatic vehicle locating system). This system collects data beyond what the normal AVC system does. It also provides vehicle mileage. It also has an interface that allows us to look at maintenance. If there's any trouble codes that come up with the vehicle, we are able to see those almost in real time, so that if the driver gets a code while in route, it doesn't necessarily have to shut down the whole route, they can see if it's something minor, that the driver can continue, or if it's something serious, so we know that we need to switch out of the vehicles. This is something that we are testing out now and will probably be doing for the next 6-9 months.
- We are in discussions with California Air Resource Board and some manufacturers to test some new clean air technology. One of the things that we've done in the past successfully is that we've partnered with both manufacturers and other agencies to test new technology. Some of it has worked well, others do not work at all, but it was good from the perspective that we were able to try them; we had that information going in, so that when we do our next round of bus purchases, we can take that into consideration when we make those purchases in advance. One of the things that we will be testing is some new emissions technology, but we're also working with some manufacturers to test some new suspension systems, so were looking at possibly getting some of those installed in some of our vehicles as a trial.

New DAR vehicles order

- The new vehicles that we have on order right now with DAR have gone through. We have a meeting scheduled next week for pre-production, where we finalize all of the vehicle specifications. They're scheduled to go into production at the end of May. They will be delivered sometime early July. A total of 4 are on order now.
 - We are in the procurement process right now for 4 more vehicles. A mix of traditional cutaways, 2 cutaways that we have on order, but we also purchased 2 low floor cutaways. The difference between these, the low floor vehicles don't have lifts, they actually have

ramps like our buses, and they ride on an air suspension as opposed to a spring suspension. The purchase has been made as a test to see what impact they have on our operation.

- As of now, no update on new member openings. There hasn't been an interest from the outreach efforts. All previous efforts will be renewed.

NEW BUSINESS

Adrian Aguilar, Santa Clarita Transit

- We are currently out to bid for our next round of new para transit vehicles. We are working with CalAct (state trade organization) to go through their procurement process so that we can purchase vehicles through this bid process.
- We are currently in a similar process with a number of transit agencies through California for the purchase of local transit buses. We have partnered with Livermore, Burbank, Glendale, Culver City and a few other agencies throughout the state to issue a joint procurement for buses. Bids are due back the beginning of May. We hope to select a vendor by the end of June.
 - Money budgeted (in this year's budget) for 4 new buses, as soon as we finalize this procurement, we will proceed with that order.
 - Money budgeted for 4 new DAR buses. As soon as we finalize with that procurement, we will move forward with that order.
- We just finalized the contracts with MCI for 5 new buses. We are looking at a December or a January delivery date for 5 new commuter buses (in addition to the ones that we have now).
 - The plan is to replace our entire fleet at a rate of 4-5 vehicles (of each type) every year moving forward if things go as planned and if the funding is available.
- We are also in the budget process for next fiscal year. We are requesting funding from Council for the new buses next year. We are also requesting funding for a couple of new projects; one is for funding to update our transit development plan.

Update on Construction of the new train station in Sand Canyon (replacing the Via Princessa Station)

- It is a project that we are also asking Council to fund. \$500,000 has been budgeted for the initial design.
 - We have received proposals; we will be going to Council in May with a recommendation to award the contract. Also asking Council to appropriate some additional money for the design of that station. We are moving forward with the design. We have approximately 3-4 million dollars that we have received from a grant for construction, but we still don't have enough to finish. We estimate 16 million dollars for the construction of the station.

AGENCY UPDATES

Adrian Aguilar, Santa Clarita Transit

- We are maintaining our on time performance rate for our commuter and local service (it has stayed relatively high). We are in the high 80's between local and commuter combined. The overall service is doing relatively well. The Commuter on time performance alone is in the 90's.
- The biggest challenge that we are currently experiencing is due to the construction going on in Downtown LA, due to the development of a new high rise complex, as well as the construction for the gold line extension. Big portions of our routes off of Flower have been redirected. That area is going to be closed for about a year. We are making sure that our riders are aware of all of this.
 - The ridership in our North Hollywood service continues to be strong. It is our 2nd or 3rd busiest route behind Downtown LA and Century City.
 - The Century City & North Hollywood routes alternate in terms of #2, depending on the month. On average we are transporting 12,000 riders per month on each of those services.
- We are also looking into extending service into CSUN with about a 12-18 month timeline. We are looking at enrollment #'s, employment numbers, employment sites in that general area.

Jessica Thompson, Access Services

- For the past 3 weeks, Access has been distributing goody bags to all of our drivers, dispatchers and call takers. It is a Canvas bag with some goodies, and is a token of appreciation for all of the hard work. In addition, they also distributed umbrellas for every vehicle for this rainy season, for boarding and exiting, making it easier to get in and out of the vehicles.
- Rider guides are being edited, formatted and updated. The goal is to have them printed out, approved for digital on-line as opposed to having them on CD's. The goal is to have them by May.

Elmer Contreras, MV Transportation

- Driver Safety meetings are also ongoing. The topics are sensitivity and safety. We are working closely with the Safety Manager Ivanna, just to make sure that all topics are being reinforced. We will continue to provide these trainings. The training is for everyone to take.

ENDING COMMENTS

Next Meeting - May 5, 2016

9:00 a.m. - Transit Maintenance Facility (28250 Constellation Rd. Santa Clarita, CA 91355)

Motion to Adjourn

Motion Approved