

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

ACCESSIBILITY ADVISORY COMMITTEE

Minutes of the Committee Meeting

9:00 a.m.

Thursday, January 4, 2018

CALL TO ORDER

Chair, Keith Curry called to order the meeting of the Accessibility Advisory Committee at 9:00AM

MEMBERS & GENERAL PUBLIC PRESENT

Keith Curry, Chairman

Cliff Wood, General Public

John Pancio, Vice Chair

Elmer Contreras, MV Transportaci3n

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

Grace Ferguson, Santa Clarita Transit

Jim Hogan, Member

Faustino Salvador, Access Services

Carmen Taylor, General Public

Christina Blanco, Access Services

Karen Manke, General Public

Justin Sheldon, Access Services

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.

GENERAL PUBLIC COMMENTS

Keith Curry, Chair

Please be aware that you have a three minute time limit to speak on any issues pertaining to Access or DAR. If there is any issues or comments that need to be addressed towards Access or DAR, those questions can be addressed after the meeting because we need to move forward. So please be aware that you have a three minute time limit on your comments, Thank you.

Cliff Wood on behalf of Linda Wood

When booking an Access or DAR trip, the CSR is asking her to provide the exact address for her location/destination. These are the same common places or locations that have been in town for many years. The print in the yellow pages is too small for her to read. The CSR should have those types of addresses already in the system, or notes of the addresses since she always books trips to the same places and has been for many years.

Carmen Taylor

No Comments at this time.

Karen Manke

Access Services Ride Issue

My pick-up time 8:37AM, the driver did not get there until 9:10AM. They added a new person/ride, so my time was pushed back. The time that he got there was at 9:32AM. My pick-up time to go home was 9:36AM. He said, "There's no way for me to pick you up and take you home". So, the dispatcher said, "Call when you are done" I said "Ok, I'll do that". I had to wait two hours before they came to get me. I don't know what to say, it's so frustrating, my dog wasn't feeling good, I had a headache, and because they added another ride, I had to wait two hours.

MEMBERS COMMENTS

Keith Curry

No comments at this time.

John Panico

No comments at this time.

Linda Wood

Clear Captioning Telephone Services

Linda requested assistance with her audio phone from Clear Captioning.

Keith Curry responded to Lina's request and will be reaching out to Steve from Clear Captioning.

John Taylor

I talked to Linda two weeks ago. We need to do something about Linda's situation. People with those types of disabilities can't give addresses. There should be exceptions given.

Kurt Baldwin, Independent Living Center

Measure M Committee Update

We met last month; we had a presentation on the Bus Stop Feasibility Survey. I thought it might be something that you might be interested in. Back in 2014 the FTA came up with the finding at Metro that Access Services was basing eligibility on this idea that the bus system was accessible. However, someone pointed out all of these bus stops that were not accessible, so the FTA was saying "Well Access Services, if you don't know which bus stops are and which bus stop aren't accessible, then how can you base eligibility on accessible fixed route?" So basically, "You're going to have to take away everybody's temporary trip eligibility and give them full access".

MTA negotiated with the FTA "We'll go out and survey all the bus stops, that way we'll know which ones are accessible and which ones aren't accessible, then Access will be able to base their decision on whether someone is eligible, based on evidence not on speculation". That was supposed to have been done, and taken three years to do, and it's still not done. They still have the same contractor, they paid them 1.5 million dollars; I guess they're going to pay them some more money to get this done, but it's not done yet.

We were talking about, how do you get the City of Santa Clarita to recognize which bus stops are accessible to make them accessible and to make sure that stuff is being done correctly. We are looking at ways of how we can get local jurisdictions to report on improvements. They are going to get the results of the survey eventually, and it's up to them to make sure that the bus stops are accessible. Of course they were supposed to have been accessible in their transition plan by 1996, but we know that's not the case. So how do we get them to report? Because right now the MTA gives local jurisdictions all this local return money, but there's no obligation for the local jurisdictions to report back on how they use that money other than the allowed use.

Can we get them to use some of this Prop M, local return money to improve the bus stops and then report back to us that this bus is now accessible so that Access Services can say "You're not eligible for that trip because that bus stop is accessible"? So, if you know someone that isn't eligible for Access Services because they said that the bus system was accessible, they might want to go back and challenge that.

One of the things that we are looking at for the use for the 2%, the Measure M money for Access Services, had to do with expanding the service area from three quarters of a mile to a mile and a half. That makes a big difference here in the Santa Clarita and the Antelope Valley. Now the comprehensive operational review recommended that – that would not be of good use of money. That it was not a good thing to do. It was going to cost another 4.3 million dollars to serve those people that are in that extra three quarters of a mile on the outside of the service area. They didn't even count Santa Clarita and the Antelope Valley. They only counted the valley's; San Fernando, San Gabriel and the Basin area. They were more concerned about the buddying up against the counties; Orange County, and Riverside. I think we have been short changed in the north part of the county, because that could make a big difference for us. The Move LA group that pushed for the 2% is going to go talk to the Board of Directors probably on the 25th and suggest that it might be of good use for the Measure M money.

Keith Curry commented

“Who oversees this money, do they have a board that oversees this money, and are you advocating on our behalf”?

Kurt Baldwin responded to Keith Curry's question

Metro Planning is deciding on these things right now. That's part of the Advisory Committee that I'm on, and I'm reporting back to you about. These are decisions that are being made as we speak. There's no decision made yet. I am encouraging that there might be some ways for us to advocate to have it spent the way we want it spent. I plan on advocating that that money be spent on expanding the service area and the rest of it be spent on bringing back some limited availability of same day service.

Adrian Aguilar Commented

To touch on Kurt's comment about the three quarters mile service boundary, I know that the focus was on Metro and the Basin area, but here in Santa Clarita Valley that's less of a concern because we do have the DAR option. We don't have those limitations on our DAR and even with Access, there's very few locations or requests for service that fall outside that three-quarter mile barrier, and when they do – nine out of ten times we are able to address or supplement that with the DAR option. That is less of a concern here in Santa Clarita Valley, but it's still an issue for a number of our riders, for whatever reason they prefer to use Access over DAR, but don't have that ability.

Ella Clark

Cordova/Maps & Directions for Drivers

I wanted to talk about the fact that these operators are driving around in circles, trying to find where they need to go. It happened in Cordova where I had to find this van that went by my house over six times, and I directed him to where the map was of the park is, so that he could find his

way around. I also sent a map by way of one of the drivers, I don't know if it made it to you guys or not about Cordova and how the map is laid out, if not I will get another one to you.

When you are training your drivers, there should be a map as stated on where to pick up people and how it's situated. He must have spent ten minutes or more before I tracked him down, maybe more before I saw him to help him. You need to have some kind of direction or map to help these drivers because they are on a time limit. You tell them to pick up this person here and this person here when you're both told that you'll be picked up at 9 o'clock in Canyon Country and 9 o'clock in Castaic, which has happened, it doesn't make sense.

Standing Order

Last week, I had a standing order at 10 o'clock. Which means, with Access you don't come early; you can come fifteen minutes after, but you don't come early. Well, I had a driver show up twenty to twenty-five minutes early to pick me up. All of the passengers, (except one) were also picked up early and weren't happy. One passenger was picked up on time, however she did not make it to her Dr's apt. because the driver was picking up everyone one else up early. Why on earth are they directing these drivers to pick us up twenty minutes early when we're Access? That doesn't make any sense because you're not supposed to do that. So, I thought that I should report, not because it's the drivers fault, but because it's whoever is setting up these appointments. I've had several drivers complain about the same thing. These poor drivers can't keep up with what you are trying to do to them.

Better Training for Drivers & Dispatchers

Whoever dispatches the drivers needs to be trained better. It happens all the time; the drivers cannot keep up with what you are trying to do to them. Somebody needs to be training these drivers and dispatchers because they are not being trained properly. It happens all the time, it is not feasible. There's got to be some kind of compromise. You need to have better training for these dispatchers, and I've been saying this for years. "You need to train your dispatchers because they are not qualified".

I agree with Cliff & Linda Wood. If you have a regular pick-up location, it should be in our profile, sitting there where you have your name & address; underneath it, put a place where you can put our recent locations.

Jim Hogan

No comments at this time.

Lillian Shaw

Accessible Bus Stops

I want to direct this comment to Adrian. A couple of years ago, when I first had to begin to use a scooter, I found that there were several bus stops not able to be accessed. I asked if we could have an appointment, we sat down and we went over at least ten, and I started seeing progress happening. The next day, there was one that was taken care of right away and I did almost cry. I was coming back from the post office, and the bus stop on McBean by Target. That bus stop is beautiful. It goes back into the hill so there's room to get on. There are several stops that are really not accessible, and I don't want to bombard Adrian with all of them. But, I just wanted to clarify that they have taken care of a lot of the problem stops and where I go, if there's a problem, I write it down. But, I think they've done a great job with the accessibility for the buses.

Jim Hogan

No Comments at this time

Keith Curry, Chair

Kudos to Transit

I believe that Santa Clarita Transit has done a great job on the upgrades like you said Lillian, throughout the Santa Clarita Valley. I think upgrades are exceptionally better than they were 20 years ago, so I can attest to that as a rider and member for over 20 some years. Although we have some human errors here and there; All in all, I want to give kudos to Adrian with the City of Santa Clarita for doing a great job of getting a lot of things done on our behalf in spite of things that don't always go as planned. Nevertheless, the Santa Clarita Valley does have a great system when it comes to Transit, so I applaud DAR, Access and Metro.

OLD BUSINESS

Keith Curry asked Adrian for any bus route updates in the Golden Valley/Five Knolls Area

Adrian Aguilar responded to Keith's question

We have not made any decisions on the route or when that will go into place. We are currently working on a Transit Development Plan. We are in the process of selecting a consultant to help us update that plan. Our current plan that called for the expansion of the service is about seven years old now. It was completed before the recession and before Measure M. There's been quite a few changes both operationally, economically, environmentally that have occurred since then. We will be asking the consultant to look into service into those areas and whether or not traditional fixed route service makes sense, or if there is other alternative ways of providing service in that area. That is in their work scope for the potential consultant, and that will be one of the areas that we will be working on together.

We are currently evaluating proposals; we plan on going to Council sometime in March to award that contract. That will be one of the things that we will look at. Some of the first things that the consultant will be doing is starting the public outreach portion of the plan, reaching out to those communities, getting input in terms of needs and wants.

Cliff Wood asked Adrian Aguilar a question

Regarding the fires that we've had previously in Canyon Country off Golden Valley, and Placerita Canyon; the hillsides, and the dry grass. Is there anything in place to prevent fires in the future and what locations of that side are in the City's jurisdiction?

Adrian Aguilar responded to Cliff Wood

Fair Oaks, the area up where the shopping centers are, portions of Placerita Canyon are part of the City, but then beyond that it's the counties jurisdiction.

Typically, the City does not do anything to modify Open Space if it's Open Space; it will be kept as Open Space. If it's an area that has been developed or planned to be developed, the fire codes require certain clearances from structures. But a lot of Placerita Canyon is Open Space, when it comes to that, it's kept as is, there are no plans to modify that.

If it's private property, the property owners are required to maintain it, that includes removing any brush or maintaining a fire barrier from Open Space or natural areas, but that's usually handled by our Code Enforcement staff. But again, the property owners are required to maintain their property.

NEW BUSINESS

Adrian Aguilar, Santa Clarita Transit

Committee Member Application/Letter of consideration for Karen Manke

We have two vacancies, one senior and one disabled. Karen Manke has expressed her interest in becoming a member of the committee. We've chatted and she has submitted her formal letter requesting consideration. So I just wanted to bring it to the group and see if there are any questions for Karen before we take that to the Director of Neighborhood Services for his consideration and appointment. She has expressed an interest and we do have a couple of open seats and I think she would be a good addition to this committee. She does attend these meetings on a regular basis; she does bring value to the discussion and perspective that I believe is helpful to the group.

A motion was made to recommend Karen Make to the board. The motion was seconded. The motion was approved.

Adrian will take the recommendation to Director of Neighborhood Services, Darren Hernandez and he will decide about making the appointment, so we will take it from there.

Kurt Baldwin asked about the Hart District's involvement with the Committee

I continue to include the Hart District in our correspondence. What I've done is, I've taken a slightly different approach and I'm waiting for a response. In the past, the Hart representative has always been somebody from their transitional learning program. I've reached out to the Director of the transportation program; The plan is to see if they would be interested in stepping in and filling in that seat. I know that their office works closely with all of the campuses here in Santa Clarita within the Hart District. Their tied into a lot of their concerns and honestly, they are our primary contact when it comes to dealing with the District. It is not necessarily the translational learning folks. I have reached out to Richard and I'm hoping that either he or one of his staff members will be able to participate in the future.

Kurt Baldwin commented

I'm curious, do they plan around how the students get to school on a regular basis on the bus?

Adrian Aguilar Responded to Kurt's question

We work closely to do that. When there are changes to school boundaries for example, we do work together to look to see how that would impact some of our supplemental school day routes. I know that we have both Access and DAR riders that use the service to get to school on a regular basis. We do have that communication between the campuses, the students and the District. We do work with them closely on those types of things. Also, on the fixed route side, we see this more towards the summer months; when we start to have behavioral issues on the bus, rowdy kids waiting for summer to start. What we do is we work closely with the District and we've come to an agreement where the School District considers our buses an extension of the campus, so if there's any issues that happen on the bus, they can actually take disciplinary actions in terms of related to school. So, they can be banned from participating in sports or dances, etc. We have a good working relationship with them, I'm hoping that they'll step into that void.

AGENCY UPDATES

Adrian Aguilar, Santa Clarita Transit

Grace Ferguson, Administrative Analyst

Grace is our newest team member on the Transit side. She is an Administrative Analyst, and has been with the City for 10 years. She comes from another role in another department. She has taken over some of the projects, bus stop amenities project, she'll be working on a few other things that we have coming up. So you may be seeing more of her around.

Bus Stop Improvement Program

I wanted to touch on what Kurt had mentioned regarding the bus stop improvement program. Eight years ago, the City did a comprehensive survey of all our stops. We did this for a number of

reasons. We did it as part of our introduction of our bus tracking system. We went through and we geocoded every single bus stop in our network, but we also used that as an opportunity to take an inventory of the condition of the stops, what amenities were there, who owned the amenities. We still have some stops where we have advertising in the shelters that are not owned by the City but maintained by an outside party.

We used that as an opportunity to create a database, so that we know what stops also still need improvements in terms of ADA in which currently meet ADA requirements. From that, in addition to just our boarding data and feedback from the community, we've created a list of stops that we want to improve over time. What we do is about every three years or so, we'll set aside between one million and 1.5 million dollars and use those funds to make improvements to our stops. These improvements range from installing or replacing the trash cans, all the way to installing sidewalks, concrete pads, gutters and shelters; all that to make them accessible.

What we try to do is also balance; a million to a million and a half dollars, it may sound like a lot, but when you start looking at these projects, even one stop that can eat up about half of that, depending on the improvements; so, we us try to balance those. (Ella Clark asked "Like what?") For example, if there is a stop that needs the sidewalk extended or curb cuts installed, or curbs installed to begin with; that type of work is a lot more expensive, and we've had some that range from a couple hundred thousand up to five hundred thousand dollars. Sometimes we can piggy back some of these projects with improvements, or with some of the development that's going on in the area. What we will do is make those requirements for new projects, but there are times where these are pre-existing stops or stops that we inherited from the county, and there is no development and then it becomes our responsibility to make those improvements. Again, what we do is every three years, we put together a program where we look at these stops.

Grace Ferguson is working on a project now where we are going through and looking at all the amenities of our stops, shelters, benches, trash cans, etc. She'll be going out to bid for that and replacing those amenities and then also refurbishing some of the amenities that we have so that we can extend the life of that infrastructure. In another year or so, we'll start identifying more additional stops. This is something that we do on an on-going basis. But because of funding, we try to do is pull the money and do these projects at once and also, take advantage of other projects that may be going on. You may see a flurry of projects being done at once, and that may be because of a timing issue and then it may be a year before we are able to identify those opportunities again.

Kurt Baldwin commented

How does anyone at Metro know that you are doing this work? We have all these local returns, we voted on Prop A. One of the uses was to expand transit options for seniors and people with disabilities; and Prop M to keep fares low and to improve the accessibility of the system with this money. How do we get this information back then? If Metro is giving the City this Prop M money and one of the uses is to improve accessibility for seniors and people with disabilities, how do we

know that that is being used for that purpose? You have no obligation to report that. If we put out the results of the bus stop feasibility survey, then you can report back which ones are being fixed and then we get back some data.

Adrian Aguilar responded to Kurt Baldwin's question

Those are the things that are still being figured out.

Keith Curry asked Adrian Aguilar a question

“Will Sierra Highway be included in this repavement from Newhall to Via Princessa?”

Adrian Aguilar responded to Keith Curry's question

Sierra Highway is owned by Caltrans. The City has been working with elected officials to have that ownership transitioned over to the City. However there are current negotiations that are going on between the City and the State in terms of the condition of the roads, before they turn it over. Caltrans would love to say “Here you go, now make the improvements”. What we are negotiating with Caltrans is “We’re willing to take that ownership; however we need certain improvements and repairs made before we take that on”. Those discussions are currently going on. I know that there was legislation that was passed, going back as far as maybe nine months ago, but I am not aware that that transfer has been finalized yet and that is primarily due to those negotiations.

Ella Clark Commented

Because neither one of you want to take responsibility, us that are residents in Canyon Country are in jeopardy because some of those places are dangerous.

Adrian Aguilar responded to Ella Clark

Which is why the City is working towards taking over. We knew that whenever we ask that certain things to be done, they weren't getting done.

Operational Updates

Back in October, the City went out to bid for a new contract to operator our local, commuter, DAR and Access Services here in the Santa Clarita Valley. Proposals were due back on the 29th. We are currently in the evaluation process. We received a total of three proposals. Our plan is to go to Council with a recommendation probably towards the end of March. The idea is that the contractor, whoever, whether if it's the incumbent or a new contractor, will assume operation under our new contact in August of this year.

Wheel Chair Securement Training

Based on some complaints that we have received recently, we have met with George Mbulo, our Safety & Training Manager about additional, reinforcement wheelchair securement trainings for our operators.

We are also looking at coordinating some marketing and tethering events here in Santa Clarita Valley between now and June. A few years ago, we did a number of these events, and I think it's time that we revisit that and schedule those again. John or Keith may be reaching out to the Senior Center to see if they would like to host one or two of these events. We will look at some other locations, either at our facility or Canyon Country, maybe the Community Center where we can have similar events.

We are seeing more instances of riders using scooters, power chairs, and larger chairs. There's some concern in terms of where to attach the securement devices to the chairs and damaging the chairs. Lillian had some concerns a few weeks back that really raised some concern on our part. We'll be revisiting that with another round of refresher training. If anyone has any comments or has experienced similar concerns, please let us know so we can address those issues, but that is something that we will be focusing on in the coming months.

John Pancio commented

There was talk a few years ago about having a feature of being able to go on-line to book our trips. Is that still in the works?

I also wanted to mention that there's been some great feedback about the new monitor at the Senior Center. It's really big and even the visibly impaired can read the print, so thank you.

Adrian Aguilar responded to John Panico

Again, that is a feature that we are looking at in this new contract. We are looking at adding that functionality to the operation. It's written into the work scope for Access. We're looking at expanding that feature also to the DAR side. It can range from an application, to going online to a web portal, with possibly the option of canceling trips, or get updates on your trips.

New DAR Vehicles

Our new DAR vehicles have been placed into operation. If you haven't already, you'll probably see some new buses. We have four more that are scheduled to be delivered in April, and four more scheduled to be delivered in August.

Ella Clark Commented

So, the old ones are out, and the new ones are harder to get in; it is very difficult to board the bus and then they have that extra step.

Adrian Aguilar responded to Ella's Comment

With these new buses, we redesigned the floor and eliminated the last step. We are currently in discussions with the bus manufacturer for some sort of retrofit where we can go back and address the issues with the vehicles that we currently have. We are working on designing some sort of retrofit that we can install in those vehicles to eliminate that step in the vehicles that we currently have.

John Panico asked Adrian if there are any significant schedule changes in the 2018 commuter, fixed route, or drivers.

Adrian Aguilar responded to John Panico

We have a new schedule that goes into effect next week. The only changes are minor, a few minutes here and there; there are no significant changes to the routes and schedules, just a few tweaks. We will be looking at possibly making some changes with the July schedule change to some routes. But we are probably going to hold off on making any wholesale changes until the Transit Plan is completed and we have those recommendations.

With the new bid, we did have some shuffling of operators. Elmer can probably provide an update in terms of how that impacts DAR or Access. I'm sure you'll still see a lot of familiar faces. I know that we've had some folks that have gone from Local to Commuter and vice versa and maybe some folks over to DAR or off of DAR. I'll let Elmer touch on that, but I know there is a new bid that goes into effect on Saturday, so you may see or hear some new faces and/or voices at the call center.

Ella Clark commented

How often do you do these bids and why?

Adrian Aguilar responded to Ella Clark

Every six months; it's a contractual requirement; it is a union contract.

Keith Curry asked Adrian Aguilar a question

I know that Kathryn Barger has taken over transportation. Have you been working close with her to get things done for the City of Santa Clarita as well?

Adrian Aguilar responded to Keith Curry's Comment

We work closely with the Supervisor's office on many issues. We have regular meetings with their Deputies in terms of updates and things that are going on here in the Santa Clarita Valley. We also work closely with the Supervisor's office, and our partners up in the Antelope Valley in terms of regional service like the transporter and Metrolink and some of the desired improvements or

expansions of that service. We meet with them quarterly to discuss these issues and anything that may come up.

John Panico asked Adrian Aguilar for any updates on the clean-up on Via Princessa/Whitaker Bermite

Adrian Aguilar Responded to John Panico's question

The clean-up is still going on. The last update that I heard, was that they are scheduled to have all the clean-up done by either the end of 2018 or early 2019. I know that they expect to be finished with the clean-up relatively soon which will provide a green light for some of the other development that is planned in the area. I am not aware of any immediate plans to extend Via Princessa or to open that up. A lot of that will be based on the development in that region and how or when that comes on-line.

Statistics

Our Ridership has been relatively stable; the good thing is that it hasn't been going down. We've seen fluctuations in our ridership, but we've been relatively stable compared to last year. When you look at individual services, we've seen some increases in our commuter services, and some increases in and decreases on our local services, increases on DAR, so when you look at it, they kind of wash out. Our on time performance has actually improved over last year.

NOVEMBER:

Fixed Route (system-wide)

On time performance: 91.00% at the start of the route

Average Overall On time performance: 89.57%

DECEMBER:

90.01% at the start of the routes

88.34% Average Overall

Our standard is 90%

Assistance from the Senior Center during the fires

John, and Keith please pass along my thanks to the folks at the Senior Center for their help during the fires. They were a tremendous help in terms of providing a safe area for us to evacuate folks to. We worked very closely with Access, moving quite a bit of people during the evacuations and I know that we used many Access vehicles for that effort. Please share our thanks, I've talked to Kevin and Suzanne already, but again I wanted to thank you guys.

Faustino Salvador, Access Services

December was a busy month for Access. As you are aware the wildfires did impact our operation. Access did activate the EOC, from December 5th-December 7th. The wildfires led to us cancelling our community meeting here in Santa Clarita which was scheduled on December 6th. We notified people through our everbridge notification; so that went out, it was also posted on our website and I believe we called some riders that were scheduled to ride.

We are still working on a new date, we are working with the library, we don't have an actual date set yet, but we're looking at February to schedule the new date and I will inform you of the new date once we get that squared away.

Walmart Pick-up and drop off for Access riders

Responding to Jim Hogan. He requested an evaluation from 26471 Carl Boyer Dr. in Santa Clarita. He requested to get picked-up at the Walmart. I want to report that it was approved. The pick-ups and drop offs can occur on the Westside of the Walmart, it's near the on-line item pick-up area. Access riders can start to be picked-up and dropped off at that location.

Jim Hogan

No Comments at this time

Faustino Salvador, Access Services

Request for Evaluations

I want to re-iterate the process for how you can request location evaluations, like Mr. Hogan did. There is a formal process, we have to submit it, this goes to the Access safety inspectors, and they go out to evaluate the address to determine if it's safe enough to be picked-up and dropped off.

If you have a location that you would like to have us evaluate, please reach out to us and submit it and we'll go ahead and have it evaluated.

Kurt Baldwin responded to Faustino Salvador regarding the request for evaluations

I just want to add on to that, and I want to apologize because I know that it's a great thing, so thank you. However, the riders always seem to get the short end of the stick when something is done to make it more convenient. I'm going to go back to the comment from a couple of meetings ago, where we had a pick-up stand here, but the person needed to be picked-up there, and Access said "No you have to go to the pick-up stand because that is the one that is approved". The person doesn't have the stamina to walk to the pick-up stand. You have to be flexible there.

It's also things like the 20 min. pick-up window. That's built in as a convenience, so if something happens, that the vehicle has some cushion to get there. When you start scheduling the rides into

the twenty-minute pick-up window, you take away that cushion, which hurts the rider. It's a convenience for the system, but it hurts the rider. I just want to make sure that when we are doing these things for convenience for the rider and the system, that it doesn't also create barriers to people with disabilities. Like having to wait longer when you can't wait because of your disability or having to walk to a particular pick-up location when you don't have the stamina to do that, thank you.

Ella Clark Commented

“You wouldn't be in business if it wasn't for us”.

Cliff Wood Commented

If you want to go to San Fernando Valley for Access Services, you actually have to take DAR to Olive View, then Olive View into the San Fernando Valley. Are you going to have Access Services come in at one point or another to actually get me to Santa Clarita?

Faustino Salvador responded

What we have in place is a transfer point (which you're speaking of) and I believe Santa Clarita has times that you can transfer four times into the basin during the week, but nothing in the works for an actual vehicle from Santa Clarita.

Keith Curry responded

Cliff, we did have a drop off point in the past at the Newhall Metrolink Station. That used to be our drop off point about ten-fifteen years ago, and then it was relocated back to Olive View hospital, so we did have a drop of point up here at one particular time. It was voted on and relocated back to the Olive View Hospital.

Elmer Contreras, MV Transportation

Sensitivity Training

1st Week of February

Statistics Updates

OCTOBER

We did over 8,500 trips

Access: 94.02%

DAR: 91.2%

NOVEMBER

7,400 Total trips

Access at: 94.3% on time

DAR 92.2%

Updates in the Call Center

If you've called into the Call Center, there's new personnel in the Call Center. Martin is no longer with us, so we've had to replace him. We have added Ericka Arabia & Myra Dons, from the Van Nuys Division. Van Nuys was laying off some people, so we took some of the people that were being laid off. We saw the opportunity that they already had some training, same software. Mayra started a week ago and Sarai, two weeks ago. So, they are both fairly new.

New Driver Bid

As Adrian mentioned, we had a new driver bid as well. It goes into effect this coming Saturday. For my side of the service, not many changes, I'd say about three drivers moved from DAR or Access into the commuter or local side.

New Access Route

We see the need for the expansion of the service, so we added a new Access route. The new route will run Wednesday, Thursday, Saturday and Sunday.

New Tablets

We are looking into upgrading the rangers, we are going to move on to Samsung tablets. We initially had scheduled to roll them out around the time that the fires had occurred, so due to that, we had to move that back. We will be implementing them at the end of this month. We saw a need to upgrade the technology; the new tablets will be using google maps to try helping the operators. I did some training with the operators on the tablets last month, but we will do a refresher. Its minimal training, user friendly and we think it will help the operators as far as finding the addresses easier, they have more updated data in there. We'll also be updating the software that the CSR's use. A newer version of Trapeze that will coincide with the implementation of Access "Where's my Ride app" which is also scheduled to roll out at the same time.

Upcomming Trainings

Sensitivity Training is conducted quarterly for Dispatchers, Drivers, and also the Call Center. The next safety training is scheduled the first week of February.

Elmer Contreras, MV Transportation responded to Linda & Cliff Wood's concern

The reason why we ask for the pick-up and drop off address. I can tell you that our software can keep those frequent rides that information is there, we do have it. However, it is an Access Services

policy that is in place and that is the reason why we do ask for those complete pick-up and destination addresses. Even though we know where Salt Creek Grille is, we know where the mall is at, the rider still has to provide the address.

Faustino Salvador commented

We ask that you provide the address because we want to ensure that we are booking the reservation correctly and ensure that you are being dropped off at the correct address that you are asking for. We don't want to assume any addresses you want to go to.

Ella Clark commented

When people have disabilities, or don't have access to the address, what do you do then? She doesn't have the address; I don't have access to the addresses. I don't have the computer access that you are talking about; I don't have the telephone book that you are talking about. I don't have any of this stuff. So when I call and say that I need to get to the Henry Mayo Hospital, guess what? I had to give them the address. I didn't have the address at the time, and so what was I supposed to do? You need a phone book to call the hospital; my appointment was at the hospital. You make it difficult for the people here, how was I supposed to get it? You need to check your policies to accommodate people who do have disabilities. You are here to accommodate us, not us to accommodate you. We are your clients and there are disabilities where we can't do what you want us to do and then we don't get a ride where we need to go, whose responsibility is that, ours or yours? Because we can't do what you want us to do. You need to check your policies.

Christina Blanco, Access Services commented

It has always been the policy to provide the pick-up and destination address.

Jim Hogan responded to Ella Clark's comment

You are wrong, Access is correct. No matter where you go, you are expected to provide the address. The main reason why I have a PCA is to help me to get to where I need to go. Unfortunately, it is our responsibility because every time I call for a pick up; I must give an address to make it correct. There is no way around it. Here in the City of Santa Clarita we are given a little more attention, be thankful for what the City does for us. I don't normally stick up for Access but that is the way it is. This issue has been brought up many times before.

Kurt Baldwin commented

It would be a lot easier to just be more flexible in the rules and realize that people have different needs and accommodate those needs. Maybe we can put this on the agenda and have Access come out and tell us how to formally request a reasonable modification of policies because I think it's a tightly held secret. At the next community meeting, you should "who here knows about a reasonable modification of policies?" And see how many hands go up.

Cristina Blanco commented

We have been flexible with those needs, I gave examples the last time that we discussed this when Fayma was Project Administrator. There have been instances where the driver has taken the customer to the wrong location because the address was not provided and the CSR did assume that the customer was going to a certain destination, and that's why those rules are put in place, it's for the safety of the customer. We need to ensure that we are taking the customer to the correct place. If you call the basin provider now and asked them to make a reservation, you will be asked for an exact pick-up and exact drop off address for that same reason.

John Panico Commented

As Jim mentioned, a PCA, who's going to do the work for Linda or Ella, the social and education issue, to be able go to google to look up places. When Ella mentions Henry Mayo, the campus is so big there now. I disagree with you Ella, because the facility has about fifty names there now, that's where the problem begins because the driver goes out there and they don't know where to go. The issue because a PCA, who's responsibility is this, how is a person going to have the ability or assistance to learn the computer, to learn different things, what is a reasonable accommodation? We can talk about reasonable accommodations all day long.

Jim Hogan commented

I would like to request that Access please pick a topic that is interesting and bring it to our meetings, discuss the topic and maybe we can start with reasonable accommodation first.

A lot of the discussion that we have had today, all boils down to "we all have disabilities", but I believe that independence is very important. That's why we have PCA's available. If you need a PCA because you're not able to perform a certain task to maintain your independence because of your disability, but there are limitations, but you have to carry the load yourself. Thank God we have this transportation available. So, when it comes to a meeting, please bring a topic, and please discuss it.

Keith Curry commented

While this is still on the table, "Cliff maybe you can assist Linda, write her schedule down for her with the addresses in the meantime while we work this out". Everyone is right in this issue, it's just like you said it has to be a reasonable accommodation.

Keith Curry gave closing statements

Thank you everyone for being informative, knowledgeable and keeping everyone on their toes; that is the duty of the AAC.

ADJOURMENT

A motion was made to adjourn the meeting and seconded.

FUTURE MEETING

The next meeting for the Accessibility Advisory Committee will be held on March 1, 2018, 9AM in the Century Room at City Hall, 23920 Valencia Blvd. Santa Clarita, CA.