

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

ACCESSIBILITY ADVISORY COMMITTEE

Minutes of the Committee Meeting

9:00 a.m.

Thursday, March 1, 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

Billie J. Curry, General Public

Linda Wood, Member

George Orentlicher, General Public

Ella Clark, Member

Elmer Contreras, MV Transportation

Line Paquin, Member

Adrian Aguilar, Santa Clarita Transit

Lillian Shaw, Member

John Taylor, Santa Clarita Senior Center

Jim Hogan, Member

Kurt Baldwin, Independent Living Center

Carmen Taylor, General Public

Faustino Salvador, Access Services

Karen Manke, Member

Christina Blanco, Access Services

Yvonne Compton, General Public

APPROVAL OF MINUTES

Jim Hogan made a motion to approve the January 2018 AAC Minutes with change made. The motion was seconded by John Taylor. The Minutes were approved.

Adrian Aguilar

Access Services

I received a message from Access Services that they are running a few minutes late.

Karen Manke

Her request to join the Committee was approved by the Director, so as of today's meeting, Karen is a voting member.

Keith Curry, Chair

General Public Comments

Please be aware that all General Public comments have three minutes to speak on any issues related to Transit, DAR or Access. Please be aware that if your question doesn't get asked immediately, someone will address your issue hopefully before the end of the meeting with Access or DAR. If you have anything to say, don't think that your comments won't be answered; they will be answered in their appropriate time when we get down to Agency updates when the agencies have the floor.

John Panico

John Panico is out today, he sent me an e-mail stating that he is with his wife; she is ill, but he said that he has no comments at this particular time.

Karen Manke

Congratulations, you are an official member, so on the next minutes, instead of being General Public, you will be a Member.

GENERAL PUBLIC COMMENTS

George Orentlicher

I want to renew my Access TAP card, there doesn't seem to be a clear cut way of doing it; it seems to be different instructions for different people.

Yvonne Compton

I'd like to know if Access is going to get more buses because most of the buses are old, there are more people, more houses being built, more people are moving into the City. It seems like sometimes they are late; they go over the twenty minutes.

Adrian Aguilar responded to Yvonne Compton

We have taken delivery of some new Access buses in the last six months. Access does have a formula/criteria that they use to determine the number of vehicles, and it's based on ridership, demand, and the age of the vehicle.

Right now we have eight Access vehicles in the fleet; in addition to that, we have twenty one City DAR vehicles that we use to supplement the Access fleet as well. Between both fleets, we have twenty-nine vehicles that are available for both DAR and Access Services here in the Santa Clarita Valley. We use DAR vehicles for Access trips, we do not use Access vehicles for DAR trips.

George Orentlicher responded

As you know, we passengers cannot call the same day that we need a ride, we need to call the day before. Therefore, when they ask us "What time do you want to be picked up?" then they say, "We don't have that time, or I do have that time", and then they set the time. The time is set one to six days before the reservation is executed, but we still have twenty minutes or longer to wait.

The questions is, if they know the day before what time they told you they were going to pick you up, why is there later delays? I think that more and more people are using the services, so the number of buses needs to be adjusted.

Adrian Aguilar responded

From time to time, based on demand, we make adjustments to the route. It's not uncommon if we have a day with higher than normal ridership, or trips scheduled where we will add an additional route, additional vehicle, or an additional driver. That is one of the benefits of scheduling in advance - is so that we know that, so that we can make those adjustments the day before and sometimes even the morning of the day of service.

In terms of delays, even though we do our best to plan the day of. The minute that the first vehicle pulls out of the yard and our call center opens, and even though we have a set schedule, that schedule is pretty much altered from 6AM and on, because people are calling in, they aren't feeling well, they aren't going to travel that day or it's taken them a little longer to get to the vehicle. It could be a number of things, an accident, the rain, all those factors can impact the schedule for the day, and then they all build on each other.

It's hard to say that adding another vehicle is going to solve the problem, because there's so many pieces that go into providing a service and putting a schedule together - that unless we had a vehicle for every trip, which isn't economically feasible, just throwing vehicles at the service won't always necessarily fix the problem. But it is something that we're constantly looking at and constantly making adjustments to. I know

that there are comments being made here, but that is why from time to time, you will hear over the radio, or a driver will say "I didn't have this trip before, or what happened to that trip?" It's because we're constantly making adjustments to the routes and to the trips and things like that.

Jim Hogan, Member responded

The other thing is that, if I schedule an 8 o'clock pick-up, and I know the driver was running late today, but you have your twenty minute window. Generally, I would recommend that after the twenty minute window, you make a phone call and ask "Where is my ride?" which you have the right to do.

Ten years ago, we didn't have the traffic we have now, its terrible today, and it's going to be worse tomorrow. My concern is that if they change your schedule, they should notify you.

Adrian Aguilar replied to Jim Hogan

Rarely do we make changes to the schedule, but if there's ever a need, or if we're running late, then sure we do make every effort to notify the passenger. I can't say that happens 100% of the time, but we do try.

Keith Curry

Access Services is now here.

MEMBERS COMMENTS

John Taylor, Santa Clarita Senior Center

Access Appointment Interview

A person at the Senior Center has filed for an evaluation. It's been a month, and he has not been notified in any way if he has been accepted or not. What is the policy for that? I had him call Customer Service to see what was going on, and they're going to look into it, but I wanted to know what the wait time is like.

Faustino Salvador responded to John

It takes twenty one days from the day that they come in for their evaluation to receive a response and tell them if they're eligible or not. If you have the person's name, I can definitely look into it and get that information for you. Give me the name and I will look into it.

Karen Manke, General Public

Access Trip

On Monday the 26th I was scheduled to be picked up from the Church of Hope. My pick-up time was 10:48. I was waiting for thirty minutes, and then I called to check on my estimated time of arrival. I was told that the driver went to the wrong or old location of the church and that I was a no-show.

I made that reservation a week ago, I gave them the address when I booked the trip, and I confirmed it the day before; I've been picked up from there before by Ricky, so I'm not sure what happened.

I had to wait two hours to be picked up from the correct address, I was stranded. When I got a hold of a lady at the Transit Center office and she advised me that the driver was given the completely wrong address.

Jim Hogan responded

Adrian, will you please look into this? I would like to know by the next meeting how that happened. It is something that shouldn't happen because if you recall at our last meeting, we are required to give the exact address when booking a trip, and you have a twenty minute window.

Ella Clark, Member

Access Services Concerns

I have a standing order for every Wednesday. My pick up time is ten o'clock. Last week, apparently, my standing order became an add on; the person that showed up to pick me up was late; she said she was late because my trip was a last minute add on. Why would a standing order become a last minute add on?

This week on Monday, the driver was over booked, and late in picking me up after physical therapy. When I called, they tried to excuse themselves by saying that they had called me, but they didn't. They lied to me and that made me even madder. I can accept that they are late, but to lie to me?

On Tuesday, they were late picking me up again. The driver said that they had two bookings for the same exact time and she couldn't be in both places at the same time.

The next day there was two pick-ups for ten o'clock at the exact same time and she couldn't be in two places at the same time. I got to my Dr.'s appointment just in time to be picked up again to go home. I went upstairs, I was only there long enough to sign in and then I had to leave because you were there already to pick me up from my appointment. So, I wasted my TAP card for wasted time, and I wasted my money. I know it's not a lot of money, but to me it is. I still had to make another Dr.'s appointment and go all the way back over there again. This is just uncalled for.

As I've said many times before, you would not have jobs if it wasn't for us the riders, so please start showing respect and double check what is going on over there. Nobody is double checking, and these drivers are going nuts trying to keep up with ten o'clock here, ten o'clock there, and nine o'clock here, and nine o'clock there at the same time; the computer times and bookings are not adding up.

Also, when we have frequent trips to the same place, why can't it be under our name someplace in the computer so that we don't have to be looking it up? I have been trying my best to be getting addresses for places that I have to go to. If it's something like Henry Mayo or the Train Station, the Senior Center, they should be on the list anyway automatically. I don't have a telephone book and I don't have a computer. I had to spend all day trying to get a hold of someone to look up an address on their computer for me, so that I can make an appointment, and I couldn't go to that appointment because I couldn't find the address. Some of these places could be on a list. How hard is it to make a list of frequent flyer places? If you had that list in alphabetical order you can look it up and write it down for you. But there's people like me and my friend that has other disabilities; we are disabled in different ways. I am disabled because I don't have a computer or a phone book to look up these addresses.

Faustino Salvador responded to Ella Clark

As many of you are aware, it is an Access policy to ask for these addresses from our riders, so if you're having any challenges with that, then I will volunteer to help you in developing that list, so that you can have it easy when you call in to make that reservation. I want to volunteer to help you in developing a travel log of a list of your frequent addresses, so you can just have it available. I'd be more than happy to do that. I will extend my services to Linda Wood as well. We'll exchange phone numbers and we'll definitely keep in contact and we'll update the list as we go.

Lillian Shaw, Member

Route 4/14

The 14 or the 4 bus route bus going from the Transit Center to North Bouquet, left behind a disabled man standing at the bus stop. The location was the last stop on Magic before it goes North on Bouquet and Plum Canyon (The last stop). The gentleman crossed in mid traffic to come cross to our side so that he can at least get to the Transit Station to get to his ride. I was shocked that it happened again. It happened mid-morning, elevenish, at least a week and a half ago on a week day. The drivers just need to keep their eyes out.

Kaiser Permanente

With Kaiser moving into their new building, is there going to be a bus stop there or do people have to get off at the bus stop before?

Adrian Aguilar responded to Lillian Shaw

We can send someone out there to do an evaluation for a location drop off spot.

Faustino Salvador responded

We can definitely send out Access. We always talk to the facilities to see if we can actually put an Access stop stand sign there.

Canceled Access Trip

I called back last night to make a change to my trip, and I was told that my trip had been cancelled. I didn't know that I had my trip cancelled. I asked to speak to the Supervisor, Ashley because she had left me a message regarding my pick-up time and I called back to confirm it and when I talked to Ashley, she didn't realize that I had called back to confirm it because no one told her. Just a little miscommunication.

Elmer Contreras responded to Lillian Shaw

I can address that Lillian. Basically, I spoke to Ashley to ask her if she had heard back from you, and she told me that she hadn't heard back from you, so that's why she cancelled your trip. So she books everyone's trips, but when we don't hear back from the customers to confirm, we then cancel the trips. She then follows up with me with a status update on all on the booked, confirmed and not confirmed trips. But we didn't know that you had already confirmed your trip with someone else. So we will make changes in our process to prevent miscommunications from happening.

Linda Wood

I misplaced my Access TAP Card.

Faustino Salvador responded to Linda Wood

Linda, I will speak to you after the meeting to see what we can do. There is a processing fee to get a new card out. We have to deactivate the old one and activate the new one, and there are other components involved, but let's discuss after the meeting.

Kurt Baldwin, Independent Living Center

Regarding a couple of things I heard earlier, I think it's nice of you to offer to assist with the spreadsheet for frequent places to go to that they can use on their own, but I don't think that that is what they are asking for. I think they are asking for their reservations to have that information already. I know that they are experimenting with something like that out in San Diego where you can call in and pick-up frequently, you don't usually have to speak to somebody.

Christina Blanco replied to Kurt Baldwin's question

The IVR, Integrated Voice Recording system where it allows you to book, but you still have to have the address. It's already programmed for places that you frequently travel to.

Kurt Baldwin, Independent Living Center

Right. So I know that that is possible.

When is "Where's my Ride" application scheduled to go out?

Faustino Salvador responded to Kurt Baldwin

Sometime this coming summer.

Kurt Baldwin, Independent Living Center

We have been talking down in the Valley a little bit about this, if you do have this ability to get on your smart phone and find out where your ride is, that people that call in should be able to get that same information, they shouldn't have to wait the twenty minutes and say, "It's late now, where is it?"; that anytime during that period that they should be able to call and talk to somebody over at dispatch to find out where their ride is, that makes it equal. Is that going to happen?

Faustino Salvador responded to Kurt Baldwin

That is being negotiated as we speak. There are a lot of components that go into it. Maybe the driver is running behind, so the vehicle that was originally assigned to someone may not be the same vehicle that is going to be dispatched out. They are trying to find a reasonable time. As far as "Where's my Ride" application, I believe it's fifteen minutes ahead of time that you can log in and find out.

Jim Hogan responded to Linda Wood

Linda, when does your Access card expire? If it's going to expire in the next six months. I would go for a recertification.

Kurt Baldwin responded to Jim Hogan

She's worried about the \$60.00

Faustino Salvador responded to Linda Wood

Linda, just keep in mind that if you report that Access card lost, they're going to deactivate it, so we won't be able to reactivate it once we declare it lost. I suggest that we give it a couple of days to see if you can locate it before we go ahead and deactivate it.

Adrian Aguilar responded to Linda Wood

When you find your card, and even if you get a new one, we can transfer the balance from the old card to the new one, however we do need that number, we can't do it without that number on the old (lost) TAP card. It will probably show up when you stop looking.

Whenever you find it, just call us and we'll be able to look it up and transfer the balance. Unfortunately, we can't do it without the card number, because we don't know what the card number is, we don't keep a record of that, so you would have to tell us what that number is. There's a unique number for each card and without that number, there is no way that we can look up the balance.

Jim Hogan responded to Adrian Aguilar

I don't recall anyone making a statement about all this. I assumed you all have my card number on file anyways. If you issue me the card, you should have that, but you're telling me that now I have to turn around and write that number down, and if I lose my Access card (also a TAP card), I have to give you that number, or else I lose all the money in it.

I think you're going to need to put that announcement to everyone in your service area and make sure that they should be using their Access card as a TAP card, they need to, and that was never said. I would like to recommend that both agencies gets the message out to the public because I'm out \$60 if I lose that card.

Adrian Aguilar responded to Jim Hogan

You're absolutely right Jim, because when the TAP cards are issued, it's a little bit different with Access, because when they get their blank cards, they are first created as a TAP card; they're issued to Access, which then uses them to create the ID's for the Access customers; and each card has a unique ID which is created before it's been issued to Access. We do the same thing here, we'll buy a bundle of cards, they are already printed with the numbers, and everything is embossed with a chip. We don't know what those numbers are, so when we sell them or issue them, we don't track them.

But, you can register your card with the TAP Service Center and register it under your name. Once it's registered, then yes, we can go in and say, "Ok, Linda Wood, you have this card assigned to you, and this card assigned to you", but it's up to you to call and register your card. Unless you do that, there's no way for us to track it, and no way for us to transfer the balance; there's no way for us to do that without the TAP number. If you look on the back of your TAP card, you'll see sixteen digit number down in the corner, which is our TAP number - not your Access ID number.

What I can do for the next meeting, is I will make sure to bring some information about the registration of the TAP card, and how it works. I will see if we can bring some sort of

information on what's involved with registering the cards and see if we can set something up and do it as a group. I can't promise, but at the very least, I will bring the information and we'll share that with you.

OLD BUSINESS

None

NEW BUSINESS

Adrian Aguilar, Santa Clarita Transit

BUS STOP IMPROVEMENT UPDATE

At the last meeting, Lillian had mentioned that some stops that are still not accessible, and we had that conversation about the bus stops and improvements.

What I wanted to share with the group is that at the next Council meeting, we are getting ready to go before The Council with a recommendation to award a contract by the end of June, for our next round of bus stop improvements, to install or replace new amenities.

We have identified twenty-six stops here in Santa Clarita Valley that need some improvements in terms of amenities, shelters, and benches that have either been damaged, are old, or didn't have any to begin with - by the end of June. Assuming that is approved, we expect that work to be completed by the end of June.

BUS STOP FINDERS

As part of that, we will also be looking at the possibility of expanding some of the bus finders, which are the electronic devices that we have installed throughout the City. We have about seventy of these units installed were they provide real time arrival information. So if you're at a bus stop, you push a button, it will tell you the time of arrival of the next bus.

We are looking at identifying some additional locations to add those units; but we're also going to be using this as an opportunity to start evaluating our next round of stops. What we will likely be doing is reaching out to our riders, doing some side evaluations by staff to work to identify locations for the next round of improvements.

Lillian Shaw responded to Adrian Aguilar

I know there's a lot of stops that don't have that little plaque that says to use the code transfer, but you don't know what the number of the bus stop is because the numbers have been taken off.

Adrian Aguilar responded to Lillian Shaw

This is slightly different than the Bus Stop Improvement, but the next phase we will be going back and looking at that. As part of our general maintenance, we talked about it at our staff meeting yesterday. We are getting ready to go back out and evaluate all the stops that have these units.

What we found was that our maintenance schedule fell behind so were going to go back and revisit all these locations and make sure that all these units are charged, are working, and then also evaluate them to see if the plaques need to be replaced, or if the numbers have been worn off or vandalized and things like that. We will be going back and going through all of the stop locations.

Grace, who was here at our last meeting, is in charge of developing a schedule to make sure that those are maintained and inspected at least every quarter. The idea is to inspect a quarter of all our stops every three months. Within a twelve month period, we have gone through every single stop in the City and then we'll start all over again.

I wanted to share with that group that if there are any recommendations, any stop locations that you have identified or that you've heard about, please share that with us and we'll add that into our evaluation and take those into consideration as we prepare for the next round of improvements.

TRANSIT DEVELOPMENT PLAN

The other thing that I know that I've touched on in the past and I wanted to give an update on is our Transit Development Plan, along with the Bus Stop Project. We will be going to Council at the next meeting with the recommendation to award a contract for the Transit Development Plan update. As I have mentioned in the past, this is the Transit Plan that we use as road map for development of our transit service and changes looking out ten years.

What we will be doing as part of this is once the contract is awarded, and actually one of the first things on the schedule for the consultant is to start putting together an outreach plan, both within the community, with businesses and stakeholders; but we will be asking the consultant to come and speak with this group to get feedback on that plan, so we may see that on the schedule for possibly the May meeting, but most likely be on the agenda for the June meeting.

DAR BUSES

We had talked about the buses and when we are getting new ones. We have five new DAR vehicles scheduled to be delivered at the end of this month, early April, sometime in that timeframe. So within the next six to eight weeks, you should be seeing five new

DAR vehicles running around town. These are CNG powered, identical to the last batch that we got in, and that will allow us to retire some of our older vehicles.

Behind those, we have four more to be delivered. Right now, we expect to see them by the end of October, early November. That will complete our current order for fourteen. Also, in next year's budget we have requested funding for additional vehicles, and if that is approved in June, then we will be placing an order probably around October for buses to be delivered the following summer.

That is going to be the plan moving forward, so that every year we're at least taking delivery of one to two buses every year. We'll be doing that from now until hopefully the end of time. That is the is the plan, and the schedule that we have worked our way into.

TRANSIT BUSES

We have Transit buses that are scheduled to be delivered. We've worked it in so that we are doing the same thing with our entire fleet, so that every year we are replacing a portion of the fleet. This year, we had to advance the schedule a little bit just so that we can get some of those vehicles replaced.

We have four transit buses scheduled to be delivered in August, and four more scheduled to be delivered next March, and same with our commuter buses. We're a little bit closer to that annual schedule with our commuter fleet, only because of the way that the order is laid out.

We also have three buses to be delivered this fall, and then every year after that we'll be getting two to three buses. Every year we will be taking delivery of some new buses that will help maintain the average age of the fleet down, but also so that we don't run into the problem where all of our fleet gets to the point where they are five to six year old, and we have to replace everything all at once.

Ella Clark commented

What do you do with the old buses?

Adrian Aguilar replied to Ella

What we do with the old buses, is that we auction them off and the money that is generated goes back into our vehicle replacement account, so we use them to buy new buses. We also auction off the DAR buses, but not the Access buses. The Access vehicles are returned to Access and I believe that they do something similar.

NEXT AAC COMMITTEE MEETING

The last thing that I wanted to mention is that the next meeting is scheduled for May 3rd at the Transit Maintenance Facility. I was just chatting with Elmer about some ideas that we would like to do for that meeting.

We talked about a presentation regarding the TAP card and possibly the registration process and how that works; focusing on the scheduling, and how that scheduling is done.

Ella Clark commented

Golden Valley? I'm going to bug you at every meeting. May I remind you of a quote you said? "We'll get the bridge done" and how long has it been? You know I'm going to get you every time.

Adrian Aguilar replied to Ella Clark regarding Golden Valley

Ella, until the Transit Plan is done, my answer is always going to be the same. We're going to wait for the Transit Plan to be finalized so that we look at this holistically. It's not just Golden Valley, it's all the services across the entire Santa Clarita Valley. Once that plan is done and we look at the entire valley, the consultant will be tasked to develop recommendations for the entire network.

There's been a lot of things that have happened since that time I said it will get done. There's the Senior Center, the passage of Measure M, and also Vista Canyon, that's another piece of this; the new Transit Center, the new Metrolink Station that's being built – that will have a huge impact on our transportation network. There's a lot of other things that are going into play because we're going to have to reroute and re-design to serve those facilities as well.

We want to make sure that whatever we do, is taken into consideration as an entire network and not just a piece here and a piece there. I'm very aware of what I've said and unfortunately things have changed, and this is our new approach.

Jim Hogan asked Adrian Aguilar a question

What is the status on your Access and DAR bid?

Adrian Aguilar replied to Jim Hogan

We are currently out to bid, as I've mentioned in our previous meetings. We are in the procurement process, I can't get into a lot of details, other than to tell you that we did receive three bids for the operation and maintenance of this service.

This included our Local Transit, Commuter, DAR and Access Service. We had interviews about three or four weeks ago; February 6th. We are currently in the negotiation phase. We have asked bidders for their best and final offer and, we are currently going through that process and evaluating not just their proposals and interviews.

Ella Clark replied to Adrian Aguilar

Wait, what are we talking about? What are we bidding for?

Adrian Aguilar replied to Ella Clark's question

We are talking about the contract to operate the bus service for DAR, and Access.

Ella Clark responded to Adrian Aguilar

So you mean a new company can just come in and dump the other one?

Adrian Aguilar replied to Ella Clark's question

Possibly yes. We are going through that process now.

Jim Hogan

Transfer Issue

Relating to the Access Service RFP. I want Access to pay attention to this. One of the things that I have in mind is that we don't know when the City is ever going to create a fixed route. I was up in the bay area in San Mateo's Ready Ride Service. They have a policy that their surrounding County was eligible a little bit different than a visitors pass. That as long as they are there AC Transit fixes a rider's eligibility and there's going to be an on-going use that their eligibility is not just twenty one days of their expiration of their para-transit of their identification.

Here you have San Mateo offering this to their surrounding community and yet we here cannot get into the L.A. Basin unless it's four times a day. What bothers me is that I want to go, I want to go, when I want to go. Every time I look at those poor transfer times, it is not convenient whatsoever. I know that Access made improvements with Metrolink in helping us. But the question really is that one of the negative things we have that is in our favor is that quarter mile gap, that mountain there.

There's got to be something and someone's got to move. I really think that Access and the City of Santa Clarita should sit down. Depends who you talk to, we are probably right behind L.A. in population wise. It depends what article you read, we are a very large City. So, why are we being treated differently? If San Mateo is offering to their surrounding people, but they still have to make two phone calls. Their agency and then San Mateo,

but there is a designated spot where they can get dropped off and picked up, and here that mountain, that quarter mile, makes a big difference.

Lillian Shaw replied to Jim Hogan

Jim, are you talking about the pick-up transfers from Olive View? I beat that whole thing, I take Metrolink to San Fernando/Sylmar and get my Access there.

Faustino Salvador replied to Jim Hogan

Jim are you asking for unlimited transfers there?

Kurt Baldwin replied to Jim Hogan

We know that – that transfer has been a problem since 1996. They do have transfers to Riverside and Ventura County. What they do is that they coordinate. You decide if you want to be there at a certain time, it's like San Mateo is doing right? But that is jurisdictional transfers. Here it's one jurisdiction and we can't do that. I never got that because I think there should be a warm hand off. I think actually that because it's all one system and even between here and the valley it's the same MV Transportation, and there just doesn't seem to be any reason why there can't be a warm hand off; and that would be more useable for people.

But I do think that the ultimate answer is fixed route going between Santa Clarita and the San Fernando Valley, which benefits everyone. I'm not sure, but isn't there 5310 money that is still left over, that can go to something like that that nobody is picking up on? I know it's a priority on MTA's long range plan to increase fixed route between Santa Clarita and the San Fernando Valley. It's something that would be funded if somebody would ask for the money, I think.

Jim Hogan replied

I think something needs to be done, and I'd like to hear from Access, do we need to go to the Board of Directors? I'm getting sick and tired of bringing this up all the time and nothing really being done. I think there's politics involved in all of this.

Keith Curry commented

We are going to move on to Faustino so that we can address all of these concerns that we just talked about. Faustino Salvador with Access, you have the floor. Faustino is going to address Reasonable Modification.

Faustino Salvador

REASONABLE MODIFICATION PRESENTATION

There's a Reasonable Modification Request that you can do on Access. What is Reasonable Modification Request? It is a Reasonable Modification to Access policies, procedures or practices made by customers to allow them to do a fixed route through the Para-Transit system.

So what I am going to do is pass out the actual form. This is what the Reasonable Modification form looks like. We'll go ahead and go through the process.

This form can be downloaded on-line or can be requested by calling Access Customer Service. In order to request a Reasonable Modification, there's two ways to request it. One, you can submit the form and ask in advance for it to be placed in our file, or you can ask during transit when it's feasible.

Now, we request what fundamentally alters service, so we won't honor request. For example if you ask for no shared rides, because then we would not be able to go ahead and operate accordingly; that is not a fundamental altered service.

Anything that creates a direct threat to the health of other riders such as "We want you to go reverse down the alley", we won't be able to do that; or we won't be able to go into certain areas that might impose a threat to the share ride, or yourself, to others or the driver; or a request that a customer will still use the service such as a specific driver, or a specific vehicle;

For example, if you are ambulatory and you're requesting that you only be sent a certain type of vehicle during the reservation, we can't promise that - that will be fulfilled because that would be an MVI or cut-a-way, or any driver could drive those vehicles, so that could be a request for denial of the Reasonable Modification Request.

So the common types that we do proceed...

Kurt Baldwin commented

A quick question about that. I remember way back when someone had their spine fused and she said things like, "I can't stoop down to get into the mini-vans". So, you can request that you don't send a mini-van, or as she said, "I would prefer to just sit down in a sedan", so you can request a sedan.

Faustino Salvador replied to Kurt Baldwin

Yes, but it has to be approved in advance. Certain requests that are made for immediate, cannot be honored such as, calling reservations right now and say, "I want this type of vehicle", you can't do that; those types of requests have to be made far in advance, so then we can plan for it accordingly. And the common types of requests that we do receive is those specific types of vehicles; assistance beyond the curb; alternate

pick-up and drop of locations; entering gated communities; or no Share Rides (we always get the no share rides).

Ella Clark asked a question

What is a Shared Ride?

Faustino Salvador responded to Ella Clark's question

A Share Ride is when more than one person that travels with you inside the vehicle.

Faustino Salvador

Back to what I was saying, the form that is in front of you is basically asking you those types of questions. On the form, you see that the first questions is: "I am an Access eligible rider", so then, you would fill out our Access Rider ID; you're requesting the modification for the following policies, practice and procedures; either curb to curb or other. So, if you're asking for other, you're asking for some other type of alternative. "I don't want a sedan"; "I don't want to give my addresses"; "I don't want certain type of specific things that you are requesting"; "I want the driver to go beyond the curb for all of my home pick-ups"; "I want the driver to enter my gated community by entering this access code". Those would fall under "other".

Now you have to provide a valid reason, why you are requesting this Reasonable Modification; "I need the driver to pick me up inside of my gated community because I'm unable to walk to the front", and so on and so forth.

Kurt Baldwin asked a question

You were talking about pick-ups and drop offs, everything in general, but this also would apply to the reservation policy.

Faustino Salvador replied to Kurt Baldwin

Right, anything that modifies existing policies, procedures and/or practices. It doesn't mean that it's going to be honored, I am just advising you how to fill out this form and how to go ahead and explain what the reasons that the request is being made for.

The last one would be, "Without the modification, I would be unable to fully use Access Services because..." and then you would need to provide an explanation why. The last one just acknowledges that this information is accurate and it requires you to put an actual e-mail or phone number, so that they can provide you with a response as well. We have a department that is exclusive for these responses and tailors to these requests and provides you with Responses.

Lillian Shaw asked Faustino a question

If it's approved, it will go directly into your Access card?

Faustino responded to Lillian Shaw

Yes, you will be notified on the type of method that you requested, whether it be by email or by phone call.

Jim Hogan asked Faustino a question

Will you get a case number? When you make a complaint you get a case number, you figure that if I fill this out, I should get some type of response within 24-48 hours and respond with "We have received it, we are looking into it".

Faustino Salvador responded to Jim Hogan

Let me look into it Jim, let me find out if a ticket or case number is actually created, but I know that this is handled by a separate department.

John Taylor, Santa Clarita Senior Center

Would you like for me do this at the Senior Center and give this out to our Access customers?

Faustino Salvador replied to John Taylor's question

I can't tell you yes or no, it's your choice, but I'm sure if you hand it out, that they will have some questions correct? They can always call customer service. Everything is on the form, and basically just fill out the form to the best of your ability, send it out to Access, the department will definitely get in contact with you, the only thing I don't know is if they will give you a case number.

Christina Blanco replied back to John Taylor's question

I would suggest that you be very clear on the reasons why you are making this request and how it impacts you, so just make sure you're clear on that information when you are filling it out.

Kurt Baldwin replied

That's a problem; I've assisted two people with filling out this form. That question number four – that is a difficult thing for people to understand and to know what you are looking for. There doesn't seem to be an explanation to that question that people can refer to. I happen to have a little knowledge, so I can help people with that, but if you are on your own with filling this out, that is going to be near impossible.

Faustino Salvador replied to Kurt Baldwin

I do see the challenges that it could impose, but again just fill it out to the best of their ability.

The question is "Without the modification, I would be unable to fully use Access Services and activities because..." That's the question that Kurt is referring to.

Christina Blanco replied back to Kurt Baldwin

We can take this suggestion back to mobility – the Reasonable Modification.

Kurt Baldwin replied to Christina Blanco

I think that's not a bad idea because the questions are pretty clear cut and I can just answer it, but on the application form to begin with "Can you use the fixed route?" I don't know if they ask that question anymore. "Yes, I can" alright, "Not eligible" - without telling people why you are asking the question, what you are looking for here; and I think that - that is what this form needs.

Keith Curry replied

I was looking at number four, if you look at number three, it's basically saying what George is requesting, it says, "Describe the occupation requested" so that's what it says on number three, "Describe the modification requested".

Faustino Salvador

For example, "I want the driver to help me beyond the curb because I have difficulties getting off the curb, pick my bags up". Number four gives them more explanation, "My disabilities doesn't allow me to walk for more than a minute", just an example; "Because of my memory loss, I would not be able to attend my yoga class or the library", so that would be another example.

Jim Hogan

I have a non-reasonable request, what would I do there? Do I go to the Director and ask about this issue that I brought up?

Faustino Salvador

It's a valid suggestion that you brought up Jim, so we can always look into it, but it all boils down to what resources we have, that's why we set those particular times out. But that shouldn't limit you to go into the basin. There are alternative routes that you can take as far as Metrolink, you can always use that.

Jim Hogan replied to Faustino Salvador

But you're on a fixed schedule, my issue is that when I call and I want a nine o'clock pick-up because I need to get over here with my schedule here, when Metrolink runs, then there's a break, and it doesn't work with my timeframe. It's something that I think we need to be a little more creative with, "What can we do?" something does have to be done.

Faustino Salvador

Again, if you do want to fill out the form, I am available, I will help you to the best of my ability. You can always reach out to me. If you don't have my business card yet, we can talk after the meeting and I can provide that information to you.

George Orentlicher asked Faustino Salvador a question

If you're not picked up when you're scheduled to be picked up, and I call in and they say, "The next one is not going to be coming for another two hours". Is it a reasonable modification as to get something sooner than two hours?

Faustino Salvador

That would not fall into this here. There are practices that we already have in place for the provider to go ahead. One is yes, the provider will schedule the next available vehicle, but the determination has to be made; are they at fault for making this mistake? Who's at fault? Let's just say for example, the address was wrong and it was our mistake, then we have forty five minutes to get there. That is the practice that should have taken place; that's already in place. But, if it's the riders fault, then we have the ability to say, "Ok, we have the next available vehicle". But those things have to be done internally.

Kurt Baldwin asked Faustino Salvador a question

Would it be reasonable for someone for example to say "I have an appointment with my own health aid in an hour for my chemo therapy, I can't miss it, could you get a vehicle here quicker?" as a Reasonable Modification policy? That's my need, I'm stating it, and it's not a written thing. "I missed my ride, I didn't get out of my hair appointment on time and it's my fault".

Faustino Salvador responded

That is a good question, but I think that falls into planning accordingly. I'm going to be honest with you Kurt, in that particular case, that would fall under the provider to see what resources that they actually have, I can't say that they will provide you with one right away, but they will try to go ahead and honor it as soon as possible; but again, it depends on what resources they have, I can't really say that they will have a driver there

in the next fifteen to twenty minutes; they probably won't, they will probably be running behind, I don't know if a Road Supervisor will be available. There's a lot of components that would apply to that.

Lillian Shaw asked Faustino a question

Is there a minimum to maximum time to be on an Access bus? Because I always make my appointments an hour and a half ahead and I spend five minutes with the Dr. because I got there late and my pick up was in the immediate.

Faustino Salvador replied to Lillian Shaw

We are comparable to fixed routes. For example, if you have the riders guide, there is a travel matrix there that we use and let's say for example that the bus takes an hour for you to get from point A to point B, then Access can be similar to that. We should try not to exceed the hour.

If you know that you might possibly miss your return ride, I would always encourage you to call the provider and see if they can push it back to a later time, maybe they can, maybe they can't. MV Transportation is pretty flexible with accommodating the customers.

Faustino Salvador, Access Services

ACCESS UPDATES

WHERE'S MY RIDE APPLICATION

As we stated earlier, we already rolled out the "Where's my Ride" application. So far, we have rolled it out in the Southern, and Northern region that went into effect January 29th. For the West Central and Eastern Region, it was on December 26th. It's available in the basin and we are working to get it here in Santa Clarita. It should be coming, sometime in the summer.

COMMUNITY MEETINGS

We participated in the Community meetings, we cancelled two meetings back in December, and so we rescheduled them. The one for the Northern region was on January 16th. About fifteen riders attended that community meeting.

The one for Santa Clarita was rescheduled for February 7th. About eight riders attended, and I believe George and Karen attended that meeting as well.

PROPOSAL INTERVIWES

We also participated in the proposal interviews along with Santa Clarita. The contract for the RFP for the Northern Region along with the one from Santa Clarita as well. We hosted those interviews on the 24th of January.

We are now in the process of taking our decision to the board. Hopefully by the next meeting, I can say who was awarded the contract. It is now the board's decision right now to go ahead approve that.

DRIVER CREDENTIAL AUDIT TRAINING

We completed our Driver Credential Audit continued training. We finished all the regions and found minimal findings for all providers.

CHRISTINA BLANCO

Christina Blanco will be leaving Access on March 7th. She is going to Orange County Transit Authority, so she will be on that side of town. I might get a temporary person that fills her role while we recruit her replacement. I'm sad to see her go because she has great experience. She's been around with Access from the provider and the Access side, but at the same time, I'm also happy for her. It was a pleasure working with her for six months and we just want to wish her well.

Elmer Contreras, MV Transportation

I'll be looking into Karen and Ella's concern and follow-up with you.

OPERATOR CERTIFICATION

We did conduct certification for all of the operators last month. We concentrated on scooters, and DAR.

DRIVER SHORTAGES

A new driver bid went into effect. We had a couple of changes. We have been experiencing challenges with driver's shortages. It is a challenge that we are facing, taking on and are addressing.

THE CALL CENTER

The Call Center also experienced a bid. We lost a call taker; we have a brand new staff in the call center overall. Currently we have Erika, Yesenia and Myra on that cycle. John is the only hold over at this time. Sarai is no longer with us, however we have Yesenia with us now. It is a ninety day probation/training period for any call taker.

THE TABLETS

We are implementing the new tablets. We're going to update the booking and dispatching software for Trapeze in the same timeframe. We're going to start the switch on the 5th of March and we plan on switching over on the 21st of March.

I'm pushing for the tablets, I think we will have updated maps to assist the operators, it will reduce a lot of the radio traffic that goes on; the drivers will be able to communicate better with the dispatchers on a text level with the tablets.

The tablet does become non-operational when the vehicle is moving, except for the maps feature, it will still have it. But it does use Google maps, so it will be more up to date technology with what the rangers currently have.

ADJOURNMENT

A motion was made to adjourn the meeting and the motion was seconded.

FUTURE MEETING

The next meeting for the Accessibility Advisory Committee will be held on May 3, 2018, 9AM at the Transit Maintenance Facility, 28250 Constellation Rd., Santa Clarita, CA 91355.