

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

ACCESSIBILITY ADVISORY COMMITTEE

Minutes of the Committee Meeting

**9:00 a.m.**

**Thursday, June 7, 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

Carmen Taylor, General Public

John Panico, Vice Chair

Cliff Wood, General Public

Ella Clark, Member

Linda Wood, General Public

Line Paquin, Member

Karen Manke, General Public

Lillian Shaw, Member

Elmer Contreras, MV Transportation

Jim Hogan, Member

Adrian Aguilar, Santa Clarita Transit

Karen Manke, Member

John Taylor, Santa Clarita Senior Center

Yvonne Compton, General Public

Justin Sheldon, Access Services

Billie J. Curry, General Public

Alexander Porlier, Santa Clarita Transit

George Orentlicher, General Public

Jim Moore, Moore & Associates

Milcah "Mikey" White, General Public

Cathy Chambers, More & Associates

## APPROVAL OF MINUTES

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

### **Keith Curry, Chairman**

Please be aware that those who will be speaking for the General Public, you have three minutes to address any current issue that you may have and may want the AAC to hear and announce on the floor. If the questions are not addressed in that particular time, those individuals will be able to address your questions and comments after the meeting.

## MEMBERS COMMENTS

### **Keith Curry**

No Comments

### **John Taylor**

No Comments

### **Jim Hogan**

No Comments

### **Lillian Shaw**

No Comments

### **Linda Wood**

No Comments

### **Ella Clark**

*Standing order*

Last week, my standing order was lost again. The driver that picked me up, told me that I was just added on at the last minute. So I'm wondering why I get lost in the system all the time, cause it's is not the first, second, third or fourth time that this has happened. It has been numerous times where I have to call and say "Hey, what happened, or they didn't show up and apologized to me for being late. So I'd like to know what is going on with that.

### *New Bus Odor*

I was on a bus and I gaged, it was so bad, and he said that it was a brand-new bus and that was the odor. Then how come no one aired out the bus? It was so bad that the driver and I were both having trouble breathing, so we opened all the windows that we could and we turned on the air conditioner, but that didn't help.

There was also a high pitched squeaking that was so bad that it drove us both a little nuts, so these are the things that I would like to see addressed.

### *New GPS*

The GPS tells the bus when it comes into my park to go to the back of the park. It seems that the new drivers don't know where I live and they're using this thing and they can't find me, so I guess I'll have to mail you the maps. But the new GPS's are not working, somebody needs to check these things out. I've had a couple of drivers tell me that they just turn them right off because they aren't finding where they must go, so I thought that whoever oversees this, can investigate this?

*Adrian Aguilar responded to Ella's comment*

*Ella, it's not that your standing order was getting lost. We discussed this in our May meeting. It's getting moved from one vehicle to another, and that's going to happen regardless. It gets moved for several reasons, it could be because the vehicle that it was originally assigned to was late, there might be something that occurred, we had a cancellation, we had a no-show, any number of things could affect why the trip was moved to a different vehicle at the last minute. We could have had a vehicle that was closer to you at that time, so the dispatcher may have made the decision to move the trip from one vehicle to another. Those things happen in real time all day long; we start in the morning with what we think is the best route and as we discussed in the last meeting, and I think Elmer showed with the demonstration, with that first pick up, that game plan pretty much goes out the window because of any number of conditions that happened. Again, it's not that we lost your reservation or forgot about you or anything like that, it's just that your trip was moved from one vehicle to another and that is going to continue to happen.*

*Ella Clark*

*Who checks the trips in the morning before the drivers go out?*

*Adrian Aguilar responded to Ella Clark*

*Michelle is the morning dispatcher and that is what she does. She stats at 4:00AM and that is one of the things that she does in the morning. She goes through all the routes and*

*makes sure that they make sense. But like I said, we have a game plan when we leave the yard, with pretty much the first stop that can and most likely will change.*

*Jim Hogan responded to Ella*

*Ella, what is the main issue? When they pick you up on your standing order, are they picking you up on time? I don't see a violation.*

*Ella Clark responded to Jim Hogan*

*The main issue is that I end up feeling sorry for these drivers, I have to be honest with you. The things that they go through. The last time he was fifteen minutes early, and you know why? Because he's a Dial-a Ride bus, I wasn't even dressed, and he couldn't understand why I wasn't ready.*

*Adrian Aguilar responded to Ella Clark and Jim Hogan*

*Ella, Access has different rules than Dial-a Ride, but regardless of the vehicle type, the rules follow your trip. If the trip is scheduled as an Access trip, the window is still 0-20 minutes and if the driver arrives early and you're not ready to go, they will sit and wait.*

*Jim, one of her concerns is the fact that the drivers are having to deal with these last minute add on's as they're driving their routes. While we try to establish a set route when we leave, the reality is, and the nature of our business and transportation is, that that is going to change and the drivers understand that, they know that. They may not like it, but it is part of the way that we operate the service, and we have to operate, if not people will always be late and we wouldn't have the flexibility to meet the demand and the service that we are providing.*

*George Orentlicher*

*The thing is you can't expect somebody to be there at 9 o'clock if they must be over there at 9 o'clock. That's impossible. My question is, are the drivers being penalized when they are late?*

*Adrian Aguilar responded to George Orentlicher*

*We don't penalize, we don't discipline the drivers if they are late. However, if there is an operator that is constantly late, or purposely late then we'll look at that, but if they are late because of traffic or because of an add on, then we don't penalize the operators because they are late one day out of the week or one trip or anything like that, so no.*

## OLD BUSINESS

### **John Taylor**

*Has the issue been addressed with the lady at the Senior Living Facility?"*

*Adrian Aguilar responded to John Taylor*

*I did try to reach out a couple of times, I have not received a call back. Both times I was directed to their social worker/caregiver, however Elmer has mentioned that things seem to have been working in terms of their responsiveness.*

*Elmer Contreras Responded to John Taylor*

*We just have to call. We already have that procedure in place where we call when we get there and somebody does come out. What has changed is their responsiveness, they are now quicker and they bring her out. The drivers have given us incident reports in the past, lately it hasn't been an issue. The dispatcher will call and advise that we are there to pick her up and they bring her right out.*

### **John Taylor**

*Dispatchers*

What is the Dispatchers schedule in the morning? Where do they get their information from? What is the dispatchers shift? How many days a week? Fixed Transit starts at what time?

*Adrian Aguilar responded to John Taylor*

The dispatcher is an MV employee, they get their information from logging into the computer software, it's all real time, so as of the moment that they log in, those are the trips and that is the information that they are working with.

*Elmer Contreras responded to John Taylor*

It is an eight hour shift until 1PM. We bring her in at 4AM to look at all the routes because at 4AM there isn't much dispatching to do, not a lot of folks traveling. We have two drivers out there for the start of the service, so she has about an hour and a half to two hours to look at it, but the night before we do have a router named Ashley. Ashley's job is to look at those routes as well the night before. The closing dispatcher that comes in at 1PM and relieves Michele, she goes all the way to 10PM. In the beginning of Michelle's shift, in the tail end of the afternoon shift, there isn't much going on, so we tell that dispatcher that part of her duties are to look at the routes and the trips for tomorrow along with Ashley. So there are people looking at the route; however, throughout the night, somebody may cancel, there may be a change in the schedule, instead of Elmer the driver showing up,

now it's Justin, so there are things that come up, and we need to adjust. Instead of driving 6107, the lift suddenly isn't working so now we must switch it to 79, so things like that are happening in real time and that is where the changes start happening with the trips. Seven days a week. Fixed Transit starts at 4:30AM out of Whites. Michelle's' job is to solely dispatch Access and DAR, we have a separate dispatcher that focuses on Transit the local and commuter. We have multiple dispatchers. Daisy is still in the afternoon.

*Adrian Aguilar*

*We have a dispatcher there that checks in with the drivers, that assign the vehicles. Michelle's job is to start looking at the routes for that morning. Same with the Transit dispatcher, what they will do is, they will work with maintenance to make sure that the vehicles are ready to go, the pre-trip inspections, so there's multiple people working together to get the service on the road. That is Michelle's job in the morning, is to take a look at those trips. Even though the service hours start that early, the reality is that the majority of our trips don't start till about 6AM. There is multiple people working together to get the service on the road.*

### **Keith Curry**

Are we still soliciting for a representative from the Hart School District?

*Adrian Aguilar responded to Keith Curry*

*Yes, I've reached out to them, unfortunately, the person that I had been in discussion with has been on a medical leave, so I haven't really had an opportunity to identify a person and now with summer starting, we're going to pick up that conversation again in the fall. I know Alex has a meeting scheduled with the district for a different topic in the next couple of weeks, but we will bring it up again at that time.*

### **NEW BUSINESS**

### **Keith Curry**

*June Elections*

We had nominations at our last meeting. Keith Curry, as myself, I was nominated as the Chairman again for another term and John Panico is the current Vice-Chair, but I believe John Panico declined to run as Vice-Chair again.

John Panico responded

I can no longer continue as Vice-Chair for personal reasons, however, wish to continue as a Board Member and as representing the Senior group.

John Taylor responded

Accepted the nomination as the next term Vice-Chair.

Keith Curry

We are going to need a motion on the floor to vote myself in first.

**Jim Hogan**

The Committees Appointments

Made a recommendation to make a motion that we also call out the names of the Board members that are on even years, to see if they wish to continue for the next two years.

*Adrian Aguilar responded to Jim Hogan*

*Our practice is not to appoint committee members every two years. The tradition has always been that they go indefinitely until the person decides that they can not continue, so we have not had a practice of reappointing somebody to the committee at the end of their term. If that is the desire in terms of this group, we can certainly look at that. But we have not tracked when people were appointed.*

Adrian Aguilar

Are there any other nominations for the position of Vice-Chair or Chair?

Keith Curry

If there are no other nominations for the Chair and Vice-Chair, then we will close it.

All were in favor; the motion was seconded, and the motion was approved.

Adrian Aguilar

We need to vote on Chair and the Vice-Chair, we have Keith Curry as Chair, John Taylor as Vice-Chair, so we need to vote.

Keith Curry called for a vote. All were in favor.

*Adrian Aguilar*

*Addressed the Jim Hogans recommendation*

Like I said, the tradition and practice have been that someone will serve until they step down. The discussion is, do we want to continue that, or do we want to move to a two-year term? My suggestion is that we continue with the current practice that we have, but we can open it up to discussion.

Jim Hogan

*Bylaws: odd and even years*

Please add to the agenda, revise the bylaws.

*Adrian Aguilar responded to Jim Hogan*

I'll add it to the agenda for discussion.

**Alexander Porlier, Santa Clarita Transit**

*Transit Development Plan*

We just started working on our Transit Development Plan which looks at transportation services through the City on a five to ten year basis. What we are doing is the initial public outreach which includes you, stakeholders outreach, we have workshops throughout the next couple of weeks, and it is to gather everyone's input on what their needs are, what their future needs may be in terms of DAR, Access, Local, Commuter Transportation, the whole game. The entire Transit System as a whole.

What we've done is brought in Moore and Associates, that's Jim and Cathy here to help us with this project, it's a very big undertaking, they're guiding us, making recommendations based on all of your input, and then we put a whole plan together. That's what we use at the City to guide our future transit services, bus procurements and that sort of thing.

**Jim Moore, Moore & Associates & Cathy Chambers, More & Associates**

Quick overview of the project and get into some of the public involvement opportunities and present the initial results of the DAR survey.

Kathy and I, other members of our firm, Moore and Associates by the way, is a Public Transportation Consultant only firm based here in Santa Clarita, we are in our 28th year. This project serves as a blue print for a road map for the continuing development of the City's Public Transit program across the next 5-10 years. It includes an evaluation of all the routes and services, also includes this particular cycle. We're working with staff, Adrian, Alex and their team on envisioning what public transportation should look like across the next ten years or so, because the service delivery approach is a place right now of the fixed buses on the routes and the DAR, Access, etc. Basically the same service delivery strategy that has been in place since 1991, with minor modifications and has happened since 1991 with minor modifications. A lot of development, a lot of infill peoples, additional transportation alternatives, UBER, Lyft and things of that nature, so as is this City's commitment for extensive public involvement not to just have the consultants write this plan and bring it to the Council and say "this is your vision" includes public extensive



public involvement opportunity, we did a school tripper survey before school was out. We are ready to start on a fixed route survey. We're ready to start the community survey, Kathy said it went live yesterday and we got about 30-40 responses already, and perhaps the greatest gift to this group is the DAR survey that we did. We did a mailing out to 700 randomly selected registrants from the DAR customer database and as of today, we have a 25% response, so if you haven't already completed one of the survey forms, Kathy is going to pass them out around the room. I certainly encourage you to take one, at the end of the meeting today, turn it into your driver or turn it in to Santa Clarita Transit. We are really looking for folks to participate because that is how we get to know what your wants, your needs, your priorities, your impressions are. We also have a project web-page that is [www.santaclaritaTDP2018.com](http://www.santaclaritaTDP2018.com), and that is updated approximately once a week with the project progress, input from the surveys. As Alex also indicated, this evening we begin the first meeting, we're going to have two rounds of community workshops, they will be throughout the entire Santa Clarita Valley. There will be two rounds. The first round begins this evening at 6PM at the Jo Anne Darcy Canyon Country Library. On Monday, it will be at the Centre over on Centre Point Parkway, across from the Walmart. A week from this Saturday, we will be having meetings, community workshops in Valencia or Newhall, and then during the month of June, we will also be visiting with the Town Council in Stevenson Ranch, Castaic and Val Verde, so we'll have seven sessions as part of round one and then as we get deeper into the project and come up with some initial recommendations, we'll conduct another round of these community workshops.

We mailed out to approximately 700 randomly selected folks from the participant data base, folks who have ridden within the last ninety days. This includes all the folks from Access and DAR here in Santa Clarita. The survey included a postage paid response envelope. It also included a response that said that if you responded by a certain date, you were entered into a drawing for a visa gift card.

Here's what the initial results are in terms of where the people reside.

*For which services are you registered for?*

Sixty percent responded for the City's DAR, eighteen percent for Access Services and twenty-one for both, and I will read the results because I understand that we have some visually impaired guests here today and want to make sure that everyone is able to participate here.

*Which service do you use more frequently?*

Seventy percent said the City's DAR, twenty four percent Access Services, six percent said they weren't certain which program they use more frequently.

*Have you used DAR or Access in the last ninety days?*

Sixty-six percent said yes.

*How often do you ride?*

The greatest response was sixty four percent, which is once or less per week, and then it went down to twenty four percent, once or twice per week, and then ten percent saying three or four times per week, and five percent said they would use the service either Access or DAR, five or more times per week.

Customer Satisfaction

A very important part of the survey, on-time performance was rated excellent, fifty one percent, good, thirty three percent, almost eighty five percent was very positive about on-time performance. In terms of your contact with the office or dispatch staff, in terms of their demeanor, professionalism, sixty-five percent said excellent, twenty five percent said good, so ninety percent was very a favorable rating compared to similar DAR services that Moore and Associates have worked on.

*Interaction with drivers*

Seventy percent excellent, twenty percent good. The ease of reservation making, again almost ninety percent was positive between good and excellent.

*Service dependability*

Fifty six percent excellent, twenty nine percent good.

*The cost of the price*

Ninety percent said it was either good or excellent.

The overall service rating received a fifty nine percent positive or excellent and thirty four percent was good, so again ninety three percent combined.

*Most common travel destination?*

Doctors office, medical appointments, sixty six percent, not particularly surprising because I think that's where it's been for the last several years, followed up by shopping and visiting, or Access to the Senior Center.

*Most common reason for using the services?*

Number one, sixteen percent said they either don't drive or no longer drive, followed by limited, if no access to a personal vehicle, and other transportation options being too expensive.

*How do you pay for your fare/travel?*

Fifty one percent still uses cash, twenty seven percent still uses TAP card, twenty percent TAP cash, Access coupon, one percent.

*Other transportation options if DAR had not been available?*

Equal between people, either depending on family member or friend. Equal number to not having any other option, in between other response such as reliance upon a fixed route service, reliance on taxi, Uber or Lyft, and then some social service organizations in there also.

*How to you use the local fixed route service? Have you used the Santa Clarita bus in the past ninety days?*

Only forty percent of the folks have crossed over and used the fixed route service.

*What could be some possible motivators to use the Santa Clarita Transit?*

Increased service frequency, operating closer to their homes, servicing new areas, twenty percent indicated that there was nothing that the City could do that would motivate them to perhaps start to use the service.

*Are you able to properly reach a customer service representative?*

Ninety four percent said yes.

*Do you frequently travel outside of the Santa Clarita Valley?*

Sixty four percent of the respondents said no.

The thirty five percent that do travel outside of the Santa Clarita Valley uses most commonly Metrolink, followed by a friend or family member, fifty one percent most commonly used once a month.

*Response in age*

Sixty and over almost ninety percent.

*Other languages spoken at home?*

Sixty seven percent said no, in terms of gender, in response it was predominantly female with seventy six percent.

*Household income*

Thirty percent responded.

*Access to technology*

Email fifty five percent

Texting fifty one percent

Smart phone fifty two percent

Internet forty eight percent

**Adrian Aguilar, Santa Clarita Transit**

*Fixed Route*

We are still compiling the fixed route numbers.

DAR

Systemwide we had Over 7,000 riders/total trips.

On-time performance: 91%

*Access*

On-time performance 93%

Overall

On-time Service: 91.83%

*New Buses*

New buses were placed into service in the last month. We have a total of three that have gone into service, and two more that we're working in terms of technology, the radios. We expect those to go into service in the next week or so.

*October*

Four additional vehicles that we expect to be delivered. We'll have those in-service early Fall.

*Local Buses*

Four local Transit buses that are scheduled to go into production on July 27th. Those buses are scheduled to go into production in Livermore, Northern California, it's about a three-week process. We expect to have them here on site in the middle of August. It should take us a couple of weeks to install the technology/radios and have CHP do a physical inspection. We hope to have those vehicles in service by mid-September.

### *Commuter Buses*

We currently have three commuter buses that are currently on order. Those are scheduled to go into production in late August, which means that they should be delivered sometime in late September early October, the expectation is to have those in service around November.

### *The Beach Bus Service*

Commenced this past weekend, I handed out to everyone a copy of the schedule/flyer, feel free to share it and use the service, if there's any questions, let us know, but the information is on our web-site.

Justin Sheldon, Access Services (in for Faustino)

We are excited to announce that we will be facilitating our Community Meeting here in this room next Thursday, June 14, at 10AM until 11:30AM. We invite you to come and have a great discussion on how we can improve the service, we hope to see you there.

Elmer Contreras, MV Transportation

### *New CSR in Training*

We are Losing Beverly Porter to another area of the Company. She will still come and assist whenever we need her, but in the meantime, we will be hiring somebody to replace her. We have a new CSR, her name is Lily, she is still in training till the end of next week.

### *New Driver Bid*

New driver bid coming up, so you may see some changes, some routes may have different drivers. The later routes tend to get the newer drivers, that is scheduled to take effect on July 9th. We are working on the bid proposal that we are going to present to the operators.

### GENERAL PUBLIC COMMENTS

Milcah White (Mikey)

### 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 September 6, 2018, 9AM at City Hall, Century Room, 23920 Valencia Blvd., Santa Clarita, CA 91355.