

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

**ACCESSIBILITY ADVISORY COMMITTEE**

Minutes of the Committee Meeting

**9:00 a.m.**

**Thursday, September 6, 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

Elmer Contreras, MV Transportation

John Panico, Vice Chair

Adrian Aguilar, Santa Clarita Transit

Ella Clark, Member

John Taylor, Santa Clarita Senior  
Center/Vice Chair

Lillian Shaw, Member

Justin Sheldon, Access Services

Jim Hogan, Member

Faustino Salvador, Access Services

Yvonne Compton, General Public

Karina Abrica, Access Services

George Orentlicher, General Public

Kurt Baldwin, Independent Living Center  
of S.C.

Carmen Taylor, General Public

Linda Wood, General Public

## APPROVAL OF MINUTES

Jim Hogan made a motion to approve as submitted. The motion was seconded by John Taylor, all in favor.

### **Keith Curry, Chairman**

Please be aware that we moved the General Public Comments to the end of the agenda, it has been moved to 10:50am. Please refrain from commenting, whoever is on the floor speaking please let them speak and complete their reports for their prospective programs. Please do not interrupt as they speak to ensure the meeting moves swiftly and efficiently, want to make sure everyone is heard. Please be reminded, General Public Comments have been moved to 10:50am.

## MEMBERS COMMENTS

### **Keith Curry**

No Comments

### **Lillian Shaw**

No Comments

### **Jim Hogan**

No Comments

### **Linda Wood**

No Comments

## **Kurt Baldwin**

### *Measure M*

Its been a long time since I've been back here in Santa Clarita. I had spoken in the meeting before last about Measure M and possibility that it would increase funding for Access Services. But I am disappointed to learn, so I guess that's what I'm sharing.

Metro staff decided that because of some technicality, having to do with how Prop C discretionary would be spent, that they were just going to substitute Measure M money for Prop C money. So basically they got \$24,000,000.00 two years worth of Measure M money and they got reduced a similar amount of Prop C, 40% discretionary money. The budget did increase about \$8,000,000.00, but that had to do with ridership projections. There is only about \$1.8 million that they decided they were going to use for improvement to the systems. Those improvements really were stuff that Prop C was going to pay for anyway. So I don't see how it was Measure M money that went to pay for improving service, ACCESS services.

I think that the voters in L.A. County should be upset about this. Part of the process to get people to vote for Measure M is a sales tax, we voted to tax ourselves to pay for public transportation. Part of what they did to sell it was to say we're going to improve the systems for older adults and people with disabilities. There is a whole coalition created around that, pushing to vote for Measure M because we're going to improve. They were going to, don't get me wrong, Measure M is going to create better bus stops and better train stations and trying to deal with this smile and that smile. They decided to keep Access Services at status-quo and I don't understand how they can justify that.

How they can justify putting all of this sales tax money that the voters paid for, to improve the public transit system in L.A. County, and bring it up to something that might be comparable to para transit system, that's how it is titled in the law comparable to the public transit system. Complimentary meaning, to complete the public transit system. So I am upset and the coalition is upset. We've been helping Metro with their annual ADA report and their annual ADA forum, and we're not willing to go forward with that. Until Metro says, this is how we are going to improve all of the public transportation including Access Services. We have met with them a few times, but we are at a point where we want to make some demands. I still don't know how much power we have, but we have a little bit of clout. We are the ones who got this over the edge so that they could have all of this money. It was a bunch of little coalitions, the bicycles, the drivers, the older

adults, people with disabilities. There are all of these little coalitions that got this over the edge so we could tax ourselves to pay for this.

So right now I am going around and asking for a little support on that. We feel that there are a lot of improvements that could be made. Still pushing for expanding the service area to a mile and a half on the outside of the service area, bringing back some limited immediate need same day service and some of the other things. Access wanted to put money into facilities, and that's the long way of looking at it. But to me it was even ok, well may be you save money on facilities and just going to get rid of Pro C money to equal the amount of money we saved, didn't make much sense to me. That is where we are at, we are about ready to make our demand. We lucked out by the way, Sheila Kuel is now the Chair of the Board of Directors for Metro and she is on our side. We might be able to get something.

If you have any recommendatons or suggestions, let me know.

*Jim Hogan asked a question to Kurt*

I know it is on our agenda later on and I don't know if I want to discuss it now, but do you think the L.A. County Freedom Grant would help people with disabilities? I'm not familiar with the program, that's the reason I ask.

*Kurt Baldwin responded to Jim*

I'm not familiar either, I was thinking is that the taxi cab program?

*Not sure who, but someone replies*

Yes, drivers get compensated for taking a visually impaired person or disabled person.

*Kurt Baldwin responded to comment*

To tell you the truth, when I heard about that I was all over the Lake LA Facebook page telling people. Because we have very poor dialogue right now, and very poor Access Services too. The system out there is poor, it would help if it is a couple off rides a year.

*Jim Hogan responded to Kurt*

You answered my question and we will discuss it later when we get to that agenda item. You answered my question, thank you.

*Adrian Aguilar responded to Kurt*

Who at Metro have you been dealing with or has been leading this effort in the discussions?

*Kurt Baldwin responded to Adrian*

Well actually this part of it, it's the network working to develop the ADA report that is Cosette Stark. This little push now is Nicole Englund who is Sheila Kuel's Transportation Deputy. She is the one who is kind of pushing the effort to fix this. You know it feels like discrimination.

*Jim Hogan responded to Kurt*

I agree with you on that. I would like to respond to the Measure M, I recall your email and I still have it and discussing with a couple of members on that. I have to speak for myself and in knowing the City of Santa Clarita, I personally do support that Act you are pushing for. However as a member of the AAC we are not permitted, unless we have an approval from the City Managers to put the stamp on it that we as a member of Santa Clarita AAC endorse it. That could take a while to do that. I just want to let you know that, if you recall many years ago that we filed a complaint with the FTA, against the City of Santa Clarita regarding assets, they resolved that issue. Regarding the FTA, they told Access that they can't dictate how the City of Santa Clarita chooses to run their service, provide fixed routes, they can do that. If you recall we only did it on behalf of each member, we put our names on there when we filed the complaint, as individuals.

**Linda Wood**

*Street Signs*

I work in Canyon Country and the cross streets have more signs. But I almost got hit because one driver did not follow the arrows and I got confused. I live by Costco and the signs are ok, but I get confused. This other time while I was crossing the street someone almost hit me because they just went through, you know what I mean. No one is perfect, but that's what scared me. I have to be extra extra careful.

*Keith Curry responded to Linda*

I know where you live Linda and there is a high concentration of traffic right there. You have the freeway on ramp right on the corner where you were. There is a freeway on ramp to the 14 freeway, and there is a high concentration of traffic right there, off Via Princessa where you live at. There is a high concentration of traffic where you live at, so you have to be careful over there. Thank you Linda.

## **Ella Clark**

### *Bus Odor*

I want to talk about the Dial-A-Ride vans once more. The new ones have an odor that is so bad that I've gotten sick, headaches, soar throat, trouble breathing, because of the smell the vans have. Why are you sending them out without correcting the odor? Why couldn't they be returned to the Company to correct the odor?

It's so bad that I am getting physically sick. I had to refuse a ride and had to walk from the Old Road. My physical therapy is all the way down to Lyons Ave and Old Road, which is about a half mile walk for me. That is a long walk for someone like me, I had to walk because they said the next Dial-A-Ride they could get would be in an hour and a half, I had to be somewhere. The only way I could get there on time was to walk. So either fix it or sell it so people don't get sick. I know, I'm the only one. You have told me I was the only one getting sick, but as I said before, my allergy doctor told me that if I get sick then other people might get sick.

### *New GPS*

The GPS system is very flawed as we already know. Why not use the comment section and use a cross street or landmark or something to help the drivers? The other day I had a driver going around and around in circles trying to find an address. Because he wasn't sure of what the address was and he couldn't find anything to tell him where it was and the person he was dropping off didn't know either. It would help if they could put some landmark or something in the comment section to let them know that, hey this is next to CVS or a cross street, it might help a lot.

### *Standing on the bus*

I was waiting for the number 12 bus at Shadow Pines and Soledad Canyon and I was going toward Whites Canyon. I had to pick up my little girl from school, this bus was schedule to come at 1:46pm, there were several people at the bus stop, two buses come, either the 5 or 6, I don't remember. It stopped and started back up without picking up any passengers. They started banging on the side of the bus, he then stopped and let them on the bus. The #12 was right behind him, we waited for him to pull up because there's no place for us to get on from where he was. So we waited for him to pull up, he never even looked at us, he just followed the other bus and left us standing there.

I also have a problem with those bus seats. They are too low and too hard, so I try to hold on and stand up, which I do pretty go at I think. A couple of drivers get mad at me and tell me that I have to sit down. I talked to Elmer about this and I was told that I didn't have to sit down if I didn't want to, because it was hard for me.

*Keith Curry responded to Ella*

Ok, thank you Ella.

*John Taylor has a question*

Are we getting anymore Dial-A-Ride vans?

*Adrian Aguilar responded to John*

Yes

*John Taylor responded*

Ok, because some of the drivers have reported to me that there are too many people to pick up now and it is making them get behind. Some of the people at the Senior Center have told me that they have been on the van for 2 hours. That is why I am asking if there are more vans coming or if there is a problem with the vans that are operating at the moment?

*Keith Curry responded to Adrian*

Do you think it is possible due to the other increase of ridership now in Santa Clarita? Do you have the numbers on that?

*Adrian Aguilar responded to Keith*

Yes, we actually have seen an increase in ridership.

*Keith Curry responded*

Ok, that is probably why it is a contributing factor to probably why.

*John Taylor responded to Adrian*

Is it still an hour and a half on the van with the rideshare program?

*Adrian Aguilar responded to John*

What our guidelines are for Access are twice, no more than twice the time it would take to travel on a fixed route. Because that varies depending on the trip, the way our system is set up, 90 mins is kind of the longest based on the longest trip if you are going from Canyon Country to Castaic for example. We use the 90 minutes as the outer most boundary for any trips in Santa Clarita, but it really depends on the individual trip.

John Taylor

And you are getting four vans?

*Adrian Aguilar responded*

We have taken delivery of four vehicles before the summer and we have three more. No excuse me, we took delivery of five and have four more coming next month.

*Jim Hogan responded*

Since you have been on this board every year you are asked the same question, have we increased ridership. Obvious, the answer is yes, there is no question about it. If you look at when Jim Moore was here and he helped create the Santa Clarita Transit, what better expectation in the world to really come up with a great plan. I have spoken with Adrian about this, while they are doing the best they can, we have increased a lot. We have more population and there will be more demand. It is up to the City to see that to get money in the budget so they can address the need.

*Keith Curry responded*

Because Santa Clarita is growing, the population is growing. It is almost like Santa Clarita transit is, I'm not saying they are in catch-up mode, but it's more of a supply and demand as the population grows, it is going to grow a little more. Access and Dial-A-Ride need to be in a supply and demand mode, that is just how the system works. As a matter of fact, that is just how the world works. It is not like we have had to antique the system for Santa Clarita. As I see it is as the population grows, you have to increase more vans. Also have to have money allocated to the budget to see where the money is going to come from. Like Kurt spoke earlier, how the money has been allocated and not much is being allocated to the transportation part of Santa Clarita and you have homeless and you have social services and you have the youth on the transportation side. As the money trickles down you will probably have a few pennies left for the transportation and that is how it works.

*Kurt Baldwin responded*

I do think it is about priorities. You know we could probably prioritize differently in our communities. Santa Clarita puts a lot of money into the very nice looking roads, there are really attractive roads, a lot of shrubbery, so that is the priority to get cars moving around Santa Clarita that is the highest priority. Public transportation could be a priority, we should be thinking that way because we are not going to be able to forever continue to use our personal cars. But right now it is not, it is not anywhere in L.A. County.



Someone else responded

Well I see a lot of houses being built, but not roads.

*Jim Hogan responded*

If you noticed, when Jim had the meeting at the Jo Ann Darcy Library, I brought up that I don't know how we were going to improve our public transportation. Because with all of the homes being built, we are all up on the hill. I live up on the hill, I have to walk on the a 14% grade going down, but cannot go up anymore. If I need to go down my wife will take me down from Soledad, but you have to look at that. I told Jim we are going to have to do something for these people who live up on these hills. How are we going to get them on a regular fixed route, here we are the City knows it and we have no control on where they are going to build homes, according to the code requirements. It is not like a flat land that they can navigate easier to create fixed routes. You are not going to get a bus to go up those hills, not like the residential area. The City has to make the road improvements, I think they are going to do that in a residential area.

*Kurt Baldwin responded*

There are other solutions, Metro is talking about creating a system for the first mile last mile transportation. They actually have a pilot program with the Thomas cars and they are thinking about a lot of different things, including the electric scooter, to help people get to the bus stop, to the train station from thier home.

*Jim Hogan responded*

That's what I said, get a golf cart, get volunteers, get someone to park down at the major fixed routes, go up the hill and get them and bring them down the hill for the back up, you might have to think about that, think outside the box. You know what Jim said, when he created this he said we should have a moving sidewalk, that is what he thought he should have created, a moving sidewalk.

*Adrian Aguilar responded*

You mean like an escalator?

*Jim Hogan responded*

Yes, it's funny but think about it, some do have it.

*Keith Curry responded*

Yes, they have them in Las Vegas.

Are there any other business that needs to be covered, Adrian?

*Adrian Aguilar responded*

Responding to a couple of questions that came up. Linda, the crosswalk, I'm assuming this is the one on Sierra Highway & Via Princesa that you were referring to?

*Keith Curry responded to Adrian*

No, I think it's on Via Princesa right by the 14 freeway, where is the cross street?

Keith and Adrian ask Linda for clarification

*Linda Wood responded*

I forget the name of that street, Via Princesa and Jason by Costco.

*Adrian Aguilar responded*

I will share this with our traffic folks and ask them to take a look at it.

*Linda Wood responded*

It's ok.

*Adrian Aguilar responded*

Well we want to make sure it is safe, there has been a lot of work in the area; they have made a lot of improvements to the crosswalks throughout the City, so I just want to make sure they know about this one.

*Someone else*

Who is in charge of how fast the traffic lights change?

*Adrian Aguilar responded*

That would be our traffic division.

*Ella Clark responded*

The light at Soledad and Sierra, is changing and I'm half way through the street.

*Someone else*

There are rules about how long the lights have to be. In addition, to that, for individuals with disabilities having issues with it not being long enough, they can request for an accommodation, of course you have to compete with the cars.

*Jim Hogan responded*

I've made numerous inquiries with traffic and I'm still on their list, they do respond that they'll look into it, they do appreciate that you bring attention to it, you walk, where Linda is talking about, there is a high concentration of condos in that area and there more chances of people who will be walking, where there are single family homes, these might not be so many, if you have a complaint give them a call and they will respond to you, they will do a test, I think they have a test on mine two years in a row, sometimes I do get the data and they're very good about putting safety first.

*Adrian Aguilar responded*

Yes, I will share that with them as well. In terms of the Dial-a-Ride vehicles, Ella, like we said, we have looked at the vehicles and there are five vehicles in particular that seem to be an issue. As you said, you are the only person who has complained or has had an issue, but that's not to say that it's not an issue. We have been working with the manufacturer to determine what, if anything is different on these vehicles, the only thing we have been able to identify is that the seats on the vehicles have been treated with a fire retardant, whereas the seats in the other vehicles were not, so we don't know if that's what is causing that, but we are working with the manufacturer and seat manufacturer to determine what the cause of this odor is, we have taken numerous steps to address it, we've cleaned the vehicles, deodorized them, vented them out, they get cleaned on a regular schedule, so again we've isolated this to the last five vehicles that were delivered. We are working on it, unfortunately have not been able to identify it, we think we know what it is, but we are still working on it. I will tell you that the next four that are scheduled for delivery will not be treated with that fire retardant. At least that gives us something to compare it to as a baseline, it's not that we've ignored your complaint or your comments, we just haven't been able to identify it or replicate it in any way. But we are looking into it.

In terms of the GPS system, I do know that we use comments for a number of locations or customers that live in areas that are a little tricky. If there is a specific incident or location that is causing issues, we can certainly address it, we just have the feedback, same for the issues with the route 12.

*Ella Clark responded*

The incident with the buses not letting me stand up, that's with the route 12, none of the other buses. GPS tells you street address takes you one way and the street address is the other way. It would be helpful if Facey, like which Facey? If it's in a housing tract then cross streets.

*Adrian Aguilar responded*

I completely understand, this GPS system just like anything else is a tool, they are there to help, but not the sole way a driver should get directions. In reality, as good as our drivers are in terms of knowing the locations, the City is growing and we have a lot of development going on. I've been in this community since 1994 and I still don't know all the nooks and crannies of this City. There will be times where one person doesn't know where a facility or location of a house is, that's why they are instructed to ask dispatch for assistance or guide them over the radio.

In terms of route 12, the fact that the driver didn't stop or allow passengers to board is an issue that we take seriously. When that does happen, please call me and let me know when that happens.

*Ella Clark responded*

I called and talked to a lady there who put me through to you.

*Adrian Aguilar responded*

I know you have my number, so please call me and let me know so we can address it right then and there. It's hard to go back a month or two and identify. We do have the ability to pull video and review the video.

*Ella Clark responded*

This is only in the last two weeks.

*Adrian Aguilar responded*

If you have the specifics in terms of dates and times, that will help us identify who the operator is and we can address it directly. Whenever something like that happens, please let us know. If you don't have my number already, I will get it to you by the end of the meeting. I'm surprised you didn't call me with this. We do take this very seriously and we do want to address it immediately.

Someone responded

Ella, were there any other passengers waiting with you?

*Ella Clark responded*

Yes. The people on the route 5 or 6, not sure which one it was, when the bus went to pull away they started banging on the side of the bus and he stopped for them, but I can't run out into the street and bang on the bus like they did. The lady that was standing there with me had a little kid with her and she couldn't run out into the street and bang on the side of the bus. The other one left those people completely, but they were banging on the side of the bus.

*Adrian Aguilar responded*

If we can get the dates and times from you after the meeting, that would be great.

*Ella Clark responded*

It was somewhere around the 20<sup>th</sup>, August 20<sup>th</sup>. I called it in and talked to somebody in your office.

*Adrian Aguilar responded*

Ok.

*Jim Hogan responded*

You called it in on the same day?

*Ella Clark responded*

Yes, I was so mad, I called it in right then and there.

*Elmer Contreras responded*

You called me and left a voicemail. You were mad.

*Jim Hogan responded*

Wait a minute, there is something wrong with this picture. Even though I retired almost 12 years ago, when I got off the train, I've been taking that for five years and I get on the bus and I had an experience on these buses. At the time when there are incidents, even when a driver stops and I walked off the bus and smacked right into the pole and I was standing there looking at the driver and said you deliberately did that. I called the Transit and by the time he got to the next stop, they called the road supervisor. They have road supervisors. I will always call, I may have seven incidents since I've been using this and my famous one is when I took the last bus from Van Nuys Boulevard commuter bus. It didn't pick me up. I thought I was going to be stuck there over night. You darn right I am going to call about Santa Clarita and they did send someone in their car down to pick me up an hour later. However, when there is an incident particularly in major violation

the ADA where you got hurt, call in, I'll stay right there on the bus or it goes away. I will call and they will bring a road supervisor and that driver will get called in.

*Ella Clark responded*

That is the second time that happened and I talked to them.

*Jim Hogan responded*

I usually get transferred to the dispatch and the dispatcher will take the information and make sure that I do get picked up and the driver is notified at the end of his shift.

*Adrian Aguilar responded*

In terms of the stops that the driver missed, we have talked to the operators and we have told them that they are able to make exceptions in terms of people wanting to stand. I understand where you are coming from.

*Ella Clark responded*

Some of those drivers on those big buses have different attitudes than the ones on the vans. Some of them park where I have to really step up, and I have short legs, and my cart almost falls in the street because they park so far away from the curb. I just think that they are different because they do little things, I don't know how to explain it, it's just little inconsequential things that make you wonder. The bus that I really take is the route 12.

*Adrian Aguilar responded*

We did look at the video from the last incident that you called in where the driver asked you to sit before he pulled away. We did look at that it's kinda that grey area because even though the passengers are allowed to stand, if someone slips and falls, or if they lose their balance. It's one thing to take responsibility, but the reality is there is still a liability involved with that. I understand what you are saying and we have instructed the drivers.

*Ella Clark responded*

The seats are so hard, and my arthritis is so bad and the worst one is on my tailbone. Those seats are hard and they are not too far off the ground for me and with my short legs I can't get up and down that far. In order for me to get sit down, I can't get back up without a big struggle.

*George Orentlicher*

When the bus is full people stand.

*Adrian Aguilar responded*

Yes, they do. That's why I said it's not uncommon but there has been in the past a number of incidents where people were standing or hadn't reached their seats and the driver pulling away that caused accidents and we did a major safety campaign about that probably about a year ago.

*Ella Clark responded*

They should wait for people to sit down.

*Adrian Aguilar responded*

Again, it is kinda that grey area, but we have talked to the driver.

*Ella Clark responded*

I have pretty strong muscles here.

*Keith Curry*

Ok, we have to move along with our members and those who are representing their ACCESS and Dial-a-ride. Let's make sure we hit our main points so we have everybody on time so we can get out of here. I have three quick questions. When will the Lost Road project be open so that it will help with traffic when we have a bus route that is going to go up the top where the new Target is and has the designated drop off point arranged at the new Kaiser on Tourney Road. Kaiser #2.

*Adrian Aguilar responded*

I am sorry, what was the first one?

*Keith Curry responded*

When will the Lost Road project be completed to help with some of the traffic?

*Adrian Aguilar responded*

I don't know when the Lost Road project will be completed, we have a CIP update meeting next week and then we will get updates on that so I can bring that back at the next meeting. In terms of the service to Fair Oaks, that is something that will be looked at as part of the Transit plan and those recommendations will be coming out of that plan. Which is part of my next update. We expect to receive the draft recommendations from the consultant sometime in October. The plan is to host a number of Community meetings once those recommendations have been drafted to present them to the community and solicit additional feedback. That is kinda the plan. Our expectation is the Transit plan will be, or at least a draft of the plan, for the complete plan should be ready sometime

in the Spring. Late March or April at which point we will start looking at how to implement those recommendations over what timeline. I don't have a firm date in terms of that service but it is something that will come out of this Transit plan. In terms of the Kaiser stop, we have been working with our Traffic folks and the folks at Kaiser to get that stop in place. Unfortunately, it is taking a lot longer than we had expected because of the changing parking patterns. During construction the City agreed to allow parking in that entire area along the street. Whereas before it was a no parking area. The plan was to go back to the original status where that would be a no parking area. We have had some comments made about keeping the parking and that's what's been causing the delays. Our Traffic folks have been doing site evaluations and they have been working with the folks at Kaiser and the other areas around there. I know I spoke with Gus last week about this and he has a Traffic Engineer assigned to the project and they were scheduled to meet with Kaiser this week. I can get an update on where they are with that and report back, hopefully by the next meeting this will be addressed. It is something that we are working on and is unfortunately taking a little longer than we had hoped.

### **Keith Curry**

We are going to move to new business. Is there anything under new business?

*Someone responded*

I have one question under new business quick and to the point. We have a new Facey that is located on Soledad and Mammoth that is brand new. We need ACCESS and Dial-a-Ride to be able to get up there to have a designated drop off point at the new Facey. I think it is about 35,000 square feet, or something like that. It is on Mammoth and Soledad so if you get a chance to get someone up there and find the drop off point.

*Adrian Aguilar responded*

We can have a road supervisor go out and do an evaluation.

*Someone responded*

It is brand new and very nice. I was up there that is my hospital and it is beautiful and they have a nice area in the front that you can look at, talk to Facey and I am sure they will accommodate for a good drop off point. That is all I have for new business.

*Adrian Aguilar responded*

We will work with Justin on that.

*Keith Curry*

Anyone else have anything under new business?



*Lillian Shaw*

I have a question. When there was a bus route in the Sky Blue tract, it got stopped because of complaints that it was too loud. What is the possibility of starting that back up?

*Adrian Aguilar responded*

Remind me where Sky Blue is?

*Someone responded*

That is the one by the elementary school. It is a residential area and they got complaints that it was too loud and they stopped it.

*Adrian Aguilar responded*

I know that with the new opening of the Golden Valley that goes through there now, that is something that our consultants are looking at in terms of routes or potential routes. That area was identified in the previous plan as an area that could benefit from a new route. That is something that they are looking at as well.

*Ella Clark responded*

Are they still looking at Golden Valley?

*Adrian Aguilar responded*

Yes.

*Ella Clark responded*

That you promised me would be back up as soon as the bridge was put in.

*Adrian Aguilar responded*

Yes, that is part of it.

**Keith Curry**

Is there any other new business? We have to move on now to the bylaws and committee members term. Adrian go ahead and address that issue.

*Adrian Aguilar responded*

Yes. At the last meeting it was asked to agendaize the discussion in terms of the bylaws and possibly making revisions or clarifying that in terms of committee member terms. As I mentioned at the last meeting we talked about the terms and historically our practice

has been that once somebody is appointed to the committee they were able to serve their term and serve as long as they felt they could or were contributing. Those were discussions about defining the length of terms and when positions would be appointed or reappointed. So that is why it is on the agenda. We wanted to have that discussion as a group. That is kinda the background of where this came from. We have a couple of options as we have in the past and allow folks to continue to serve until they feel that they can't or choose not to for whatever reason. Or we can go to a more defined term where appointing somebody or reappointing somebody every couple of years based on when they were appointed. I know that when I first started working with this group one of our biggest challenges, I think this lead to the current practice, was recruitment and getting people that were interested or that were able to serve on the board. Which led us away from that defined term, but that is kind of the discussion on the floor. I will now open it up to any comments.

*Jim Hogan responded*

I make a motion that we form a committee to look at the overall bylaw and come to the membership with a recommendation and then we can discuss it then. I don't think this is something that we can discuss right now. I think we should form a committee/subcommittee. Once we form that then we will have a meeting on that and bring it up. I don't mind being a Chair on that because I know when I organized this 17 years ago we weren't big on it. We had consultants in San Antonio and they weren't big on it there. Now we can modify it to fit what our needs are on the membership. I think it is a good time to do that. I make a motion that we form a committee and elect people that want to be on it.

*Someone responded*

I have a question. You said the reason it was left open was that there was a challenge getting people to serve. Do we have people planning to serve and there is no room for them now?

*Adrian Aguilar responded*

No. I will say, in the last twelve months it's been the first time in a while that we have had a full group, that every position has been filled.

*Lillian Shaw responded*

I know I missed the last meeting. I apologize for that. Sometimes things come up.

*Adrian Aguilar responded*

We understand that and we expect that. Historically it has been one of the difficulties of this group.

*Kurt Baldwin*

I have always kinda liked the difference here than some of my other groups I am part of because it was a combination with riders and agencies that serve riders. I just want to put out that, that should stay the same. I think some in Santa Clarita have a stake in this but I am not sure quite why they are not interested of being here. I will go with whatever the group wants to do.

*Kurt Baldwin*

On the bylaws they want to revise it? Is that it?

*Jim Hogan responded*

That is what I said.

*Keith Curry responded*

Look at the overall and to make changes if needed.

*Jim Hogan responded*

I agree with Kurt. One of the things that I was very pleased with when we put this together and we had our first couple of meetings, the way the meeting was conducted it was offered to everyone to say something and come to the meeting and they did. We had quite a lot of people attending but I think that I will work with the Transit Manager, Adrian, that we should put more information out there so people are aware that we do have the AAC meeting and an outstanding agency here to voice our concern. We have improved the quality of service in the last 17 years. Just like some of the things that were brought up in this meeting today, our crosswalk. We are fortunate we have connections that make sure that it is accessible to the fixed route that we get there safely. I am going to say it is going to take a while, put this together and then probably January come in with something where we can look at it and make the necessary changes that we would all be satisfied with. Let's go ahead and go with the subcommittee and go from there. I would be more than happy to be a Chair person. I definitely would want feedback.

*Keith Curry responded*

Anyone second that motion?

Second

*Keith Curry responded*

I have been here with Jim forming the group since 2000/2001. He and I were at the VA riding ACCESS and we had to squeeze in the van. So he invited me to this meeting and

at that time this room was filled, even the mayor sat in, Jo Ann Darcy. She used to sit in on every meeting. Hart High was very diligent and made every meeting as well as Adult Day Care and had a full house. After that we just dropped as far as those particular agencies not participating. Kurt said that they do benefit from the program but we just don't see representation from them. I don't know if it is PSA announcements or what it is. Hart High has been invited several times. They just don't send any representation. Adult Day Care, they left, they are gone. That is two programs gone that we have missed.

*Jim Hogan responded*

Keith I have to tell you that Kurt and I have been on the CAC, I know I have been on there at least 10 years and I feel strongly that I even got permission to take time off work to go to the meeting. It was kinda tough but I did it. We need to establish an AAC member on the CAC that represents. I try to represent the North area, cause we were trying to get someone from Antelope Valley too. I really want to put that out because I feel that I have been on this long enough and I feel that I like to see people come aboard that bring in positive things. I am not putting anyone down, you have a right to make a complaint but we have a complaint section set up where it is specifically for that. I would really like to see more participation down to Metro. When I was on the CAC and ACCESS board we got more done.

*Keith Curry responded*

I did say Jim, I joined the QSS. I talked to one of the members of the QSS that because we were so far off, we were all the way in the valley, Santa Clarita, if they could get an ACCESS van to get one of our prospective board members to take him down to the meeting, we would be able to attend those meetings. If we have to do transfer trips than it would be hard for some of our members to participate in some of those CAC meetings. They said they would work on it, if one of our members submitted an application, than ACCESS could get a van up here to take them to the meeting. I think it is only once a month Kurt? If ACCESS could accommodate and pick up one of our members and take them to CAC meeting and bring them back home.

*Jim Hogan responded*

I don't want to go too much into it.

*Keith Curry*

If that could happen then things could move forward.

*Jim Hogan responded*

Keith, first of all, the person has to submit a request in. Anyways, let's go with the bylaws. The motion is, I think we are all done discussing.

*Keith Curry responded*

Ok. Let's vote on it. All in favor? Everyone is in favor. Motion passed.

*Jim Hogan responded*

Since I made a recommendation that I would be the Chair I would like other members to be part of it.

*Keith Curry responded*

I am on it.

*Jim Hogan responded*

Anyone else?

*Kurt Baldwin responded*

Can you do it by phone?

*Jim Hogan responded*

I am open. First I need my member and then I will work on it. I would like Kurt involved in it too. It can be a phone conference.

*Kurt Baldwin responded*

Can we do Skype?

*Jim Hogan responded*

No. I will take care of it.

*John Taylor responded*

I am on it. Just make sure it is in Santa Clarita Valley and not San Francisco.

*Adrian Aguilar responded*

So we have Jim, Keith and Kurt.

*Jim Hogan responded*

Anyone else? Even though you are not on it, you can still give ideas. It is a good time to make changes.

*John Taylor responded*

I am on it as well. If we need a meeting place, we can use the Senior Center.

*Jim Hogan responded*

I am probably going to go with a phone conference but let me put a time together that would work.

*Keith Curry responded*

If we could meet face to face, I am more inclined to do that.

*Jim Hogan responded*

Even if we do face to face I will still have a phone conference with Kurt.

*Adrian Aguilar responded*

The bylaws are available on our website. The last revision was 2014. I will email it out to everybody.

**Keith Curry**

We have to move on to the Los Angeles New Freedom Transportation.

*Jim Hogan responded*

I have no comment. Adrian can talk about it. It's a new program.

*Adrian Aguilar responded*

I reached out to the folks at the County and did not get any response. I was hoping to invite them out and they could share the program and how it works. I was able to download some information about the New Freedom program. Basically, it is a program that the County has rolled out and there are two elements to this program. There is a taxi voucher program where folks can apply and receive vouchers for a maximum of four one way trips totaling forty miles per month at no cost.

*Jim Hogan responded*

That includes a round trip.

*Adrian Aguilar responded*

No, it says one way trips. It is four one way trips totaling forty miles per month at no cost.

*Jim Hogan responded*

They say total, that means going there and coming back.

*Adrian Aguilar responded*

Basically you have four trips, within those four trips it can be no more than forty miles total per month at no cost. For the voucher program there is a couple of ways you can apply, you can request an application by email, they also have the application available on their website which is [newfreedom.lacounty.gov](http://newfreedom.lacounty.gov) or you can call and the hotline is 888-863-7411 for the voucher program. The second program that is part of this New Freedom is a volunteer driver reimbursement program. The way this works is let's say you need to get to a medical appointment or you are going somewhere on a regular basis and you need a ride and your neighbor or relative can take you but you feel uncomfortable asking. What this program will do is allow you to apply for the program and then at the end of the month you will submit a claim form in terms of the trips you have taken, the miles that were driven, and this program will reimburse you for those miles that were traveled and then the idea is that you will take that reimbursement and pass it along to the person that gave you a ride. This is a way for people to travel with somebody that might be a relative or somebody that you are familiar with without having to put the burden on that person. Again this is a new program, they have had similar programs in other areas within Southern California. I know Riverside has a similar program, they have done something like this in Ventura County. You can get more information at the same website address or phone number as before. It states there is an application form that you will have to fill out, and once it is approved then the person who is travelling will get the check and they will be responsible for reimbursing whomever is driving them. The checks will not be sent directly to the volunteer. It was designed that way so that they can keep track of who the participant is as opposed to the volunteers because you could have multiple people assisting you. It states this program is available to anyone planning to travel within Los Angeles County, however, priority of the service reserved for individuals meeting the following criteria. Applicants 60 years of age or older and disabled applicants. It is not limited to that but they do get priority.

*Jim Hogan responded*

It will take 30 days to respond to your application and any material upon request that they will need.

*Adrian Aguilar responded*

The voucher program has the same eligibility guidelines. So it is open to anybody, but priority goes to folks that are 60 years or older and/or disabled applicants. There is no income level and the applicants will be served on a first come first serve basis.

*Jim Hogan responded*

I am going to put an application in, you can do it online and then they get it right away. This is something that was brought to our attention even 17 years ago, that people

medically need to go to Urgent Care and we don't have that ability or go to the store. This is one way to solve one of the issues. I encourage everyone to sign up for it and see how it can work for you.

*Ella Clark responded*

Can we get copies of that too?

*Adrian Aguilar responded*

I have one copy that you can have.

*Kurt Baldwin responded*

I am a little confused about eligibility. What I am reading is that New Freedom Transportation services are available to the elderly and or individuals with disabilities. There are no restrictions for applying, however, the following are required to determine for eligibility priority. Applicant is at least 60 years of age or applicant is disabled.

*Adrian Aguilar responded*

So Seniors or disabled applicants get priority but it is open to others.

*Kurt Baldwin responded*

Do you think that If there are not enough Seniors or applicants with disabilities they will open it up to younger people.

*Adrian Aguilar responded*

Yes, that is exactly what that means. My guess is that they have a set budget every month so once the budget runs out that is the end.

*Jim Hogan responded*

I encourage everyone to apply.

*Kurt Baldwin responded*

Don't use it if you have other means.

**Keith Curry**

AAC updates.

*Adrian Aguilar responded*

A few updates that I wanted to share. I wanted to give you an update on the TDP. We are wrapping up the community outreach and survey efforts. Initially the plan was to



have that done by the middle of the summer, however, at the request of the County and some additional input that we have received we decided to extend the outreach period including the community survey, that closes next week. We are currently finalizing all the data collection process as part of the project. The consultant is working on recommendations and we expect to see the draft recommendations sometime in October and then we will be scheduling some community meetings to solicit additional feedback based on those recommendations. The final draft of the plan we expect to be done sometime in March or April next year. In terms of buses, we have taken delivery of some new local transit buses, we have four new Gilligs that were delivered last week and they are being installed with the fareboxes, tracking, monitoring systems. Corie was at the DMV this week registering them, so we can drive them around town. CHP has inspected, as soon as we have all the new equipment installed we will have them out on the road, probably in the next week or two. We also have three commuter buses that will be arriving the week of the 17<sup>th</sup>. They are commuter buses and they are CNG. Similar process, we will have to have them inspected by CHP, registration, and then install the tracking system, fareboxes, everything else is coming with the buses. We should be able to get them on the road quickly. We have four DAR vehicles scheduled to be delivered in early October. Our maintenance manager Freddy will be going out to the factory the week of the 17<sup>th</sup> to inspect the first vehicle, depending on what he finds that will dictate the delivery schedule, but we expect them to be onsite sometime around the beginning of October. That will be the last of our current order that has been placed. We plan to go to Council in November for the purchase of additional buses, local buses, commuter buses, but we will also be going out to bid for the contract to retrofit and refurbish our two articulated buses that we have in our fleet. The plan is to go through and clean them up on the interior, replace the engines, transmissions, basically do a complete overhaul this summer so they are ready for school in the fall. That is when they get the largest uses during the school year. The other program I wanted to mention is our Bike Share Program, the City is getting ready to roll out a Bike Share Program here in town. We have been working with the folks to identify where the bike and docking stations will be located. We will have a location at the McBean Transit Center, the Santa Clarita and Newhall Metrolink Station. There will also be locations throughout the community, docking stations at the Libraries, parks. City staff are finalizing those locations, so you may see these bikes around town in the next month or two. The bikes are equipped with tracking devices so we can see where they are.

*Keith Curry responded*

So the bikes will be used for people who would like to bike to work?

*Adrian Aguilar responded*

Yes, they will be available for anyone who wants to use them. There will be a rental charge, but I don't know what that is yet. We should have more information by the next meeting.

*Jim Hogan responded*

Have they done this before?

*Adrian Aguilar responded*

Santa Monica has a similar program and LA Metro. They are also in San Francisco. Our Economic Development division has been working with them trying to see if it would work here.

*Kurt Baldwin responded*

I think it is good for the younger residents but that is only a small portion of the residents. Maybe they can make it usable for people my age.

*Adrian Aguilar responded*

I will be sure to share that with them.

*Keith Curry responded*

Who is backing this program? The City of Santa Clarita?

*Adrian Aguilar responded*

The City of Santa Clarita is funding it.

*Keith Curry responded*

So all of the proceeds will be going back to the City of Santa Clarita?

*Adrian Aguilar responded*

The costs generated will be going back to offset the costs of providing this service. The reality is that we will not recover 100% of the costs of the program.

Performance data for July OTP was good on our local and commuter services. Our commuter services was at 90.97%, June it was 95% and August was 87.19%. The local service was 90.79% overall, July we were at 91%, with the start of school in August we dropped down to 85%. We did fairly well for the summer in terms of ridership, it did increase a little in July. Overall we have seen ridership decreases across the system. We have seen some months with increases but we are looking at here in Santa Clarita and

also as a region within LA County is how we can reverse the trend and step to take to attract new riders to the system. One of the things we have done in the City in Spring we applied for a grant that was awarded a few months ago, it was a \$215,000 grant that we received that we will be using to market and promote the service. It will allow us to have a few free ride days, develop some marketing campaigns targeting specific groups, increasing the distribution of TAP cards. We have a number of campaigns rolling out in the next 12 months to boost ridership. Focus will be on local, but will also be on commuter as well.

*Kurt Baldwin responded*

I understand that ridership has gone down, economy has gotten better and people have better means of getting to work, so I think Metro is saying the increase is coming from the older adults and people with disabilities and students. That is where the ridership is increasing. They are looking at the first mile last mile closely because of this. They can bridge the gap. Something like the eScooters or eBikes would help that.

*Adrian Aguilar responded*

We are also looking into a shuttle service open to the public at certain times of the day. We are looking at expanded that time frame and encouraging people to use our service as opposed to driving to the station. One of the most recent campaigns we rolled out is a new semester student pass for students at College of the Canyons, for \$20 they can buy a semester pass that will get them unlimited rides on both local and commuter service based on our mobile app payment system. They don't have to worry about carrying a TAP card or ID all they need is their phone, they show it to the driver and it cost them \$20 a semester. Right now it is only available as a smartphone app. We are looking at ways to expand that with TAP but based on that particular group the app was the quickest and easiest way to roll it out.

*Ella Clark responded*

I noticed that at some of your bus stops you don't have the rolling sign. They don't have the thing to hold your phone up to.

*Adrian Aguilar responded*

You could text the number. You have the ability to text the bus stop number and you get the real time on your phone.

**Faustino Salvador**

I wanted to share that in August 2018 ACCESS and contractor staff attended a hands on training at Braille Institute and shows us how to better improve service to visually impaired riders. ACCESS is attending marketing training at the Eligibility Center, to assure the

mobility devices are being marketed for safe transportation. Rotation of the new Transportation Coordinator at Olive View Medical Center, there is now a coordinator there that will greet you.

*Keith Curry responded*

Is ACCESS still going to roll out the app? "The where is my ride at"

*Faustino Salvador responded*

Yes, the board actually approved some funding last month, August. We are projecting Spring 2019 to roll out the app. It is an actual app on your phone that let's you know where your ride is at, ETA.

*Kurt Baldwin responded*

ACCESS has a standard for comparability of the length of time for the fixed route? What is that standard?

*Faustino Salvador responded*

We will be able to identify the travel time for a fixed route, for example if it takes about an hour and a half to get to a place with a fixed route than ACCESS would take about an hour and a half. We have a real performance indicator for excessively long trips, we monitor all trips through the Metro Trip Planner so that all trips are comparable to the fixed route.

*Kurt Baldwin responded*

I know they were having a problem in the Antelope Valley because they weren't linked into the Metro Trip Planner. I think now they have locations connected so I was curious how you were measuring it. I thought you were just guessing. So how is it here in Santa Clarita? Can I look at it and see how to get from the Senior Center to City Hall on the trip planner? How do you check in Santa Clarita and Antelope Valley?

*Faustino Salvador responded*

Using Santa Clarita's fixed route system.

*Keith Curry responded*

Adrian are you going to follow suite after ACCESS implements the app for Dial-a-Ride?

*Adrian Aguilar responded*

We are going to mirror the timeline for ACCESS. We still don't have any plans to roll out our own app. There is functionality within the software based on the recent upgrade that

we will be rolling out in conjunction with the app that will allow the online booking and things like that. That will happen in parallel with the ACCESS app rollout.

*Keith Curry responded*

A lot of the community members are excited about the new app. It will make it more accessible and cut down on the phone calls to ACCESS and Dial-a-Ride. Looking forward to you getting it off the ground.

*Faustino Salvador responded*

We are going to get it off the ground, we already have it in the basis and just need to get it here in Santa Clarita. It is a great app.

Justin will be away for three weeks, he is going to excessive training so Karina will be filling in for him.

*Elmer Contreras*

Thank you for letting me service on this committee and thank you City of Santa Clarita. City of Santa Clarita awarded MV Transportation with the contract to continue the service and I am grateful. Lorraine our GM has moved on so Keith Mbulo is our interim GM he wanted to be here but was unable. MV will be searching for a new GM and he will be in the mix and it usually takes about four to six months to make a decision. We added a new team member on the call center. Tony joined us and is one of the sons of one of the operators, he is very knowledgeable with the service.

*Ella Clark responded*

Keep him, he is so sweet. His Customer service skills are number one.

*Elmer Contreras*

It is tough with the staff constantly rotating. We make sure to tell them when they do a great job just like when they do bad things. We did have some challenges this summer with AC. Ridership has increased. June on ACCESS 3,000 trips and July 3,200 trips and August 3,400 trips. These are all on a monthly basis. This mirrors Dial-a-Ride. June OTP was 95% July was also 95% whereas August was 94%. Even though ridership increased we maintained the OTP. We project that will continue to be the case that ridership will increase and then we can adjust services to add more routes to accommodate ridership increase.

*Keith Curry responded*

Were there any hiccups with Concerts in the Park and Beach Bus?

*Elmer Contreras responded*

The Beach bus had a couple internal issues but ridership was good. Two buses got ticketed. Concerts in the Park we did see riders going, not a lot. Not going to do away with it though. The temperatures probably played a factor in the ridership of Concerts in the Park.

#### GENERAL PUBLIC COMMENTS

*George Orentlicher*

Dispatcher will schedule an ACCESS driver to be in two places at the same time. It has been a few times now.

*Elmer Contreras responded*

It is possible.

*Faustino Salvador responded*

Next time that happens George make note of the date/time and report the incidents.

#### 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 November 1, 2018, 9AM at City Hall, Century Room, 23920 Valencia Blvd., Santa Clarita, CA 91355.