

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

**ACCESSIBILITY ADVISORY COMMITTEE**

Minutes of the Committee Meeting

**9:00 a.m.**

**Thursday, November 2, 2017**

CALL TO ORDER

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

MEMBERS & GENERAL PUBLIC PRESENT

Keith Curry, Chairman

Karen Manke, General Public

John Pancio, Vice Chair

Elmer Contreras, MV Transportation

Linda Wood, Member

Adrian Aguilar, Santa Clarita Transit

Ella Clark, Member

John Taylor, Santa Clarita Senior Center

Line Paquin, Member

Kurt Baldwin, Independent Living Center

Lillian Shaw, Member

Randy Johnson, Access Services

Jim Hogan, Member

Faustino Salvador, Access Services

Carmen Taylor, General Public

APPROVAL OF MINUTES

Jim Hogan made a motion to approve the November 2017 AAC Minutes as read. The motion was seconded by John Taylor. The Minutes were approved with corrections made.

## GENERAL PUBLIC COMMENTS

### **Carmen Taylor**

No Comments at this time.

### **Karen Manke**

Karen made a change to her appointment time three to four weeks ago. She made the change - two to three days prior to her trip. The trip was never changed in the system by the CSR that took the call. She changed the time of the return trip; however the driver came to pick her up from Kmart to go home at the original time that she had booked the ride; not at the time that she had changed it to.

## MEMBERS COMMENTS

### **Keith Curry**

No comments at this time.

### **John Panico**

No comments at this time.

### **John Taylor**

#### *Tap Card Issues*

We've had customers from the Senior Center come in to purchase twenty four dollars on their TAP card, reduced fare which is forty rides. However, sometimes the credit doesn't show up on their balance.

They have had to call TAP to Go and they are able to fix it once the customer shows proof of the purchase because they can't seem to see it on their end either. John wants to know what can be done about this issue and why does this occur sometimes.

*Adrian Aguilar responded:*

*When this occurs it's that sometimes for whatever reason, it loads the information onto the card immediately (at least it's supposed to), but sometimes if the vehicle is in a dead spot, and it doesn't get uploaded to the farebox. This is typically the reason why this happens.*

*If this happens again, please have them call us so that we can look into it on our end.*

### **Linda Wood**

*Clear Captioning telephone services*

Linda requested assistance with the audio phones from Steve Sulphur, Clear Captions.

*Keith Curry responded:*

*Steve received several calls from different people requesting assistance as well; he will be coming by to reset your phone.*

### **Kurt Baldwin**

No comments at this time.

### **Ella Clark**

Ella requested bus service in the Golden Valley area.

*Adrian Aguilar responded:*

*We don't have any immediate plans to service Golden Valley at this time. We are working on a bid to hire a consultant to do an update to our Transit plan. What we will be asking the consultant to do, is to look into how to layout the route structure; what level of service is appropriate for that area in addition to the rest of the valley. We did not want to introduce a*

*service that could potentially change in twelve months or so. We're waiting to finish that plan and then roll out those other changes.*

*We've had an interest for service to potential sites like Canyon Country for the Community Center, Saugus for the library. There's a number of areas that we are having the consultant take a look at. We've also had some requests for locations outside of Santa Clarita including Ventura, Kern, The San Fernando Valley, Pasadena, the CSUN area, and the Northern part of the Valley.*

*Our approach to this project is to look at, not only the demand, but also to look at how do we implement and how do we pay for the service. The only constraints would be service or recommendations that could be easily implemented.*

### **Line Paquin**

Line inquired about the Holiday Light Tour this year.

*Adrian Aguilar responded:*

*We are finalizing the routes. We will be using a number of outlets to notify the community such as social media, running ads on local radio, the paper, posting notices on the buses, on-hold message, the Senior Center. I will also send the information out to the group so you can expect some information from me.*

### **Lillian Shaw**

No Comments at this time.

### **Jim Hogan**

Jim gave a commendation for Doug Campell, our Access driver. Jim really appreciates him and is impressed with how relaxed, calm, patient he is, and how he took the extra step to get them to their destination safely and on time. He requested to have a "Helping Hand" given to Doug.

*Faustino Salvador responded:*

*We are looking to reintroduce "The Helping Hand".*

*Adrian Aguilar responded:*

*We will make sure that Doug gets recognized.*

## *Officer Elections*

Keith Curry was nominated for the Chair position. John Panico accepted the nomination for Vice Chair. Jim Hogan withdrew his nomination for Vice Chair. A motion was made for the Vice Chair position. John Panico will be Vice Chair

## OLD BUSINESS

### **Adrian Aguilar, Santa Clarita Transit**

#### *Access Services pick-up and drop off designated stand sign location*

A strong statement was made by Glen Fisher in our last meeting. Adrian Aguilar spoke to Glen after the meeting, Elmer Contreras spoke to him after the meeting and Christina from Access also spoke to him over the phone the following week to address some of his concerns and issues, so the issue was addressed.

The issue that he was having was that he was scheduled to be picked up at the Santa Anita Mall. He asked that he and other riders which were also scheduled to be picked up – be picked up at a location other than the Access stand location, and unfortunately, he was refused.

#### *Faustino Salvador responded:*

*I know that Christina did speak to Glen and has been in communication with him. I want to reiterate that the Santa Anita Mall has a particular designated spot for Access Services. That spot is the stand sign that allows us to pick up and drop off our riders. We would like to pick up all over the mall because it accommodates our customers, but the mall only allows us to pick up and drop off at that designated area. That area is where the driver was waiting, and according to Mr. Fisher, he was waiting a few feet from that stand sign. Unfortunately, we cannot pick up where Mr. Fisher was requesting. We can only do what the mall allows us to do. However, you can seek assistance from the mall.*

#### *Kurt Baldwin responded:*

*Access Services has an obligation to make reasonable modifications of policies. It's not about disrupting traffic at the mall; it's about the safety of your passengers. The mall has an obligation*

*under Title III of the Americans with Disabilities Act (ADA) to make reasonable modifications of policies. Anyone else that is saying that you can't pick people up from somewhere else in a mall is discriminating against your passengers, and your passengers have the right to know that.*

## NEW BUSINESS

Keith Curry asked Kurt Baldwin to reiterate Title III of the Americans with Disabilities Act (ADA)

### **Kurt Baldwin, Independent Living Center**

*Title III of the Americans with Disabilities Act (ADA)*

There is an obligation under the disabilities civil rights law to have flexibility in the rules. When the rules are too rigid they create barriers to people with disabilities. The mall has just as much of an obligation to be flexible with the rules as Access Services does. It's under a different part of the law but it's the same rule.

## AGENCY UPDATES

### **Adrian Aguilar, Santa Clarita Transit**

In terms of the overall on-time performance for local and fixed route service, this includes our local and commuter service.

### **SEPTEMBER:**

On time performance: 90.24%

Overall: 88.47%

### **OCTOBER:**

90.00% Start of the routes

88.02% Overall

*Services that we are running from now until the end of the year*

*Veterans Day Knott's Berry Farm*

Next weekend we will be running the Veteran's Day Bus service to Knot's Berry Farm. Every year, Knott's runs a promotion where Veterans can enter for free into the park and they get a discount for their guest. We started running a shuttle service between here and Knott's Berry farm. It will be on Saturday, November 11<sup>th</sup>.

Anyone interested, the schedule information is on our web-site or I can also send out the information as well. The fare is \$3.00 each way or \$1.50 for seniors or folks with disabilities. You don't need to pay for parking.

*Holiday Light Tour*

We will be operating the Holiday Light Tour this holiday season. We will have the routes out in the next week or so. I'll be sure to get the information out to this group in terms of dates and the routes. The fare is \$3.00 or free with a donation to the Food Pantry.

*New Bus Purchases*

For the December City Council meeting, we will be going to Council to award a contract for some new buses. We will be purchasing three new commuter coaches and six new local transit buses. If approved, we should see those new buses arrive around the same time next year.

*2018 AAC Meeting Schedule*

The dates for the meeting next year have been distributed, I emailed it to the group, it's also on our web-site.

### *Access Services*

Adrian introduced Faustino Salvador, Access Services, and Project Administrator for the Santa Clarita Region. Faustino is our point person for Access.

### *Via Princessa Metrolink*

We are moving ahead with the design for the new Metrolink Station over in Vista Canyon area. We are still seeking funding for the construction of the station. Right now we're about nine to twelve million dollars short, depending on which estimate you're looking at. We are continuing to go after grants, trying to identify some potential funding sources for the construction, but we are proceeding with the design.

Right now there are discussions about possibly opening up the open space on the other side of the Via Princessa Metrolink, and turning that into a park; there is some design work going on for that. It would still remain a flood basin, but open for recreational use when it's not raining. However, the decision hasn't been made to eliminate the station just yet.

### **Randy Johnson, Access Services**

#### *Access Community Meeting*

Access has an upcoming community meeting scheduled for Wednesday, December 6<sup>th</sup>, 11a.m. – 1p.m., in the Old Town Newall Library.

### **Elmer Contreras, MV Transportation**

#### **OCTOBER**

Total Trips: 8,688

ADA on-time performance: 94.21%

DAR: 91.2%

Overall with both services: 92.5%

### *Updates in the Call Center*

We have new personnel in the call center, we hired a new girl, her name is Sarai. She is still in training.

We also had Martin move to the 7a.m.-4p.m. shift.

We are in the process of hiring one more CSR. We have offered a position to a call taker in the San Fernando Valley. I expect to have her on board sometime next week after her transfer is completed.

### ADJOURNMENT

A motion was made to adjourn the meeting and seconded.

### FUTURE MEETING

The next meeting for the Accessibility Advisory Committee will be held on January 4, 2018, 9AM in the Century Room at City Hall, 23920 Valencia Blvd. Santa Clarita, CA.