

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

ACCESSIBILITY ADVISORY COMMITTEE

Minutes of the Committee Meeting

9:00 a.m.

Thursday, June 1, 2017

CALL TO ORDER

Chair, Keith Curry called to order the meeting of the Accessibility Advisory Committee at 9:06AM

MEMBERS PRESENT

Keith Curry, Chairman

Ella Clark, Member

John Taylor, Santa Clarita Senior Center

Terry Stanley, Member

Carmen Taylor, General Public

Elmer Contreras, MV Transportation

Karen Mankel, General Public

Christina Blanco, Access Services

Yvonne Compton, General Public

Fayma Ishaq, Access Services

Milcah “Mikey” White, General Public

Adrian Aguilar, Santa Clarita Transit

Lillian Shaw, Member

Kurt Baldwin, Independent Living Center

Line Paquine, Member

APPROVAL OF MINUTES

Jim Hogan made a motion to approve the May 2017 AAC Minutes as read. The motion was seconded. The Minutes were approved as is with no changes.

GENERAL PUBLIC COMMENTS

Carmen Taylor

Alternative Bus System

I just want to say thank you to transportation for setting up the alternative bus system while the railroad tracks were being repaired. It helped me and a lot of other employees at Magic Mountain. Without the AV people being able to come in, we would have worked more hours

than necessary. So that was great. Those buses really helped, and everyone who rode it was happy with the buses so again, thank you.

Milcah White

Access Services Concern

I do have new areas of concern. The most recent issue that happened was a ride that I again, scheduled with my mom to the COC Valencia Campus. The issue was calling Access Services through Santa Clarita and having them pick us up from an area that is wheelchair accessible in the campus and unfortunately, we were refused.

We were told by John that the manger, which at the time was Billy had refused to do that. I believe it was an incorrect statement, so I'm not sure why he would phrase it in that way. What I felt was that it was a bit hostile, so I proceeded to make another call to management and did not get management to call me or respond to me in a timely basis, which was a bit disturbing. I did get a call from Christine yesterday to discuss this situation, and I said to her, "It's not only a community campus, but it's also a university; there's also a lot of community activities happening on that campus, and there's the on-committee locations that are wheel chair accessible that uber, taxi's or any other sort of vehicle can get to". I just find it pausing that between the City / MV that they've chosen to designate certain areas to go pick-up, and that the policy is that "Oh, well, we're just going to designate it, however the communication with the college that's where they're going to pick-up". What I was told from Christine was that there was an investigation to the location where we were at, because it took my mother 40 mins. to get from that location over to the pick-up which was the turnabout walking, with her knees causing her issues. I just thought that was really wrong.

Adrian Aguilar's response to Milcah's concern:

Milcah, in terms of your concern regarding the pick-up at COC; as you mentioned, we do have a pick-up location at COC. As you know and you can imagine, it's a relatively large campus and continues to grow. There are numerous locations that are plausible pick-up locations. The challenge that we have is that it becomes difficult to locate or find somebody or passengers if they're in the parking lot. Without some sort of designated landmark, the campus is so big that it becomes very difficult. I know that some of you have even shared comments, where at a medical facility, or at home, we have the buses in the front and you are waiting in the back or vice versa. So you can imagine the challenge that we would have at a campus as large as COC, which is why we have designated pick-up locations.

In the case that you mentioned, it was a location that we were not familiar with and we couldn't be certain that a vehicle could enter that location and exit safely. The last thing we want is for one of our vehicles to go down a one way road and not have room or the ability to not be able to turn around or worse yet, have to back-up a bus down a one way road and not be able to get out.

So that is the reason that we don't just let the driver or in your case why we did not approve. We had no idea whether or not the vehicle was going to be able to get in and out of there safely.

Now that we have gone out there, we have entered it into the system, so for future rides, that is a location that we have identified, but in that situation we had not visited that site so, it was not possible to pick you up from that location. So, going into the future, we'll be able to schedule pick-up's or drop offs to that specific site.

Positive Feedback from Milcah

I wanted to go on record and thank several drivers on the #12 route. In particular a driver who I think is named Hector; he helped us out because one day I didn't have any change to pay the difference for the Access ride with my son, so I just wanted to say "thank you for the drivers that have been on the #12 route, there's a lot of them on that route, they have been very helpful to make some accommodations".

Karen Manke

TAP Card Issues

I still want to know what's going on with my Tap card. So I need to talk to Adrian after the meeting to see what's going on with it, cause I see that I still haven't gotten it and it's going to be 5 weeks tomorrow and I have to put more money on my temporary card, which will end July 15, so I'm just wondering what's been going on, that's all.

Adrian Aguilar's response to Karen's concern:

Karen, I never heard from you last month, so I assumed it was resolved. We will talk after the meeting.

Terry Stanley

I went on the bus on Saturday, and I didn't get to my house until like about 4 something. It went from one end to the other to pick-up one person. I went to one place twice; it felt like I was on that bus for two hours. Everything was hurting, my legs are still hurting. I just want to know what is going on. I did not call to complain about it, but that's what I'm doing now.

MEMBERS COMMENTS

Keith Curry, Chair

John Taylor will be assisting me as a temporary Vice Chair today because John Panico will be out today.

John Taylor, Santa Clarita Senior Center

Nurse at the Senior Center

Yesterday, I had just gotten done doing a meeting at the Willow's Apartments. Unfortunately a lady fell and one of the DAR drivers was trying to help her up. I told her "Please leave her alone, we have a nurse here, and we don't want to move anyone who has fallen". And the nurse came and attended to her. The driver was trying to be nice, but we have to let her know that if somebody falls, don't move them. Luckily she only had a few scratches. I don't know if you guys train your drivers for that, in case of an emergency; I imagine you do, being that it's a van you're working with and has steps on it, but yesterday was wrong.

Elmer Contreras, MV Transportation response to John's concern:

We instruct the drivers to assist the customers on and off the bus. I think that in that particular situation, it was more of a human factor of trying to assist the customer. But after thinking things through, I think it is better to leave them there and if the person requests assistance, then in those cases, we do instruct the drivers to use their best judgement, and if they think they can assist or if they think it's best to call for medical attention, then they are to notify dispatch to get them medical attention. Dispatch will then call the ambulance. But I always tell the drivers to use their best judgement. No one is medically trained to make those types of determinations.

Kurt Baldwin, Independent Living Center

METRO Meeting

I wanted to talk about the METRO Meeting that came out of Measure M that we all voted for to improve public transportation. There was a coalition of older adults and people with disabilities that I was involved with that work with "Move L.A." on a political basis.

We've been working with Metro Planning Department. The portion of Measure M that is going to improve transportation options for older adults and people with disabilities. They have asked us to become a formal advisory committee. I think they're inviting the CEO of Access services too because they are going to be a recipient.

I think what they're going to plan with this committee to be doing is to be advising them on their annual accessibility report, that's for the entire L.A. County, so it's not just MTA. Also, the Metro Board already voted on having an annual yearly summit for people with disabilities and older adults to talk about what's improved, what needs to be improved, what's going on in the world as far as innovation to have a summit on those issues for people with disabilities and older adults. When the time comes, I'll make sure Santa Clarita is included.

Ella Clark

My pick-up time was 10AM. I was the second one on the bus and then I proceeded to make a tour of my neighborhood. For the next hour and a half, I never left my neighborhood, I went passed my house about four times. The person that was on the bus just before me, she was doing the same thing, she kept saying: “I should have stayed home; there’s my house again”.

So an hour and a half passed before we left my neighborhood, we were up and down Sierra Highway, Via Princesssa, Soledad, etcetera. We picked-up and dropped off several people in the same neighborhood, but this lady and I were still on the bus, going past our homes. My second pick-up time came; they called me and wanted to know if I could be picked-up early. They called at 10:57AM, I told them that I couldn’t be picked up yet because I was still in my neighborhood and I couldn’t be picked up yet.

I finally got to my pick-up place and got dropped off. When I arrived, my phone rang. The driver was waiting out front for me, I said “But I just got dropped off” so they said they could wait 5 minutes.

The phone rang and I got a phone call saying that the driver was outside waiting for me. I spent an hour and a half in my neighborhood, going around and around. They couldn’t call me to tell me that they were picking up people around my neighborhood; I had stuff to do around the house, but to be going around town 3 or 4 times, makes no sense.

Elmer Contreras’ response to Ella’s concern:

Ella, I have here that the incident occurred on the Saturday after the 4th; May 6th. I will take a look at it.

Ella Clark

Radios in the Buses

Why did you take the radios out of the buses? We like the soft music and it’s relaxing.

Adrian Aguilar’s response to Ella Clark:

Ella, in terms of the radios, the reason we had them removed /ordered without radios, is because we cannot get any agreement on what to listen to; what station, what music, what volume level. It was easier to just remove them and elliminate that distraction all together. We get complaints about elevاتور music, country music, and rock music, volume too loud, not loud enough. When we had radios and allowed the drivers to play music, that was probably the single issue that generated the most complaints.

Lillian Shaw

I apologize for not being here at the last meeting, I was out for 8 weeks. I'm glad to be back after taking a break for personal reasons.

Line Paquin

Renewing the Eligibility Process for Access

I would like to suggest that the people that are permanently disabled don't have to recertify themselves every couple of years. I mean, it's on their record that they are permanently disabled and it would save the City money not having to process all these people so often. Maybe we can have this done just one time or every 10 years.

Fayma Ishaq's response to Line's Request:

The recertification through Access Services is by paper, you send the paper work in and if they're able to make the determination without making you come in to the interview, then they'll automatically renew your service for the 3 years. I know there's a certain criteria for people to get auto renewal where it expires within the 3 years; however it is an automated renewal, once you fill out your paper work, mail it back with an updated photo, your paperwork is processed without you having to come in.

Adrian Aguilar's response to Line's request:

Regarding Line's request for re-certification, one of the main reasons that agency's such as Access and even the City does paper re-certification; one: it provides an opportunity to update our information, your phone number, mailing address, all of that still current. "Do you still live in the area, do you still need the service?" This is why we have to do this every three years. We try to make it as painless as possible, which is why we do the paper re-certification. It also serves as a tool to update our records and the information that we have on file for you. We need to make sure we have your up-to-date information. So, that's part of the reason; it's not to make it harder, or create a barrier or make your life miserable. We need to make sure that we have your most current information as well. That's not the only reason, but that is part of the reason.

Kurt Baldwin, Independent Living Center

Brief Synopsis of ADA Disability Act.

The ADA was passed in 1990 to stitch together a bunch of other laws that were already in place and create some broad coverage to protect people with disabilities from discrimination. If you go back to the the Architectural Barriers Act (ABA) of 1968. And the reason why that's important is because it established the Architectural and Transportation Barriers Compliance Board who writes all the standards for how much space on a vehicle is for a wheelchair; how wide the door should be; how steep the ramp should be. So they have been the Access Board which has been the governmental process to establish all the accessibility guidelines.

But then we had the Section 504 of the Rehabilitation Act that was for recipients of federal financial assistance. If you got money from federal, you couldn't discriminate against people with disabilities and that's when they started this idea that you had to take steps to remove barriers to equal opportunity. So things like changing your rules about pets, or providing sign language interpreters to people who are deaf; taking steps to remove barriers.

Next month it's going to be the 27th anniversary of the ADA, and it's divided up into 5 titles.

Title 1: Is employment; and those regulations were written by the EEOC, Equal Employment Opportunity Commission.

Title 2: State local government; that is what applies to City Hall here, but it applies to all state and local government; public schools, the mosquito abatement district. If it's government, it's covered by Title 2.

Title 2 was divided up into two subtitles:

Subtitle A: Was written by the department of justice and **Subtitle B:** was written by the department of transportation. So all the transportation regulations are in subtitle 2, but subtitle B and title 2; that apply to everything; taxi cabs the airport shuttles, and the trains.

Subtitle B & Title 2: You'll find the regulations on the FTA's web-site. They wrote something that was very significant a couple of years ago. It's the FTA/ADA circular, if you want their opinion about anything transportation, go to their web-site; and take a look at the ADA circular.

Title 3: Is for public accommodations. That's where you can get goods and services, the stores, the lawyer's offices, and our social service agency.

Title 4: Is telecommunications. Not much there, just operator relay service, so if someone is deaf, you can type what you want to say. There's also video relay where you can actually do sign language to the operator and the operator will tell the person on the other end of the phone what the person is saying.

Title 5: Is miscellaneous. There are a bunch of interesting things in there that apply there to the rest of the law. For example, that's where you will find a regulation where smoking is allowed. They don't want nicotine addicts to think that they don't have any rights under ADA.

So that's the ADA, we've had a couple of changes made to it. We had the ADA amendments act that broadened the definition of disability, so more people were protected from discrimination. We've also had some changes in the regulation, for example, the definition of a service animal. It used to be any type of animal that was individually trained and performed a task. Now it's limited to a dog or a miniature horse. A Seeing Eye dog costs a lot of money to raise and train, and they only have about 10 years of service life depending on the breed. A horse can have its

license for 35 years and if you're allergic to dogs, you're probably not allergic to a horse. There's good reasons for a service horse verses a seeing eye dog.

Keith Curry

Officer Election

John Panico is not here, so we need to make a motion to select two officers; myself as Chairman and John Panico as Vice Chairman. John Taylor made a motion that Keith be the Chairman and that John will be the Vice Chairman. Adrian has not heard from John Taylor regarding his acceptance as the Vice-Chairman.

Adrian's response to Keith:

Adrian suggested that we postpone any elections until the September meeting. Keith Curry agreed to postpone the officer election.

OLD BUSINESS

None

NEW BUSINESS

None

AGENCY UPDATES

Adrian Aguilar, Santa Clarita Transit

Beach Bus

The Beach Bus Service is starting this weekend; we'll be running a couple of buses on Saturday and on Sunday. We have some flyers here in English & Spanish for anyone that is interested. I'll set them on the back table over there so you can grab one on your way out in case you're interested.

We have the flyers distributed around town. We have them at the Senior Center, the Libraries and, here at City Hall in the lobby. We tried to get them out everywhere; we also have the information on our web-site. We're working on a radio campaign now that's going to start airing this week, so we're trying to get the word out as much as possible. Again, we'll be using the larger over the road commuter coaches, so they'll have plenty of storage for coolers, chairs, umbrellas, and things of that nature, so feel free to bring that stuff along. All the vehicles are wheelchair accessible.

On Time Performance

Overall service has been going well. Last month our on-time performance for fixed route was 89.9%, so right at that 90% threshold. We're not planning any schedule changes this July, so we expect the schedules to stay pretty constant.

School is out this week, so we expect to see some shifts in ridership levels both on DAR & our fixed route service. I'm sure we'll see a lot more traffic on the folks going to Magic Mountain and on these routes. It will be nice that the morning traffic should die down in Santa Clarita since school will be out.

Two New DAR Vehicles

We mentioned at the last meeting that we did take delivery of two new DAR vehicles. The next step is to do some testing on the radios. We're planning to get those vehicles in service this week, so if you haven't already, you should see two new buses running around town. We are retiring two of our older vehicles that are going on ten years old now.

New DAR Vehicles

A few weeks ago, Council approved a contract for 14 new DAR vehicles and a new trolley, so we are finalizing the contract language for that order now. The first five will be delivered by October 31st. The second five will be delivered by May 30th. And the last four will be delivered in October of 2018. We're excited about that.

And then the Trolley, we're hoping to have that here in time for the Christmas Holiday Light tour that we've been running in the past few years, so we have our fingers crossed that we'll have our new trolley by then.

Fayma Ishaq, Access Services

Community Meetings

Our community meetings will be starting this month. The meeting for Santa Clarita will be Wednesday, June 21st here at the Newhall Library, the meeting time is 2-4PM. If you would like to attend the community meeting, it is a free pick-up and drop off. We will have someone there tethering the devices, so if you are a wheelchair user, you can have your wheelchair device tethered. We also have flyers; they will be on the back table if you would like to take one. It also provides you with information about other regions.

Terry Stanley

Pick up Sign at the Newhall Metrolink

I take the train three days a week now. When I get off of the Metrolink, if we could have a sign placed there so that when those buses come in for us, they know to come to the sign and I could see them and they could pick me up in front of the sign.

Fayma Ishaq, Access Services response to Terry's Stanley's request:

We would have to request/conduct a location evaluation and coordinate with Metrolink.

Adrian Aguilar's response to Terry Stanly's request:

Terry, we can take a look at it.

Milcah White

Do you have the transcripts from previous meetings?

Adrian Aguilar's response to Milcah White's question:

Yes we do have transcripts; our minutes are available on our web-site for all of our meetings going back 5 years. In terms of the community meetings, we have not transcribed them in the past.

Milcah White

GPS/location issues at NoHo station

When I have tried to book Access to pick me up from the North Hollywood Train Station, and I googled the address, the address does not coincide with what is on the GPS on your end. The cab was going up and down Chandler and couldn't find the location. Is there anyway that you can make some coordination with your GPS for that North Hollywood location?

Fayma Ishaq's response to Milcah's question:

We can look into it and see which pick-up area you are referencing and then see what it coincides with from our end in terms of the address. Because the address is pretty much provided in terms of your pick-up and drop off on your end. So, we'll go ahead and look into it on our end as far as the navigation system in our vehicles.

Elmer Contreras, MV Transportation

Updates

For the month of May, we ended up doing a total of 8,000 trips. The ADA had an on-time performance of 95.4, and DAR 92.6%,

June 10th we'll be having a new bid for the drivers, so there will be some shift in schedules and personnel. We will be adding an additional route to our service. It will be a part-time Access route, so we're adding that to our service, because we see a need for it. That will be a para-transit route; and it will be Thursday-Saturday.

Billy from Customer Service's last day with us will be June 13th. He is a college student and he pretty much received a complete ride to San Diego State University where he will be continuing his studies there.

ADJOURNMENT

A motion to adjourn the meeting was made.

FUTURE MEETING

The next meeting for the Accessibility Advisory Committee will be held on September 7, 2017, 9AM in the Century Room at City Hall, 23920 Valencia Blvd. Santa Clarita, CA.