

**Santa Clarita Transit
Accessibility Advisory Committee Meeting
September 6, 2012**

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

Members Present: John Taylor, Kurt Baldwin, Keith Curry, James Hogan

Others Present: Adrian Aguilar, Arnetha Pierce, Hamilton Franco, Denise Ware

Meeting called to order

Approval of Minutes: James Hogan/ Kurt Baldwin second. Motion was carried.

General Public Comments:

Arnetha Pierce voiced her concern regarding purchasing additional senior reduced fare tickets on TAP. Adrian mentioned there was a glitch in the system but should be resolved by now. He mentioned that the challenge was that the TAP cards expire in 3 years and citizens were purchasing up to 8 groups of tickets at one time in quantities of 10, 20, and 40 and sometimes exceeding the expiration of the TAP card. Therefore, starting on September 1 the 180 day expiration was removed to resolve the problem of purchasing a set number of tickets.

Arnetha mentioned that she only had 3 rides left. Adrian stated the only tickets that are viewed on the TAP card are the current group of tickets being used. The volunteer staff at the Senior Center is being trained to better serve passengers by offering quarterly trainings. Adrian said that citizens could call TAP services or go online or call City Transit to see what is actually stored on the TAP card.

Arnetha mentioned that the Senior Center is only accepting exact change for the purchase of senior reduced fare tickets on TAP. Adrian said he would check with Suzanne at the senior center regarding issuing change.

Arnetha requested a reduction of the window for return trips from 1 hour to 45 minutes. Denise said they could look at making this change. She also mentioned the "Ready Now" program, where citizens could call dispatch, if they are ready to be picked up early, and check to see if there is a bus in the area available to pick them up. Denise said that 60% of the time they could find someone.

Arnetha said that she constantly hears drivers calling in cancellations but yet when she calls in for an early pick up they always tell her that nothing is available.

Arnetha asked for the reason as to why 5:30 is the last trip from Olive View. Adrian stated this was probably tied to services being offered in the Valley and possibly not much demand after that time. Arnetha stated that there is a need for later times.

A citizen asked about being able to view hold times on line. Adrian said this was something on the wish list but not in the immediate plans to implement such technology at this time.

Member comments:

A concern was addressed regarding the monitors at the Senior Center and Adult Day Care Center not working properly. Adrian stated that the server which runs the system crashed about a month ago and MV technicians are working on rebuilding, reestablishing, and recreating external accounts. Denise did not have an update on this matter.

A member expressed his concern regarding a conversation he had with the Adult Day Care supervisor regarding a citizen with Alzheimer's disease, Betty Bouquet, who was left on the porch at Adult Day Care for a while in the heat. Denise stated that she would verify to make sure that the citizen has a note for someone from the Senior Center to call when she has arrived to avoid this from happening in the future.

Keith expressed his concern regarding a citizen William Moore, who is hard of hearing and was given 3 "no shows." His care giver was with him all three days and stated that they may have been standing under a tree because it was hot on the specific dates. Adrian asked Denise to verify if the driver waited at least 5 minutes for the citizen. Denise suggested that citizens wait in the lobby next time because they could be paged if the driver is unable to locate the citizen.

Jim shared his reflection regarding Ken's passing in June.

Kurt expressed his concern regarding Linda's rides, a citizen with short term memory. Apparently she did not receive a call and missed her ride. Denise assured that a note would be placed on her file for her to receive a call before picking her up.

Kurt also mentioned the Paratransit Rider's Coalition. They are working on improving technology to increase participation such as using Google "hangout." Some other topics discussed included: Access services fare increase and the shortening of reservations hours which he felt would drive down utilization of the service. Kurt mentioned using their website ILCIC.org regarding upcoming meetings but at the present time a specific date was not scheduled for November.

Someone mentioned the Rangers being down. Adrian stated the reason behind this was the units are 7-10 years old. An order has been placed for 32 new units which the City is awaiting delivery. The installation of the new units will last approximately one day. In the meantime, maintenance is working hard to keep the Rangers running until replacements arrive.

A member mentioned the use of a newer vehicle acquired from Antelope Valley. Adrian informed all about the 4 vehicles from AV which are less than a year old and have been painted and explained how they were acquired.

A discussion was made about the Transporter service, an extension of Metrolink to continue onto Palmdale.

Jim asked if the City has received new vehicles. Adrian informed about 2 new cutaways received in June/July used for Access with improved suspension.

New Business:

Committee Candidates

Two Candidates have expressed their interest in becoming members of the committee: Arnetha Pierce and John Panico. Adrian said that he received letters of interest and a resume from both candidates. John is a member of the Senior Ambassador group, the group helps assist seniors learn how to ride the fixed route service. This group puts together field trips for seniors to help acquaint them with transit services and meets quarterly. Both candidates are active and knowledgeable about transit with both having different areas of knowledge. John is more knowledgeable of the local/commuter routes whereas Arnetha is an active rider of DAR. Adrian will submit both applications for consideration and recommendation to the director, Deputy City Manager, for review and the director would be making the final decision on appointment and invitation to the Committee.

Kurt made a motion to proceed in making recommendations to the Deputy City Manager for his final appointment.

Keith second. The motion was passed.

Old Business:

Santa Clarita Transit

Adrian updated everyone on the Transit Development Plan. He stated that they had completed the service evaluation phase. The consultant rode the buses both locals and commuters, conducted on board and online surveys and also stakeholder workshops which included College of the Canyons, Cal Arts, homeowner's associations and social services. Last week a community workshop was held where Santa Clarita Transit was able to hear the needs of the community. Some issues expressed included: later service on the North Hollywood route, additional parking for commuters and service to the Golden Valley area.

Adrian mentioned a citizen from social service agency who was present. This citizen focuses on teaching transitional skills and he said it was beneficial to hear what the City could do to make transit service more accessible and how the City could reach out to these groups so they could use the service.

Staff from Supervisor Antonivich's office which, are funding partners and contribute approximately \$2 million to the City of Santa Clarita's Transit operations each year was also present. The consultant for the Transit Development Plan will be taking all the information gathered and will present their findings in October.

Kurt requested that Santa Clarita keep in mind the citizens in the northern part of San Fernando Valley seeking employment in Santa Clarita. Adrian stated that he had met with various employers and the chamber to explore their needs. He also mentioned that the City is still continuing to receive feedback in writing and email and encouraged anyone interested in giving feedback to do so.

Adrian also mentioned that the City of Santa Clarita is also keeping a watchful eye on all the developments going on in the valley such as the opening of the recent remodel of the Chatsworth Metrolink station and also the new transit center on campus at California State University, Northridge. All these developments are being considered in the Transit Development Plan.

Adrian announced the transition of EZ Passes onto TAP effective September 1. TAP is working with other agencies and getting away from paper passes within the next 18 months. The goal is to transition other agencies to TAP so that all agencies are using a compatible system.

The Park and Ride project is in the grading process. The new Park and Ride located adjacent to the McBean Regional Transit Center will have 280 parking spaces and 6 new bays. Santa Clarita Transit will be rerouting all commuter routes into the new Transit Center. Construction will begin in December or January and expect to be open early summer of 2013. This project is another opportunity for service expansion.

Adrian informed about the 10 new local vehicles on order which will be delivered sometime in May or June. These vehicles will be replacing the diesel powered vehicles and powered by CNG. The City is currently seeking pricing for 11 additional buses and Santa Clarita Transit will be going to Council for the approval of 6 commuter buses to replace 1998 buses. All new buses will be equipped with new technology and bike racks. Santa Clarita Transit will be trying out a new type of bike rack on a commuter bus. This rack will be a tray slide out and help bicycles from sliding in the compartment. If they are received well, all future commuter buses will be equipped with this type of bike rack.

Adrian talked about the transition to TAP, effective September 1 Santa Clarita Transit has transitioned to electronic transfers on TAP. This transition will allow riders to gain access to the red line at North Hollywood without having to pay for an additional fare since Metro has locked the gates at the red line station.

Adrian stated that performance of buses was fairly well within the last couple of months and gave the following on time performance percentages: in July DAR 90.89%, Access 92% and in August DAR 88% and Access 90%. He also mentioned that Denise will continue to work on and address issues due to driver's bidding

Access Services

Hamilton informed all about the new proposal by Access services. The first is the fare increase in the Los Angeles area of \$.25, which will not be affecting the Santa Clarita area and transfers. Secondly, the change in times offered to make reservations for Access. A Community meeting will be held on September 7 from 1-3 p.m. at the Valencia Library to gain feedback from citizens and to maintain compliance. The proposal will then go to the board in November for final approval.

Someone asked if the charge for Olive View would remain the same. Hamilton stated that the fare would stay at \$6 for one way.

A discussion was made to see if there was going to be changes to Olive View. The times available now are 7:30, 12:30, 3:30 and 5:30. Hamilton said that it was mentioned about possibly changing the times but nothing has been changed at this time.

Jim asked for clarification regarding minutes from CAC regarding the discontinued subcommittee on PCA's, he wanted to know if this had any effect on Metro's fixed route. Adrian explained it was the free ride program Access has to pay participating agencies and eliminating the reimbursements for PCA's. Hamilton stated that he did not have any information regarding this issue but will forward the information to Alfredo Torrales. Adrian stated that the policy in Santa Clarita regarding PCA's was not changing.

MV Transportation

Denise stated that the current bid was the most challenging due to a number of drivers being out on long term medical leaves. Denise gave positive input regarding the new Access vans.

Someone asked how many Access vehicles and passengers the City currently possessed. Denise stated they had 6 vehicles and Adrian informed that Santa Clarita has 1500 registered users and 150-200 active users of Access services.

Arnetha had a question for Denise regarding calling in at least 3 separate times requesting a 1 p.m. reservation and they gave her a 1:29 time. Denise stated that DAR has subscriptions for trips to the Adult Day Care Center and the Senior Center from 12:00 – 2:00 p.m. and that Arnetha's request for 1 pm probably filled in the gap with the standing orders.

Someone asked what the requirement for standing orders was. Denise stated that going to and from the same place and time at least 3 times a week constituted a standing order, with exceptions being passengers going to church every Sunday at the same time.

Adrian stressed the importance of having too many standing orders where it impacts other passenger's ability to request a time. He said that standing orders were not

guaranteed and only on space available. ADA law states that standing orders cannot exceed 50% of total trips.

Someone asked about the average time to make reservations. Denise said that they have gone up due to the amount of transit calls coming in along with reservations. Adrian said that the average hold times were from 20-45 seconds.

James made motion to adjourn. Keith second.
Meeting was adjourned.