

**Santa Clarita Transit
Accessibility Advisory Committee Meeting
January 3, 2013**

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

Members Present: John Taylor, John Panico, Arnetha Pierce, Linda Wood, Keith Curry, Kurt Baldwin

Others Present: Phillip Rice, Lorraine Lopez, Denise Ware, Patrick Bryant

Meeting called to order

Approval of Minutes: A correction was addressed by Denise Ware of MV Transportation. The minutes should be changed to read that the Trip to Work program will be implemented and started October 1, not eliminated.

A discussion was made whether there was a quorum to approve the minutes from November. Patrick advised that the two new members, John Panico and Arnetha Pierce, were approved by Darren Hernández as members of the committee, therefore a quorum existed.

The minutes were approved with the correction noted above.

General Public Comments: None

Member comments:

Kurt stated that the number of passengers added to share rides was filled by too many passengers at one time in other areas and enforcing standards on contractors. He wanted to know the policy for adding passengers in Santa Clarita. Denise informed that this has not been an issue in Santa Clarita and trips were prescheduled the day before.

Kurt stated that the Acton/Agua Dulce area offers a fixed route to Santa Clarita which is serviced by Transit Systems; he wanted to know why there was no complimentary paratransit service available for this area. Someone mentioned that this service was funded by the Los Angeles County. Kurt asked if Access services could look into expanding service and include the service to Acton and Agua Dulce. Phillip said that he would look into this request.

John stated that the North Hollywood route has many commuters using wheelchairs and many times the wheelchair ramps are not working. He stated that the drivers seem to communicate amongst themselves and try to accommodate the passengers waiting. John wanted to make sure that the City and MV are making sure that all buses in service have working wheelchair ramps before leaving the yard.

John asked what the procedure was if 3 passengers in wheelchairs were waiting at the same time and only 2 wheelchair passengers were allowed to ride.

Lorraine replied that if available, a road supervisor would be sent out to pick up the third passenger. If a road supervisor was not available, the time frame for the next coach to arrive would be considered.

John had several other concerns regarding trash pickup and graffiti removal.

Patrick asked if there were any stops in particular to be addressed regarding trash. John responded that it was related to fixed stops in the Canyon Country area. Patrick stated that most stops in that area were handled by a contractor. Patrick informed that graffiti removal was being handled by the City through the graffiti removal specialists and also maintenance staff. He also mentioned a City employee in the Transit division, Nancy who monitors buses for graffiti. Patrick stated that removal was handled by how it was reported and the graffiti involved but all is responded to in a timely manner.

Arnetha had a couple of issues to address. She stated that a driver was having a hard time with the wheelchair ramp and she asked the driver why he did not report the issue to his supervisor. The driver responded that he did not want to get fired. She stated that the driver had to get her on and off the bus manually because the lift was not working.

Someone asked if this was something reported immediately. Denise responded and stated that the drivers are supposed to fill out a report immediately. Denise also stated that there was one vehicle that does have reoccurring issues and they were continuously working to make sure that this one bus is functioning properly.

Arnetha stated that cancellations from customers should be immediately given to dispatch, opening up the opportunity for passengers who call in and want to be picked up early. Denise stated that currently, drivers get a printed manifest and have a working ranger. When cancellations come through they are removed from the rangers and may not be removed from the manifest therefore when passengers call; dispatch may still see no openings available.

Riders should cancel 2 hours before their scheduled pickup time but many times riders cancel at the door. This causes driver to be placed behind schedule. Someone asked if a policy was being enforced for such instances. Denise stated that Access services did enforce late cancellations and the no show policy but DAR has not been enforcing these policies. Denise stated this was something the City used to do and they would be looking into a system starting in the beginning of the year to enforce last minute DAR cancellations.

Kurt suggested a starting point for this solution could be as simple as informing riders the impact of canceling on site. He said this was done years ago and the number of cancellations at the door decreased due to the awareness given to passengers.

New Business

Keith wanted to express his concerns regarding the area east of the 14 freeway on Golden Valley Parkway which does not have any bus service to and from this area. Patrick informed that the City was aware of the need in this area which was recently annexed by the City and being considered in the Transit Development Plan. Patrick stated that at this time, there are no definite plans as to when this area will begin receiving bus service.

A brief discussion was made about the proposed train in the Vista Canyon area.

Old Business:

Santa Clarita Transit

Patrick informed all about the new schedules coming out on January 6. He mentioned they should be on the buses by Friday, January 4 and only a few minor changes were being made on the schedules. He also mentioned that buses 177-186 will not have schedules on board due to schedule holders which are on order. Schedules could also be obtained from all City facilities, libraries, and on line.

Patrick gave an update regarding the senior ambassador program and the availability of participants to assist citizens with transit related questions. A new schedule has been set to assure better assistance for new commuters.

Patrick notified all about other services furnished through the senior ambassador program such as workshops offered at the senior center every 3 months to help seniors' process TAP card applications.

Ms. Pierce felt that there has not been enough advertising to other senior communities about the senior ambassador program. Patrick agreed and stated that they were researching other venues to consider when advertising such as the Friendly Valley Newsletter and Mighty Oaks guide.

A member voiced his opinion regarding an issue with Access passengers and PCA's not being able to ride for free. He stated that many Access citizens are reluctant to use the free local service due to the PCA's fee not being waived.

Patrick informed about the installation of infotainment monitors on fixed routes. These monitors will provide a visual representation of the route as passengers are traveling the route. An audio component will also be a part of this installation.

Access Services

Phillip followed up with the no show policy, a citizen would receive a letter of suspension if he/she no showed for 6 or more times in a 60 day period.

Phillip announced that Access is recruiting members for the Board of Directors for the Community Advisory Committee. This group meets every second Tuesday of every

month at the Metro office at Union Station. They offer advice on changes to policy and operations of service. Phillip passed out applications to anyone interested.

A couple of members expressed their concerns regarding prospective members coming from the Antelope Valley and the transportation necessary to get to Union Station. They felt Access services should provide more direct transportation especially for patrons wanting to participate and become board members. Phillip said that he would relay this matter to Alfredo to help citizens in the Antelope Valley become board members.

Phillip informed that the fare increase in the Los Angeles Basin was currently in effect. The fare was increased by \$.25 and would not affect the Santa Clarita area.

A member asked about changing the times of transfers. The current times being 7:30, 12:30, 3:00 and 5:00. Phillip stated that he was not aware of this matter and would forward the information to Alfredo to address at a later time.

A discussion was made about a disconnection by Access service connecting Santa Clarita to the Valley.

Patrick chimed in that the City does offer services such as the North Hollywood route 757 to connect to the Metro red line. Patrick also stated that the TDP contains enhancement of service exploring to Cal State Northridge.

MV Transportation

Denise updated OTP of 91.53% for November. Denise stated that ridership dropped in the month of December from November because of school being out. She did not have an exact percentage for the drop.

Lorraine informed the new bid of drivers would be starting on January 5, 2013. The bidding process took place 2 weeks prior to assure that all drivers received the training needed.

A member stated that sometimes the TAP fare boxes do not work. Denise asked the member to please call and report when a machine does not work so they could look into the matter immediately.

Kurt had a question regarding the policy for patrons who TAP their card and does not work. Denise said that they will let citizens ride for a couple of times but not repeatedly.

A motion was made to adjourn. Motion carried.

The meeting was adjourned.