

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

Accessibility Advisory Committee

Meeting Minutes

September 1, 2016

Meeting location: City Hall, Century Room

Time: 9:00AM

Members Present: Keith Curry, Chair; John Panico, Vice Chair; Jim Hogan, Member; Lillian Shaw, Member

General Public & Agency Representatives: Adrian Aguilar, SCT Transit Manager; Elmer Contreras, MV Transportation; Ella Clark; Terry Stanley; Billie Curry ; Gina Breceda; Access Services; Carmen Taylor; Linda Wood

Meeting called to order

June Minutes were approved with no corrections

Motion was carried

GENERAL PUBLIC COMMENTS

Ella Clark – No Comment

Carmen Taylor – No Comment

Lina Wood – No Comment

Billie Curry – No Comment

Gina Breceda– No Comment

Terry Stanley

Local Bus Passed her

What is going on with the big buses? I was waiting for the bus and the bus passed me by, he didn't even come near the curb when I waved at him. Access cancelled my trip; please find out what is going on.

Elmer Contreras, MV Transportation

- I will look into it.

Ella Clark, General Public

Air Conditioner on the units

How often do the air conditioners get maintenance by the technicians? I get queasy, get a headache and have to open the window when I ride the bus.

GPS Maps

There are issues with the operators GPS Maps. The GPS takes drivers the opposite way.

Adrian Aguilar, SCT Transit Manager

- The units are maintained every six months and so are the maps.

MEMBERS COMMENTS

Keith Curry

Server and Monitor at the Senior Center

Are we implementing a new system for the monitor at the Senior Center? Is that the same system that Ken Schwartz Instituted and you are just upgrading it or is it a whole new system? Also are we able to change the text and font to make it more visible for the seniors to read?

Adrian Aguilar, SCT Transit Manager

- We don't deal with the hardware. All we're doing is giving them access to the software that provides the ETA information. We have nothing to do with the computer or the monitor. The Senior Center contracts out with their own IT staff and they manage all that for them.

John Panico - No comment

John Taylor - No comment

Jim Hogan - No comment

Lillian Shaw - No comment

OLD BUSINESS

None

NEW BUSINESS

Adrian Aguilar, SCT Transit Manager

New DAR Vehicles

The DAR vehicles have not arrived yet; they were delayed in getting the CNG conversion. We're hoping to have at least two of them in the next few weeks, as soon as they arrive, we will get them inspected and get them into service. The process should take one - two weeks. We should see them in a month or so.

Accessibility of the Beach Bus for the senior's

We have had some discussions with our staff. I am meeting with the folks from Santa Monica next week. That is one of the things that we will be looking at next week and in seeing what we can do to improve that. The beach bus service makes a stop over by the pier right now. Even though it's accessible, the distance down to the beach area is a pretty significant grade. We're looking to see if there is somewhere else where we would be able to stop and make it easier for folks with mobility issues to get up and down to the pier and down to the beach.

The challenges we're having, particularly this summer is the construction going on down in that area. There's the construction that is going on with the Expo Line. So there have been a lot of closures and detours in the area.

Historically, the weekends are a busy time and it's hard to maneuver a bus in and out of that area. So we just try to avoid it if we can. We're going to see if there's something that we can come up with.

Ella Clark, General Public

Access Services Campaign

Access has contacted me, they are asking me for personal information and I need to be cautious.

Adrian Aguilar, SCT Transit Manager

- They are trying to make sure that all the information that they have for you is up to date. We go through our data base and try to clean it out with new information. People move, phone numbers change, things change. Every few years or so, we go through our data base and try to purge out old or out dated information and make sure that everything is up to date. If you don't feel comfortable giving us this information, by all means don't. There's nothing that prevents you from calling the 800 number and letting them know that you want to update your information. They will route you to the appropriate person, that way you are initiating the call and you know who you're speaking to as opposed to someone calling you and asking you for your information. They're trying to expand the way that they communicate with their customers. We send out a lot of information via e-mail and I think they're trying to do the same thing.

Elmer Contreras, Access Services

- Elmer read the Access Services campaign verbiage: Phone number; Home address, E-mail, Cell phone number, and Medi-Cal number.

Adrian Aguilar, SCT Transit Manager

- The point of the notice is so that you're not surprised if and when you do get the call. Gina please take the suggestion about including the call back phone number in case anyone has any questions or concerns.

AGENCY UPDATES

Adrian Aguilar, SCT Transit Manager

New DAR & Access Vehicles

We're expecting 2 of the 4 new DAR vehicles in the next week or two, to be delivered. We have taken delivery of some new Access vehicles that were inspected last week. We're in the process of installing the radios, cam equipment and rangers. Hopefully we'll be able to get those in service in the next two weeks. In 4-6 weeks, we should see some new vehicles in the fleet in everyday service.

Summer Beach Bus

This weekend is the last weekend for the Beach Bus for the summer. If you haven't ridden it and you're interested, this will be your last chance until next summer.

We exceeded last year's numbers in the ridership. We're probably 5-10% higher than last summer, despite some of the construction that's been going on in Santa Monica, it has made it a little bit harder, but we're happy with where we are and we're going to start re-visiting and planning for next summer beginning in November. Santa Monica is preferred because there is a lot more to do over there; Third Street Promenade, the Pier, the beach, the shopping. We have gone to Ventura in the past but the response and the feedback that we've received from the customers is more in favor of Santa Monica.

Fixed Route-On Time Performance

Year to date, we're averaging (at the start of our routes): 90.5% on time, with an average on-time performance rate of 88.72%, which is higher than where we were last year. For July we saw an uptake in our on-time performance, we were at 90% at the start of the trip, and the average on-time was 89.16%. The preliminary numbers for August were at 90 & 88 average. We are right around that same area, even with the start of school. Our on-time performance was in the high 80's, low 90's.

Sand Fire

Two concerts were cancelled: one because of the fire and air quality, the second one was because the park was still being used as a staging area by Cal Fire, the lead agency.

Gun Incident on the Bus

Reports of a person sleeping on the vehicle of route 12. The person was not responding. A Road Supervisor approached him and noticed that the person had a firearm. The Sheriffs were called and the incident is still being investigated.

Gina Breceda, Access Services

We are reaching our peak period. We are working with the contractors on getting more drivers. The ridership is increasing extremely in all areas. We have an upcoming community meeting November 7th at the Valencia Library. We are unsure of the topics at this time. The flyers will be going out, mailed out and distributed in the vehicles.

Jim Hogan

Renewal of Access cards

- Every three years we have to renew our Access cards for people with permanent disabilities. Every three years is a hassle. Please extend expiration date to at least 5-7 years.
 - Gina Breceda will look into having the renewal of permanent disabled access cards extended.

Elmer Contreras, MV Transportation

Month of August for Access is 97.75%

Ridership for the summer when school was out, it was slow but now it's starting to pick up.

Changes in the call center, new supervisor that we have was promoted to dispatch.

We promoted one of the CSR's, Billy Torres who is now the new supervisor in the Call Center.

We hired a new CSR, but she came on board for about a month, but left. Her position and Billy's are open. We made the decision of hiring two new call takers. Two positions are now open.

ENDING COMMENTS

Next Meeting – November 3, 2016

9:00a.m. - City Hall, Century Room

23920 Valencia Blvd. Santa Clarita, CA

Motion to Adjourn, 10:40 a.m.

Motion Approved