

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

Accessibility Advisory Committee

Meeting Minutes

June 2, 2016

Meeting location: 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; Lillian Shaw, Member; Kurt Baldwin, Independent Living Center of Southern California

General Public & Agency Representatives: Adrian Aguilar, SCT, Transit Manager; Elmer Contreras, MV Transportation; Jessica Thompson, Access Services; Ella Clark; Terry Stanley;

Meeting called to order

May Minutes were approved with no corrections

Motion was carried

GENERAL PUBLIC COMMENTS

Ella Clark, General Public

Wanted to be informed about what the Para Transit Riders Coalition is.

Kurt Baldwin, Independent Living Center of Southern California

- It is a group of people and riders throughout the county that meets once a month over the internet and in small groups to talk about issues and strategize on ways to improve the service on a county wide basis. There are locations that meet in Lancaster, Van Nuys, Culver City, Long Beach, West Covina and Alhambra.
- Somebody has to organize a meeting in Santa Clarita. There has to be a willing participant. We will need to have access to the internet, a camera, and a microphone (very similar to skype).
- There is an application named Google Hangouts (Video chat can connect us). It is a visual connection. For those of us that do not have technology or social media resources, there is a 800-number that can connect to Google Hangouts. I personally discourage it because I believe that the visual connection is more effective for most people. However, you can set up a google account, download the application, make sure you have a camera and internet access and you're set to go.

Adrian Aguilar, SCT, Transit Manager

- We can use an available conference room at our office at the Transit Maintenance Facility. We have a conference room that has internet, a monitor, and possibly a camera. If this is something that someone is interested in setting up, please let me know and we can work to make that happen. This way we have a location for folks that don't have the technology at home, meet in the same location and participate in the monthly Para Transit Riders Coalition meetings. I would just need a little bit of notice to set up the technology. We don't have a camera installed, but it is something that can be done. It would just be a matter of coordinating and scheduling the room. Ella, please let me know when you are ready, and we can make that happen on our end.

Ella Clark, General Public

A driver got mad at me because I warned another passenger about the back seat of the bus, with it being uncomfortable. The operator was perturbed that I discussed this with another passenger on the ride. The Operator told me that I had no right to talk to other passengers about the back seat. He also made a comment to me about me allegedly being late. I then called the office to complain about these issues. I requested to have them listen to the audio of the ride. They did a follow through, but now I am solely on DAR busses, not Access. They advised me that they don't have Access buses available. I am requesting that I please get Access back.

Adrian Aguilar, SCT, Transit Manager

- The reason is because it was a standing reservation order, we physically had to move your trip from one vehicle to another. That is why you're not on a white vehicle and now you're in the blue and green vehicle. Technically, it is an Access trip. It's just based on the routing of the vehicle. Even though you're now on a blue and green vehicle as opposed to a white vehicle, your trip is still handled with the same parameters, same restrictions, and same requirements in terms of our responsibility. So there's nothing that has changed other than the color of the vehicle and the driver.

MEMBERS COMMENTS

Keith Curry- No comment

John Panico - No comment

John Taylor - No comment

Jim Hogan - No comment

Lillian Shaw - No comment

Kurt Baldwin – The phone number for Google Hangouts: 877-837-9091/Pin:#77805

OLD BUSINESS

John Taylor, Santa Clarita Senior Center

Requested an update on the new DAR vehicles coming in August/September

Adrian Aguilar, SCT, Transit Manager

- I received an update from the manufacturer last week. They are still running on schedule. They are scheduled to be delivered from the manufacturer. They are being produced in Indiana, and then shipped to the California facility; they are looking at the end of June. Once they arrive here, the vehicles will be converted to CNG, that's a 4 to 6 week process. They will come painted from the factory. They will be arriving in California around June, they'll then be shipped to Sacramento where the conversion work (CNG) will be done, and we will see them here towards the end of July beginning of August. Once they arrive, it will be a two week process for us to get them inspected, install radios, and rangers. We expect to have them in service by the end of August.

Keith Curry, Chair

- *How many Road Supervisors do we have and what areas do they cover?*
- *If there is an incident on a DAR bus, can those Road Supervisors respond to those certain areas at any particular time?*
- *Are the Road Supervisors skilled in CPR?*
- *Are drivers allowed to play music while driving?*

Elmer Contreras, MV Transportation

- We have 6 road supervisors. The assistant GM rotates them weekly. Different shifts, different time points, one at TC-AM pull out, PM pull out, and TC-PM.

Adrian Aguilar, SCT, Transit Manager

- We have a total of 6 Road Sups that are assigned to both Access and DAR, but all Road Supervisors are trained and ready to respond to any issue or need of service that may pop up. If there is a situation on a Transit, DAR or Access vehicle, the nearest supervisor will be dispatched to that site. It is also not a requirement for Road Supervisors to be trained or skilled in CPR. They can call 911 in case of an emergency.

Jessica Thompson, Access Services

- With regards to music, there is no language in the policy that talks about radio usage. The way we try to approach and train on it is that we ask them to use discretion. If you are asked to turn it down or change it, then we recommend that they service that request.

Ella Clark, General Public

CPR classes for adults

- Since the drivers are driving seniors around with health issues, it would be a plus if they got trained in CPR.

Adrian Aguilar, SCT, Transit Manager

- For us, you had asked about liability issues. From a strictly liability issue, here in California, they have what they call “the good Samaritan law”, so if anybody tries to help somebody, and they end up causing more harm than good, they technically can’t be held liable. However, that may not necessarily apply. So just on an individual basis, the drivers would not be held liable. But what would complicate things is when you start transitioning over to a transit provider because technically, we are a public transit system. We are not a health care provider; we are not a health transporter. So basically, we provide the same service that anybody can expect to receive at any time, like a taxi. That may be a little different for us, from that perspective; that being said, we can certainly look at it. What we could do is maybe look at offering the training for drivers that may be interested in taking these courses.

NEW BUSINESS

Motion of Election of Officers

Motion made for approval of Keith Curry to be nominated for Chairman – Approved, all in favor. Keith is now the official Chairman.

Motion made for approval of John Panico to retain his position as Vice Chairman –Approved, all in favor. John is now the official Vice Chairman.

AGENCY UPDATES

Summer Beach Bus 2016

- The 2016 Summer Beach Bus will travel to Santa Monica on Saturdays and Sundays from June 4 through September 4. Summer Beach Bus fares are \$3 each way for children and adults, and \$1.50 each way for Senior Citizens and persons with disabilities.
- Ride to the beach with ease on one of the City’s comfortable, air-conditioned commuter express buses. Travelers can bring their beach chairs, coolers and surfboards.
- If you plan to travel with a larger group, please give us a heads

Route 1

Arrives at Santa Monica Pier – 10:10 a.m.
Departs from Santa Monica Pier -4:30 p.m.

Departure Locations:

- **Canyon Country Park**
Depart at 8:40 a.m.; Return at 5:45 p.m.
- **Soledad Canyon Road & Solamint Drive**
Depart at 8:45 a.m.; Return at 5:55 p.m.
- **Soledad Canyon Road & Shangri-La Drive**
Depart at 8:50 a.m.; Return at 6:00 p.m.
- **Via Princessa Metrolink Station**
Depart at 8:55 a.m.; Return at 6:05 p.m.

Route 2

Arrives at Santa Monica Pier – 10:08 a.m.
Departs from Santa Monica Pier -4:30 p.m.

Departure Locations:

- **McBean Regional Transit Center**
Depart at 8:40 a.m.; Return at 6:06 p.m.
- **Railroad Avenue & 15th Street**
Depart at 8:50 a.m.; Return at 5:56 p.m.
- **Newhall Metrolink Station**
Depart at 8:55 a.m.; Return at 5:54 p.m.
- **Newhall Avenue & Valle Del Oro**
Depart at 8:57 a.m.; Return at 5:52 p.m.
- **Newhall Avenue & Sierra Highway**
Depart at 8:58 a.m.; Return at 5:45 p.m.

Central Park - Concerts in the Park

- Elmer Contreras and Ben Gonzales were at Central Park earlier this week to take a look at the site and identify a designated drop off and pick up location. Ben was working with Arts & Events folks to ensure that we had the proper signage for the concerts site. It will be our normal fixed route service (4/14) on Bouquet, but we'll also have our DAR service with a drop off inside the park. You will need reservations to use DAR service.

Transit Budget

We go to Council June 28th for final adoption of the budget. Assuming things go as we hope they will, we will have some additional money in our budget by next year for some new buses, some updates to some upgrades and technology. In terms of along those lines, we do plan to go to Council. I was hoping we can go before Council goes into hiatus for the summer, but we've ran into some issues with the Federal Transit Administration in terms of the approval of our grant. We're hoping it gets approved before the deadline for the July 12 meeting, but the plan is to go to Council the first meeting in August, after the Council returns from hiatus, for the purchase of an additional 4 new DAR vehicles and hopefully some replacement transit vehicles. In December, assuming things go well with the budget on the 28th of June, the plan is to submit another order for 5 additional replacement DAR fleet, those will continue approx. every 12 months after that.

Transit Plan

We do have a 5 year transportation plan in place and our plan is to update it by next year. We still have a year remaining in that plan, so we will start working to get that updated. From our perspective, the transportation plan is really a living document, so it's going to change based on the conditions in our area, whether they are geographic, demographic, population or financial. At the beginning of the plan, we started off very strong, and then we had the economic down turn, which had an impact in our operation. And now that things are starting to pick up, that is also having an impact on our operation.

Santa Clarita is now the 3rd largest City in LA County, just behind the City of Los Angeles and the City of Long Beach. So within the City we have 215,000 residents, and within the valley, it is closer to 250,000. What we are seeing is a shift in demand. Even without an updated plan, these are things that we are looking at every 6 months. We are constantly making adjustments based on things such as changing school boundaries; the construction of a new senior development. We are constantly changing the way that we look at our operation, and we try to meet that demand.

Jessica Thompson, Access Services

- We are continuing to work on our outreach for the rest of the summer.
- This is the last month of the fiscal year; we are maintaining our on-time performance. Santa Clarita has always met the on-time performance.
- We are scheduled this month to review the vehicles with a focus on the air conditioners to ensure that they are working properly. I will be visiting Santa Clarita this month to inspect the vehicles and make sure that they are clean, and working properly.
- We are trying to improve the customer service experience. We meet with the supervisors and dispatchers from call centers bi-monthly, over the past few meetings that we've had with them, courtesy has been an emphasis.
- The fire extinguisher training is done when they are hired and in training. The drivers are not trained to administer CPR. Normally if there is something wrong, the driver will immediately call 911 and/or dispatch will call a caregiver.

Elmer Contreras, MV Transportation

- A candidate was singled out for a new Safety Manager. We are waiting on approval from the higher ups from MV to complete the hiring.
- We are conducting safety meetings this week with all the operators. The topic will be sympathy & empathy training.
- We are working on the new bid with drivers for the coming months that will run from July-December.

ENDING COMMENTS

Next Meeting – September 1, 2016

City Hall, Century Room

23920 Valencia Blvd. (Century Room)

Motion to Adjourn, 10:40 a.m.

Motion Approved