

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

ACCESSIBILITY ADVISORY COMMITTEE

Minutes of the Committee Meeting

9:00 a.m.

Thursday, March 2, 2017

CALL TO ORDER

Chair, Keith Curry called to order the meeting of the Accessibility Advisory Committee at 9:08AM

MEMBERS PRESENT

Keith Curry, Chairman; Jim Hogan, Vice Chair; John Taylor, Santa Clarita Senior Center; Carmen Taylor, General Public; Ben Gonzales, Santa Clarita Transit; Linda Wood, Member; Jim Hogan, Member; Lillian Shaw, Member; Line Paquine, Member; Gary Simpson, General Public; Ella Clark, Member; Elmer Contreras, MV Transportation

APPROVAL OF MINUTES

Motion was made to approve the Minutes of January 5, 2017 with one change. Hearing no objections, it was so ordered.

GENERAL PUBLIC COMMENTS

Terry Stanly – Today my ride did not show-up. My ride left when I went outside.

- Jim Hogan responded – Terry, we were there; we waited for at least 10 mins. There was no answer on your phone. 20 mins total. We even gave you that 5 min. window. They gave you an extra 5 mins, giving you a total of 20 mins. As far as they're concerned, you were a no-show.

Carmen Taylor – No comment

MEMBERS COMMENTS

**Keith Curry**

I got an e-mail from Adrian, he had another engagement, and Access would not be attending, they have another engagement as well. Kurt Baldwin will not be attending, he had another engagement, but he will be speaking at that engagement on behalf of the ADA, he's going to

give a full explanation of what the ADA stands for, who they support and who they are supposed to cover. He's going to give an overview to the best of his ability.

### **Linda Wood**

I was confused about my Access card, it was due, I called Access, I asked them if it was due the 17<sup>th</sup> or the 19<sup>th</sup>, good through 2019, but then it says here "eligibility through 2017".

- Keith Curry – Her Access card. Her eligibility is valid February 2017, that will be this month. But the card, that's the Visa card, I tried to explain to her that it expires on February 2019, but that only pertains to the Visa. But they took the Visa off, that's no longer here. So they reissued a new Access card without the Visa logo and it's active from February 2017-February 2020. I told her to continue using this card. There's no need for this card, use the new card that's been sent. I wanted to explain to her that all the money that is on there, all the rides, they are automatically rolled over to this card, am I correct? Her rides will roll over won't they?
- Elmer Contreras– If you have rides loaded onto the Access card with the Visa logo on it, just use it all up because once you start using the new card, you can't load rides, you'll have to get a separate TAP card. The new Access card, without the logo, you can't load rides onto it.

### **John Taylor**

#### *DAR Experience this Month*

I had a bad experience yesterday, I got in the van at 2:26PM and I got home 1 hr. 36 mins later. What happened was, it was a full van and it's always the DAR van when this happens. We went about 4-5 miles, then picked up 2 more people. We dropped off somebody and picked up two more people. Then we were going to Valencia, Saugus, and then finally to Canyon Country to drop off myself an hour and 36 mins later. But the person before me Barbara McGray, she must have been on there for another 15 mins. because she lives down in Friendly Valley. So I've noticed when you're on the DAR van you seem to be on there an hour plus, if you're on the Access van, its 30-40 mins. That's what's been happening to me this month. I would like to know what's going on there.

- Jim Hogan - If I'm correct, federal transportation administration, you should not be in the van for more than a 1 ½ hours, regardless if you're on DAR or Access. What supersedes when you're on a DAR van is your ride is still covered by ADA. Now if you call for DAR, then your ride is covered by City policy.
- Ben Gonzales - Our goal is to efficiently route the trips as best we can. We are picking up and dropping off, so were not zig zagging back and forth. For example, if you're in

Newhall and were dropping off in Saugus, and then they're going to Canyon Country, that's an efficient route because it's along the way.

- Elmer Contreras – John, I will look at your trip history.

### **Ella Clark**

The buses are dirty, especially DAR buses, not so much on Access. That is not acceptable. It is mandatory that these buses be clean. A lot of people on the buses can spread diseases.

- Ben Gonzales– They should be cleaned daily; our nighttime maintenance manager checks them. If there is an incident where you see this occurring, I'd say to call our office and we have a concerns line where you can reach the City directly, we'll follow-up and look into it.

### **Lillian Shaw**

I've always been confused about whether or not I can get a ride within the time that I need it, can I get DAR or do I cancel it out?

- Elmer Contreras – All you have to do when you're an Access member is request your DAR ID and everybody that has Access has DAR ID as well. Now when you call, obviously if you don't get the time on Access, keep in mind you're calling the Access line, so they will negotiate two times with you. If you want DAR then you have to call the DAR number, you can go that route. You can give the DAR ID number; you just can't switch and say "I did two attempts with DAR, now I want two attempts with Access". There is no difference in the cost. You can use your TAP card; you will still get reduced fare for Santa Clarita only.

### **Jim Hogan**

#### *The ADA Discussion*

Topic: In our meeting in February, those of you who made it, one of the things that was discussed was in every meeting a lot things come up that are generally answered in the rider guide. So we came up with the idea that a member of the AAC will take a topic to educate us. I have asked Ben to notify Access to bring a hard copy of the City of Santa Clarita Rider Guide for DAR. I will e-mail everybody the current policy on DAR that way you can have it on your computer. However, I want to add one more thing after I figure this out, because you also want to look up what the Federal Transportation Administration Policy is. That is the one that we have to go by. There is so much information; you have to really read it.

## *Compare & Contract*

The Rider Guide is a basic key. Page 16, DAR Rider Guide. I want to read the whole thing relating to carrying things on the vehicle. My topic is “What you can take when you’re on the vehicle” it’s going to show you the difference between DAR & Access.

### *“Packages” Page 16 on DAR*

#### Packages

Riders may bring up to 3 grocery bags or similar size packages on-board the vehicle. Drivers may help a rider carry 3 packages on or off the vehicle to the side walk or a waiting area. The driver cannot carry any packages to the door. Packages should weigh no more than 25 lbs. each.

#### Access

*What you may bring on a vehicle (who & what you can take on a vehicle)*

#### *Service Animals*

Riders may travel with a service animal, defined as a guide dog, signal dog, or other animals trained to work or perform tasks for persons with disabilities. Please inform the Customer Service Agents when scheduling a trip if the rider plans to travel with a service animal. Animals other than service animals may travel on City of Santa Clarita Transit only if the animal is in a properly secured cage.

#### *Personal Care Assistant*

If you are approved to have a personal care/child with you, your Access rider ID card will say so.

#### *Pets that are not service animals*

They are only allowed in a properly secured cage or container that meets Access guidelines. Please be aware that the driver cannot help you load or unload your cage or container.

#### *Limited number of packages*

It is the equivalent of two paper grocery bags or 6 plastic grocery bags, with a total weight of no more than 25 lbs.

You must be able to maintain/control of your packages while riding. The driver may help you load or unload your bags or packages.

*A child who is 5 or younger*

Children must ride properly buckled in the back seat, in a safety or booster seat until they are 8 years old or at least 4'9 tall. This is required by law. Access does not furnish safety seats. The driver can assist you with installation upon request.

## OLD BUSINESS

### **Jim Hogan**

*Access/ASI*

Could you please change the web-site? I don't like ASI, not a lot of people know what ASI stands for. I would prefer something like para-transit service, or at least Access Service. I think that would be better on the web-site.

- Ben Gonzales, Santa Clarita Transit - The difference would be we are one of the unique City's that operates the two services, DAR & Access. Whereas others probably only operate Access only. We can probably just change it to Access cause if we put Para-Transit; DAR is Para-Transit as well, so it wouldn't really differentiate between the two. But maybe we can change it to Access, I'll talk to Adrian.
- Riders Guide - Over the last 6 months, if not longer, this is the 4<sup>th</sup> time that the Council has asked Access to bring a riders guide. I don't know what the hold-up is.

### **John Taylor**

Golden Valley Bridge

Since the bridge has been widened, why hasn't there been bus service going through there yet? Is that in the works?

- Ben Gonzales – As far as service, I'm the one working on that project. What we are doing right now, is we've put together a preliminary route in the schedule for service along Golden Valley, and then what we will do is go around where the Kohl's/Target center is and then come back. We put together a budget/decision package to present to the City Manager and the City Council.
- The route will go strictly around Golden Valley all the way up and over the 14 freeway, and then turn back around over by Lost Canyon, circle back down the hill, to Golden Valley Rd. As time progresses, like any route, we can make route adjustments to the service, like the Senior Center and any other commercial buildings around there (Five Knolls & Golden Valley Rd.). We can make route modifications when that's done to

service that. That's where we are right now. We will be presenting the decision package with the budget to see if it's approved or not. If it is approved, then we're hoping to get it done sometime next year. It's been over a year since we've been working on it.

## NEW BUSINESS

No new business

## AGENCY UPDATES

### **Ben Gonzales, Santa Clarita Transit**

#### *On Time Performance*

For our fixed route local service it is: 90.2%

Beach Bus is coming up again this summer. That will begin June 3<sup>rd</sup> – September 3<sup>rd</sup>. It will be the same thing, same route, on Saturdays & Sundays in June.

#### *Courtesy Campaign*

The campaign is about common courtesy guidelines for passengers to remind them to respect others, to use courtesy and ethics. I want to pass around 3 samples that were looking at printing & posting on our monitors.

#### *Gated Community Recommendation*

##### *Access & DAR Gated Community Gate Access*

Some of the drivers cannot get into the gated communities. Some of the drivers for DAR & Access cannot arrive because passengers are in gated communities. They are not allowed to receive the gated codes. The HOA does not approve of that access. Can the City help us in any way to make it accessible to enter into these gated communities? The City should do a little more for people that live in a gated community making it accessible. Something has to be done to make it easier for our riders.

- Keith Curry – Some of the riders cannot give access, they see it as a security issue. This is an issue that needs to be addressed with Adrian. We might have to invite the head of the HOA's to discuss with them. If these individuals want to get out of these gated communities and be privileged to Transit, Access or DAR. We are at an impasse where there is no movement. Either the HOA will have to give, the rider has to give the code, or

they have to walk down to meet the driver at the security gate/entrance and get picked up from there.

**Access is not present today to give an update.**

- Ben was asked to follow-up with the status on the updated Riders Guide.

**Elmer Contreras, MV Transportation**

*GPS Glitches*

Regarding the GPS, Ella, we had several challenges with installing the software, we had to install a couple of times and remove it because it was fixing the map issue but it was creating new problems for the drivers. Lastly, we did send a vehicle just to test out the new software update. We didn't get anything back as far as issues or problems. The only issues that we were getting were that the driver was not seeing the mobility device or the customer's prior pick up. We had where the file was corrupted. So we did have several issues but just over the last week, the last update we got, we installed it and so far we have not had any issues. The maps and the GPS on the rangers were updated last week, so were holding on. Nothing has been brought up from the operators, but obviously we are still monitoring the update.

*New Driver Schedules*

We do it every 6 months, but we constantly have a situation where either a driver leaves, gets let go, or goes on a medical leave. We will still see some new people on routes because those things happen on our driver force.

*New DAR Vehicles*

Two new vehicles came in; the suspension is a lot better on those new DAR vehicles. They're a little bit taller so we're experiencing some issues with certain places where they cannot pick up. One of them is very popular, at Facey/Canyon Country, where they cannot go under. So I did send out a road supervisor to take some pictures to make a decision as to where we can and can't pick up, where it will be a safe pick-up point for those vehicles.

*Month of February*

Access OTP is at 96.4. We did over 32,000 trips for the month of February.

*Call Center - New Staff*

Ashley Reyes will complete her 90 day probation in 5 days. She was the last one that I added as far as new staff that you may have been talking to.

ADJOURMENT

Motion to adjourn the meeting

FUTURE MEETING

The next meeting for the Accessibility Advisory Committee will be held on Thursday, May 4, 2017, 9AM at the Transit Maintenance Facility, 28250 Constellation Rd. Santa Clarita, CA.