

## **Santa Clarita Transit**

### **Accessibility Advisory Committee Meeting**

**June 6, 2013**

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

**Members Present:** James Schultzman, Lorraine Lopez, Lorraine Hernandez, Arnetha Pierce, Phillip Rice, Denise Ware, James Hogan, John Panico, John Taylor, Keith Curry & Adrian Aguilar

#### **General Public**

No Comment

#### **Member Comments:**

John Panaco asked Adrian regarding a s stop that effects the P.M. Passengers and Drivers only. It's a right turn only, and it's not very well accessible. The issue at the corner of Chavez and Main Olivera Street. GPS Rings "Gold line" at the corner, which is the old stop, not the one that is being discussed. It's difficult for passengers to board, may not be handicap accessibly. The drivers, depending on traffic, and have to go through Alameda street. It's a concern for Drivers and Passengers because it's too difficult for the buses to pull into and there it's a heavily congested stop. It's a MTA stop, so they're not sure if the City of Santa Clarita moved the stop or not.

Adrian explains that they don't have control of where the stops are placed. Adrian confirmed that he will look into the stop and check in to see if it was replaced. Adrian also mentioned that they have issues, due to relocations, because they want to increase traffic flow and consolidate stops for passengers.

Jim Hogan: No comment

Rodrigo gave an update regarding the Transit riders Coalition focusing on general issues, the group will meet on June 18<sup>th</sup>.

Arnetha Pierce asked "I don't know what is wrong with your maintenance department?" She said that yesterday, the bus broke down on the freeway on the way to pick her up. Then the bus stalled again on the Old Road bus while she was on her way to her doctor's appointment. She would like to know why the bus was not maintained. She said that driver is aware and is contacting his superiors, but she doesn't understand why it's not being resolved. She said she had to rush through her appointment in order to make it to her pick up time because of the delay's with the faulty buses.

Adrian responding, stating that he'll look into it and contact Mrs. Pierce.

Kieth Curry : No Comment

John Taylor brought up concerns regarding with the TAP card reader.

Adrian acknowledges working with the manufacture regarding the fareboxes. He mentioned that some of the issues are mostly related to the farebox not connected to the system properly. He said that the downside to this issue is that there is no way for us to be able to repair the fareboxes on site. However, all faulty fareboxes must be sent to the manufacture for repair, and the only fix for us is to exchange them. In the future we hope to minimize the time that the fareboxes are down, especially since we're moving towards more TAP card readers. He said that ultimately we want to provide transportation for all riders, so if the readers were to go down, we would still do our best to provide transportation for the passengers, despite the issues with the fairboxes. Furthermore, the City of Santa Clarita is not losing a significant amount of revenue due to these issues.

Jim Hogan asked Adrian if there is a "Back Up" plan in place.

Adrian responded that we're currently trying to find a work around for these scenarios, however, despite the issues we've had, we have a seen a 20% increase with the TAP usage alone. Overall revenue is up, and most issues are technical. Furthermore, the fairboxes have been able to help us improve service and gather good data.

Jim Hogan asked if there is anything portable. Adrian responded that possibly in the future we would like to have a few back up units on Stand-by.

## **ELECTIONS**

John Taylor is nominated as Chairman of the AAC.

No other motion is expressed to move John Taylor is addressed.

John Taylor is elected Chairman for another term beginning July 1<sup>st</sup>, through June 30<sup>th</sup> 2014.

All in favor.

Kieth Curry is elected as Vice Chairman of the AAC.

No other motion is expressed to move Keith Curry is addressed.

Kieth Curry is elected Vice Chairman for another term beginning July 1<sup>st</sup>, through June 30<sup>th</sup> 2014.

All in favor.

## **NEW BUSINESS**

Adrian updates committee on a few updates.

First; the Transit development plan is introduced and the final draft is being read. The executive board from the City of Santa Clarita reviewed and found a few findings and gave some feedback. The plan has been positively received, questions regarding funding, etc. In the next coming weeks the draft will be

available for public feedback and comments via web. This will remain open for 30 days and the goal is to have it completed by end of summer. Adrian will notify the entire group when the plan is available.

Secondly, a total of 10 new CNG local buses will be placed in local service, retiring old diesel vehicles. We are expected to have 11 more CNG to retire the entire fleet, which will make us 100% CNG vehicles. End of February, March of 2014. Local fleet will be entirely CNG.

In addition, the Transit center construction is under way and is progressing. This project has had minor impact on our local service, for example, closing the Valencia blvd entrance. The construction has caused some delays for some routes. However, the transit center is making improvements for buses, curb cuts, grades and ADA improvements. Additionally, water flow, curbs, gutters. Reduce long term maintenance and improving accessibility and standard operations.

Keith asked if there will be Restrooms. Adrian confirmed that there are restrooms at the existing facility but there are no plan to expand the restrooms. However, improving landscape and expanding park and ride is part of the expansion plan. They're hoping that the transit center will be completed by the end of October.

Keith asked if there will be vending machines. Adrian mentioned that there is the infrastructure for vending machines, however, there are no plans to install them at this time.

Lastly, the beach bus is kicking off. A total of 3 routes , 2 Saturday and 1 on Sunday. End during Labor Day weekend. Using commuter buses to accommodate beach chairs and coolers, etc. The fair will 3 dollars each way. Cash or tap. Times are available on the website and all trips are first come first serve.

John Panico asked Valencia & McBean Commuter Stop is being moved and relocated to the Transit Center? Adrian confirmed that the commuter stop will be relocated once the transit center is complete.

John Panico asked, if there are more MCI's on order. Adrian confirmed that there are 6 MCI's are currently on order. They are scheduled to arrive late July and they should be in service late august. This will in turn retire the old MCI buses.

Jim Schultzman Introduced Lorraine "Joy" Hernandez as the new Paratransit Operations Manager.

### **Old Business**

None.

John asked if there have been any calls regarding 799 being late and riders being left at the stop due to crowding. This is happening during traffic time and is affecting the last two stops left at the route. For example, City hall, 1st Street and Main, many people are being left because the times are compressed to accommodate people. Especially at the last pick up this is at the Metro Gold Line Station. John suggested that they compress and change the times on the schedule.

Adrian responded that we have received calls, but not to many. Possibly over a month ago. Only when there is an incident on the freeway. Adrian confirmed that he will look into the problems associated with issue. Adrian also suggests that the bus can accommodate up to 53 to 57 passengers. Standing on the bus is a possibility, sometimes at the driver's discretion.

Jim Hogan asked about the security at the transit center. Adrian contacted the security company and we got a list and their contact information. We have it on file in case of an emergency.

Jim suggested that if there is a possibility to send a road supervisor to check the route about the senior center because some riders are still eating when the drivers arrive at the Senior Center.

Keith confirmed that he has spoken to a rep at the senior center regarding the Display Board, however, the screen is not activated in order to display information for the seniors. Keith also mentioned that the screen is not turned on. Keith asked that Adrian please touch base with the rep at the Senior Center in order to fix the monitor. Adrian confirmed that he has tried to schedule a meeting with them and wants to touch base with Rochelle and Linda in order to discuss parking issues and the display monitor issues.

Arnetha Pierce mentioned that dial a ride drivers are not pulling up to the lot at the senior center, which causes congestion at the senior center when trying to board the buses. Additionally, if a local bus arrives, this also causes more delays and congestion. (12:00 p.m. -1:00 p.m.)

### **Access Services**

Phillip mentioned that they started community meetings on May 30<sup>th</sup>, with a total of 16 members. They discussed addressed potential riders and had a brief presentation regarding the "Helping Hands Program."

Keith asked if there was any issues regarding the PCA's that were brought up during the meeting. Phillip mentioned that Metro link had possibly approve charging for PCA's, but has not proposed anything yet. It's currently on the table and being reviewed.

Several people began to comment on PCA's and that once you get to your PCA, they're not recognizing that one you arrive at your destination you need your PCA. They also mention services and issues with service pets on the bus and metro link. The reason this is an issue is because if the Metro starts charging for PCA's, riders will switch to Access services which is more expensive.

### **MV Transportation**

Joy addresses the group regarding MV Transportation:

91.29 % of ridership.

Working on getting all call centers to make sure all the call centers are up and running and following the same protocol.

92% on time arrival for June.

No show 32 for the Month of June. May, 280.

Arnetha Peirce asked about the No Show policy, because when she was on board, she heard the dispatch department ask the driver if she was a “No show.” Joy addressed that sometimes the driver doesn’t always confirm immediately once the rider is on board. This can also be caused by communication issues between the vehicle and the dispatching system.

Arnetha and Jim Hogan suggested to Joy that there should be more marketing and advertising for Access Services.

Joy addressed that a few of her goals set are to bring the hold times down, and shorter time calls.

**Motion to close meeting.**