

**Santa Clarita Transit
Accessibility Advisory Committee Meeting
January 8, 2015**

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

Members Present: John Taylor, John Pannico, Linda Wood, James Hogan, Lilian Shaw, Linda Wood

General Public & Agency Representatives: Jenni Martin, MV Transportation, Gina Breceda, Access, Ben Gonzales, SCT, Denise Ware, Mona Antchagno

Meeting called to order

Minutes for January, 2015 were approved.

Motion was carried.

General Public Comments:

Mona

Passengers who ride Access & DAR have commented that the shocks are very bad on the vehicles. They experience a lot of pain when on the vehicle, especially those with hip and knee injuries.

She also suggested that members should receive a cancellation number when members when they cancel.

- Jenni responded stated that the system is not set up to issue a separate cancellation number. However, whenever there is a change to the cancellation, the same number is reconfirmed and used for that reservation.

Mona asked why drivers can't use their cellphones to find a pick up location, if their GPS has not been up to date.

- The policy is for the driver to call into dispatch to get directions. The system is going to be upgrade will take place next Thursday. Additionally, the maps are updated every 12 months.

Mona asked if the service for Access or Dial a Ride will increase their drivers and vehicles to meet the increase in population of elderly/disable passengers.

- Ben responded by stating that the ridership is always being reviewed. Additionally, denials are very few, close to none. When there is an increase, the Transit division will go through the budget process to have these accommodations

approved. The same goes for Local and Commuter routes; this is assessed every 6 months.

Member comments:

Linda

No Comment

Lillian

No Comments

James Hogan

Stated that the Access vans are in very bad condition and feels that they need to be looked into.

Denise

No Comment

John Pannico

Requested a correction on the agenda for meetings moving forward.
(9:50 a.m. Old Business)

John Taylor

No comments

Conclusion of Member comments.

New Business

John Taylor

Updated group that every year you must show proof of income to qualify for subsidized DAR and Access fares.

Senior center will also be opening a new Building in Saugus, and another in Canyon Country.

Old Business:

Unmet needs meeting is on March 16th at Santa Clarita City Hall. The information will be emailed to the committee.

Jan 24th Access meeting went well per James Hogan.

Agency Updates

Ben Gonzales- City of Santa Clarita

On Time performance for overall service on fixed routes

89.47% for January

Ridership:

Commuter: 38, 000

Local: 170, 499

Bus stop improvement project should be completed by April.

Ben attended a meeting in Los Angeles, about the Subway extension projects, about 1.9 miles to begin June 2015.

John Pannico asked about the new driver bid

- Ben stated that the transition has been pretty smooth.

John Taylor asked about the route for the Golden Valley Bridge

- Ben stated that the new routes is in the works for tentatively August 2016

Ben stated the schedule changes will take place in July, to be in line with other agencies.

Lillian asked about the Beach Bus

- Ben confirmed that the Beach Bus will be operating after Memorial Day

John Pannico asked about Patrick Bryant still goes to the Senior Center

- Ben confirmed stated that he goes about every 2 months.

Gina Breceda - ACCESS

Origin to destination meeting will be held Monday at the MTA building in Los Angeles.

Also, the no-show policy will take effect July 1.

Gina stated that the Dynamic Fare increase will not be applied to this agency.

Jenni Martin - MV Transportation

Total Trips Provided for February: 7, 575 Trips

No Shows in January: 251

No Shows in February: 252

Cancellations: 2,269

Access No Shows: 81

James Hogan asked if when riders are a “No Show, if the CSR or Manager double checks to see if there was a cancellation request prior to sending the information to Access.

- Jenni confirmed that all No Shows are cross referenced with any cancellations received via voicemail or phone.

Linda stated that the new CSR’s sometimes forget to give the confirmation numbers

- Jenni stated that she will look into it.

Ending Comments:

John Pannico requested that the committee discuss or investigate the removal of committee members that do not attend (Hart District & Adult Day Care). Committee agreed to discuss the subject at the May meeting.

Motion to Adjourn

Motion Approved