

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

**ACCESSIBILITY ADVISORY COMMITTEE**

Minutes of the Committee Meeting

**9:00 a.m.**

**Thursday, November 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

John Taylor, Santa Clarita Senior Center/Vice Chair

John Panico, Member/Senior Citizen Group Representative

Ella Clark, Member

Karen Manke, Member

Carmen Taylor, General Public

Linda Wood, Member

James Hogan, Member

George Orentlicher, General Public

Adrian Aguilar, City of Santa Clarita

Line Paquin, Member

Keith Curry stated that he and Adrian received an email from Kurt Baldwin that he would have an excused absent this morning.

### APPROVAL OF MINUTES

#### **George Orentlicher**

I was not the person who said "When the bus is full people stand" on Page 14.

*Adrian Aguilar responded*

I will make that correction.

Jim Hogan made a motion to approve the Minutes with that correction. The motion was seconded by John Taylor. All in favor. Minutes are approved.

#### **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**

At this particular moment, I have no comments.

#### **John Taylor**

I don't have any comments either.

#### **Linda Wood**

I wanted to let Adrian know that someone told me I was not a member of this committee. I told them I am a member of the committee, it's every other month.

*Adrian Aguilar responded to Linda*

I spoke with the call center and made sure the new person is aware that she is a member. It was a new person that wasn't aware of who the members were. This has been addressed.

**John Panico**

Adrian handed out next year's meeting schedule and I'm wondering if there will be three meetings at Transit Maintenance Facility instead of one next year?

*Adrian Aguilar responded to John*

May meeting is usually at the transit facility. This room was not available in March or September so that is why we scheduled it at the Maintenance Facility.

*John Panico asked Adrian*

So, it's three and three next year?

*Adrian Aguilar responded to John*

Yes, so next year, three meetings will be at the Transit Maintenance Facility. I will check to see if other rooms are available. If so, I will update the group.

*Jim Hogan asked Adrian*

Could it not be at the next room over by the elevator?

*Adrian Aguilar responded*

It could, but that room is a little bit smaller than this one. We can certainly look at that.

*Jim Hogan added*

We don't need that big of a room. The only negative on that room is that it's right next to the elevator, but if the members don't mind. I don't mind the Maintenance facility, but for today, it would be a lot later.

*Adrian Aguilar responded*

I will certainly check to see if that room is available.

**John Panico asked Adrian**

Also, since you excused Elmer and Keith from the meeting, wondering if anyone else would have been available from MV to attend the meeting.

*Adrian Aguilar responded to John*

Elmer was behind the wheel this morning and Keith was making sure that we had adequate staff to cover the afternoon shifts. That is why they were excused from the meeting. That was my call.

## **John Panico**

And the final thing was, usually there is someone here from Access or County Transit or Access Transit. There is no one here today from there either?

*Adrian Aguilar responded to John*

I did receive an email or a call earlier this week on Wednesday. They said they had a scheduling conflict and that they would not be able to attend the meeting, but did send me their updates to share with the group.

*Jim Hogan asked*

Did Elmer give you anything to report?

*Adrian Aguilar responded to Jim*

No, he did not.

## **Line Paquin**

There was a recording on Access talking about how they are changing their times to 6:00 am - 8:00 pm for accepting calls. That does not seem reasonable. I need to have a phone number in case I have to cancel late or something. The bus still runs after that time so it doesn't seem logical for there not to be anyone to call when the bus is still driving.

*Jim Hogan responded to Line*

Those times are for reservations. Dispatch is still available if there is a problem with a ride or any other issues. But to schedule a ride, you are right that's what it says. They changed the schedule time for making reservations.

*Line Paquin responded*

So, there is still someone there to receive your calls after those hours then?

*Jim Hogan responded to Line*

Yes, what they are saying is that if you want to book a ride for tomorrow, you have up to 8:00. But if you had a ride scheduled to pick you up at 9:00, they will respond to you.

*Line Paquin added*

It should be clear on the recording that those hours are for reservations only and that someone will be available to take other calls after hours if there is a problem. They made it sound like the whole office was going to be closed to me and to other people I have spoken to as well. I'm not the only one who didn't understand it.

*Adrian responded to Line*

I will go back and listen to the recording and see if we can clarify that. Jim is right, it is the reservation hours that have changed. We still have staff there. The cancellation line is still available 24/7 and you can call anytime to cancel a reservation. Dispatch is there on site any time we have a bus or a vehicle on the road, we have folks in the office.

*Line Paquin responded*

Thank you, I am happy now.

**Ella Clark**

You have a new driver, we had her today. I heard her say she drives the big buses. When she first came to my house on the 21st for my standard order pickup, she wanted to put down the ramp outside my house for my cart and I said no don't do that. Then she put her hands up and said she is not touching it. I told her I would put the cart in. Then she went to pick up a passenger with a wheelchair. She did not know how to put the wheelchair restraints on, and left them hanging on the floor, they weren't any good. The helper noticed it too and I mentioned to the driver that she needed to fix the restraints, and she responded "that is why I am driving slow". That was her answer.

*Adrian Aguilar asked Ella*

When was this?

*Ella Clark responded to Adrian*

October 21<sup>st</sup> at 10:00 am pick up.

*Someone asked what was her name?*

*Ella Clark responded*

The one we had this morning, what was her name?

*Jim Hogan responded*

I would say, her name is "I need an attitude adjustment". There were other things I noticed as well. You mentioned to the driver that it was unusual to make a left turn, they always make a right turn and you asked her why she wasn't going right and she did not respond to you. We were going through the mountain and I asked her, "Who are you going to pick up?" You are going the wrong way. You are going toward Canyon High and we will definitely be late. If you would have made a right turn, you would have been at his house in one minute instead of 15 minutes. She did appear to be having not a very good morning, let's put it that way.

*Ella Clark responded*

The GPS told her to turn right several times and she wasn't paying attention to the GPS.

*John Taylor responded*

What concerns me is the safety issue.

*Ella Clark responded*

As we were going up the hill, she veered toward a parked car and she pulled it back. She scared me a few times.

*John Taylor added*

I am talking about the wheelchair incident.

*Ella Clark responded*

Yeah, that got me right there. Also, I have no problem if they are late, but if there is a problem or they are going to be late, please call me, they have my phone number. My pick up time was 7:30, they picked me up at 8:10. Turns out it was the same lady that picked me up before was lost in the park. The bus was 40 minutes late. At 8:00, they told me she would be there in two minutes.

*Adrian Aguilar asked*

And this was this morning?

*Ella Clark responded to Adrian*

Yes

*Jim Hogan added*

She is correct because I was picked up 45 minutes late and I didn't get a call. I was outside at 8:00 and she finally came 25 minutes after. I can understand being a little bit late, but the driver behavior has shown up in the last several weeks. The drivers need to be re-trained on what they are there for. I do not like to touch people trying to find a seat. I usually don't need it if you tell me where to sit. The driver should assist so I don't have to touch everybody. If you are running late, you should call. I usually wait 20 minutes outside the window, today it was 30 minutes. I think you need to look at that driver. One of the main things they get trained for is how to tie down and restrain a wheelchair.

*Keith Curry responded*

Yes, how to tie down and restrain a wheelchair. Safety belt around the waist, that's how they do me all the time.

*Someone said if that happens again, you need to call to complain.*

*Ella Clark added*

The wheelchair person should have called to complain. She is so rude, you don't understand. I am intimidated by her. When I start to say something, she gets angry at me. When I tell her not to put the rack down, she complains that she is not going to pick my cart up. So I put it on the bus and took it off the bus myself both times.

*Adrian Aguilar asked Ella*

Is she was an Access driver or Dial-A-Ride?

*Ella and John responded*

Dial-A- Ride. It makes no difference. But she said she is a relief driver so she could be driving Access or Dial-A-Ride.

*Adrian Aguilar responded*

I will find out who it is.

*Ella Clark responded*

She dropped us off today so it should be easy.

*John Taylor responded*

I am with Jim on that. Both he and I don't see too well and when the van is full, we don't get much assistance from the drivers sometimes telling us which seats are open on the bus, back seat driver side is open. Maybe bring it up at the safety meeting.

### **Karen Manke**

About a month ago, I felt sorry for a driver. Not sure if he mentioned it to Adrian or one of the other guys. After he picked me up at Shadow Pines, the GPS sent him all the way to Whites Canyon to pick up a gentleman and all the way back to Sand Canyon. The GPS sent him to the wrong place. Why is this happening? It's the second time the GPS sent drivers to the wrong place. I feel sorry for the drivers. What is going on with those GPS's?

*Adrian Aguilar asked Karen*

I will have to look and see. Do you know what date this happened?

*Karen Manke responded to Adrian*

I have it written down at home.

*Adrian Aguilar responded to Karen*

Please email me or call me with the information and we will look in to it.

*Karen Manke added*

It is the second time those GPS's are going out and also when you tap your card, some of the TAP machines aren't working. I also wanted to say thank you to the transportation guy who called me.

### **Keith Curry**

Lillian Shaw is absent as well and has an excused absence. Let everyone at Access know that all the other committee members are here. Halloween didn't affect us.

### **Jim Hogan**

I have a message for Access so Adrian who has three hats on today. Did you look into the freedom grant?

*Adrian Aguilar responded to Jim*

I did look into it, yes. I will say something about that later.

### OLD BUSINESS

### **Keith Curry**

Kaiser stop, Adrian you have the floor.

### **Adrian Aguilar**

I'm glad to report that we finally have that Kaiser Stop open. We installed a bench and shelter inside, so that is all set. We were able to work everything out with our traffic folks and the businesses around the area. During construction, the city allowed for street parking to accommodate the contractors and employees for neighboring buildings. Once the Kaiser facility was open, it took a little bit longer that we expected to convert the street back to a no parking area so that was part of the delay. I'm glad to report that the stop is open and it is being served.

*Keith Curry asked Adrian*

Is it Building #2 on Tournament Road?

*Adrian Aguilar responded to Keith*

Yes, that is correct.

*Keith Curry asked Adrian*

My mom and I were over there and if it is the stop inside coming from the back entrance. Is the stop inside the building or outside the building?

*Adrian Aguilar responded to Keith*

It's outside the building.

*Keith Curry responded*

Oh right, where the turnabout is, I know where that is.

### **Adrian Aguilar**

The other thing is the New Freedom Program, I did reach out to the folks at the county. It appears that from what I've heard and what they've told me, they did receive a lot of interest and in terms of available funding for the program, it sounds like they are exceeding that on a regular basis which is why some folks are being told they are full and they are not taking any additional participants in the program. But it is something they are possibly looking at expanding. It was set up as a pilot program, but with these things you never know. If they are successful, they sometimes try to find a way to continue the funding. There is a limit on the funding and once that funding is used, it's gone. I will try to stay on top of that and get some regular updates and share that with the group.

*Someone asked how do you use it?*

*Adrian Aguilar responded*

It's a program that the county started. There are two programs. There is a program you can sign up for if you have doctor's appointments or anything like that. You apply to get reimbursed for mileage if you have a friend or family member drive you to these appointments. On a monthly basis, you submit a mileage claim and they will send you a check and it will be up to you to share that or reimburse the person or volunteer who was driving you around. The other program is more like a voucher program for trips, they subsidize trips, and that has been a very popular program and they have limited funding so once the funding is gone for that period of time, it's gone.

*John Taylor asked Adrian*

That is the taxi coupon program?

*Adrian Aguilar responded to John*

Yes

*John Taylor asked*

Up to 45 miles a month

*Adrian Aguilar responded to John*

Yes

**Jim Hogan**

I emailed Adrian something about a program that AAC supported about five years ago and now I am really concerned. I was impressed how I received a response within a week and then finally I called. I suspect that we should get an investigation into this because I don't think the allocation is being distributed fairly. Could you get the data on how many of our clients here are in that program? Do I have to go to the supervisor's office which I don't like to do? Are they going to give me a better answer than if you look into it?

*Adrian Aguilar responded to Jim*

Let me look into it

*Jim Hogan responded to Adrian*

You are representing the City and are concerned. Where I am looking at it, there is something fishy going on here.

*Adrian Aguilar responded to Jim*

I will certainly look into that.

*Jim Hogan responded to Adrian*

I am going to follow up the first of the year because if you don't use it, they will take it away from you. What I am really looking at is our fair share of the program. In other words, I think it's fair to look at it my way. If the city has control of funding on that, allocation and stuff like that and can assign it to the city. Where if I am sick today, can I use a voucher to get a ride to the doctor? I am using the word sick because if I'm not sick enough to call for a paramedic, that's \$2,000, but I need to go in and see a doctor or something. Can we somehow reach for a portion of that because a lot of that is given out to people who already know about it? We want to support it and have that type of set up here. That is one of the biggest issues we have in our transportation. That is the reason I applied for it, in case I needed something for an emergency. I don't want someone to say that I haven't called in six months so we are taking your trip away. You can see my point of

view, I want it to be fair to everybody. I don't need it now, but I would like to call Santa Clarita Transit and say I am in a jam, could you help me? I would like them to say we have a program for that. But you have to be qualified and have an Access ID or some kind of disability or medical condition. I can use that program and say, honey take me to the VA every day and I can get mileage reimbursement. It's not being a crook, the VA paid me 41 cents a mile to go to my doctor's appointment at the VA. So I can turn around and say Pam take me so I can double dip and get 82 cents a mile now, see what I am saying. I don't think the program is being used correctly. If we have control and you can get the funding for us, then we have control and you're going to keep records. We can justify our expenditures. I think that is a lot easier than when you call. You need to go through another door other than the one we went through.

*Adrian Aguilar responded to Jim*

I will certainly look into that.

*John Panico asked*

Is this a budgeted program through LA County through their transportation department?

*Jim Hogan responded to John*

It's a federal grant and it's for people with disabilities or elderly. It is for anybody to apply for it. The number one is if you are disabled and then it goes down the line.

*John Panico asked*

Who takes the application, is it the county, what district?

*John Taylor responded*

There is a number you call and they also have a website.

*Adrian Aguilar responded*

Yes, it's for the whole county of Los Angeles. It's part of the Health and Human Services Department.

### **Jim Hogan**

We are probably the second, third, or maybe fourth city. We are growing. I was impressed when I went to the Bay area, our population has exceeded a lot of them out there especially in Palo Alto. Are we getting our fair share? I don't think we are.

*Adrian Aguilar responded to Jim*

I will certainly look in to it.

*Someone asked how do you fill out the application?*

*Jim Hogan responded*

You go on line.

*Keith Curry responded*

*We have the information. Jim emailed it to me. I know that Karen and Line don't have internet.*

*Jim Hogan responded*

As I recall, I think I emailed it to everybody.

*John Taylor added*

It is newfreedomact.com.

*Jim Hogan responded*

There is also a toll free number you can call. My recommendation is to call and say my name is so and so and can you please help me fill out my application. Let them know you are visually impaired and they will do it.

*Someone asked how to get the phone number*

*Jim Hogan responded*

We will get the number for you.

*John Taylor responded*

I do it at work all the time. It's newfreedomact.com. There is a phone number there you can call. I will call you and give you the phone number.

*Jim Hogan responded*

Call 211 and they will give you the phone number.

*Carmen Taylor said here is the phone number 888-863-7411*

*Several people said Thank you Carmen!*

*John Panico asked about the Kaiser stop*

Is it North bound or South bound because there are two sides of the street. Do both buses go to this new stop?

*Adrian Aguilar responded to John*

No, but there is a stop in the opposite direction across the street.

*John Panico added*

Keith mentioned Tournament Rd. It is not Tournament Rd, it is Tourney Rd?

*Adrian Aguilar responded*

Yes, it's on Tourney Rd

*Keith Curry responded*

It is location number two, building one and building two. It's Kaiser #2 closer to Valencia Blvd.

*Jim Hogan responded to John*

Thank you for bringing that up John. By the way, how is your wife doing?

*John Panico responded*

She passed away on September 24<sup>th</sup>.

*Adrian Aguilar and others responded*

We're so sorry for your loss John!

### **Keith Curry**

Adrian, I have one other thing on OLD BUSINESS. We have the new Facey located on Mammoth & Soledad, near Shadow Pines. Maybe you can take a look at that to see if we can get a stop there as well. I assume they will have a drop right there.

*Adrian Aguilar responded to Keith*

I believe we had a supervisor go out and take a look at that location, but I will confirm when I get back to the office.

*Keith Curry responded*

There is a very good spot to drop off right at the front door. Especially when the weather changes and we get rain.

*Adrian Aguilar responded*

As I mentioned before, we are still in the process of updating our plan. We do not have any changes to services planned until after that is completed.

*? Ella Clark asked Adrian*

You are still picking up school kids, right? Do you know what times those are?

*Adrian Aguilar responded to Ella*

Yes, we still have school routes. They are in the morning, start at around 7:00-7:30 and early afternoon.

**Keith Curry**

Is there anything else under old business that anyone would like to address?

**John Taylor**

We are getting closer and closer to the new Senior Center opening. Is the transit system working on getting that into working mode by the time we open?

*Adrian Aguilar responded to John*

We have met with the folks at the Senior Center and the last update I received was that they are planning to have the facility completed and start moving in in March and activities go live sometime early April.

*Jim Hogan asked*

Where is the new one?

*Adrian Aguilar responded*

Off of Golden Valley.

Someone asked what is the address?

*Keith Curry responded*

You can call the Senior Center and get the new address

*John Taylor added*

It will have another name, but I don't know what that is yet. Will there be a bus that goes up to Kohl's on Golden Valley?

*Adrian Aguilar responded*

The initial plan will be to continue to serve the facility with Dial-A-Ride and Access. We are still working out the details in terms of fixed route service to that area. That is one of the recommendations that will come out of this plan. I don't have anything firm at this point, but it is something we are working on getting in place.

*Keith Curry added*

I know the new Senior Center is up there in a high volume traffic area. I think the new Senior Center will have a turnabout.

*John Taylor added*

I know that Access and Dial-A-Ride will go through Adult Care.

*Keith Curry responded*

I think it is a 340-350 parking lot structure there so that there will be plenty of room for a transit bus to get through there. Anything else on OLD BUSINESS? It is 10:00, we are making good time. We will move on to NEW BUSINESS.

NEW BUSINESS

**Keith Curry**

The 2019 Meeting Schedule, Adrian

**Adrian Aguilar**

I did distribute the new schedule for next year. I will look to see if we can relocate the March and September meetings back to City Hall using a smaller room. I will update the group if we need to by the January meeting for that.

*Keith Curry added*

So that means the March 7<sup>th</sup> and September 5<sup>th</sup> meetings are still possibly fluid and it's possible that those can change. Make sure to send an email if those change.

*Adrian Aguilar responded*

I will make sure to send an email if anything changes.

**Adrian Aguilar**

There are a couple of things I wanted to update the group on. Next week, on the 6<sup>th</sup>, the city will be offering free rides on our service hopefully encouraging people to vote. This includes Dial-A-Ride and Access.

*Jim Hogan added*

It doesn't say free on the recording. I thought that was a great announcement. It didn't say anything about a free ride. So, we call to schedule a trip like usual?

*Adrian Aguilar responded*

Yes, you do need to schedule it in advance and it will be up to you to tell the CSR that you are going to your polling place. They are not allowed to ask.

*Someone asked*

Why are they not allowed to ask?

*Adrian Aguilar responded*

We are not allowed to ask trip purpose. We don't ask people why they are traveling so it will be up to the rider to tell the agent when they are booking their trip that they are going to their polling place and they will book it as a free ride.

*Keith Curry asked Adrian*

Is this is the first time they have done this?

*Adrian Aguilar responded to Keith*

Yes, this program is something we are doing in coordination with other agencies. Metro will also be offering free rides. There are number of agencies that got together and agreed to do this.

The other things I wanted to update you on. From Access in terms of the Where is My Ride App. The Access staff is looking at the end of the year to roll that out here in Santa Clarita. I think it will closer to January or February, but the target is the end of the year. So within the next few months we should be seeing that feature here in Santa Clarita so folks with a smart phone or access to a computer will be able to track their trip and know what time the vehicle will be arriving. So it eliminates that need to call and find out.

*Someone asked, can I still call?*

*Adrian Aguilar responded*

Yes, you can still call.

*Keith Curry asked Adrian*

So it's called Where is My Ride?

*Adrian Aguilar responded to Keith*

Yes, it is called Where is My Ride. They are testing it right now down in the basin. They are hoping to roll it out system wide by the end of the year, but my gut tells me it will be closer to January or February.

## **Adrian Aguilar**

We touched on the Senior Center.

In terms of operations, we did take delivery of some new Dial-A-Ride vehicles in the last couple weeks. They are currently being inspected.

*Someone asked, for the smell?*

*Adrian Aguilar responded*

Yes, for the smell. I did ride every single one of the buses myself. I did not have to wear a mask. Right now the vehicles are being equipped with radios and all the electronics so you may see those on the road in the next couple of weeks. And in terms of the fleet update, we will be going to counsel before the end of the year requesting that counsel approve a contract for some new replacement buses for commuter and our local service. We are hoping to purchase two commuter buses and three local buses. This will put us on target for an annual replacement cycle of two and three moving forward. So every year, we will be ordering 5 to 6 buses between the two services and the Dial-A-Ride and Access fleet will also be included in that as needed. With this delivery we just took, we won't be placing another order for vehicles until the spring in terms of Dial-A-Ride vehicles. This puts us on that schedule so in the case of Dial-A-Ride, we are replacing the fleet every 7 years and then with the local and commuter, it's every 12 years.

*Someone asked how much does one Dial-A-Ride vehicle cost?*

*Adrian Aguilar responded*

One Dial-A-Ride vehicle costs approximately \$140,000.

*Jim Hogan asked Adrian*

*Is that after the fitting and everything?*

*Adrian Aguilar responded*

No, that is before. That is for the vehicle to be delivered to us. Once we install the cameras and the fare boxes and the radios and all the electronics, the price tag is closer to \$155,000.

*Someone asked if it's possible for the new buses to have the steps fixed?*

*Adrian Aguilar responded*

We are looking at some different vehicle designs in the future. The challenge that we have is the availability of CNG powered vehicles. The vehicle designs are limited.

Someone asked what is CNG?

*Adrian Aguilar responded*

Compressed Natural Gas, which is the fuel that we use for our fleet. So, we are somewhat limited in our options. We are looking at some new vehicle types. In the past, we looked at low floor, which are vehicles that are designed similar to our buses, where rather than having a lift to get on for people in wheelchairs or mobility devices, it has a ramp similar to our bus and the idea is that makes it easier to get in and out of the vehicle and shortens that boarding time.

? *Ella Clark asked Adrian*

When you go to check these buses, does anyone like us go with you to see how accessible and feasible they are?

*Adrian Aguilar responded*

Actually, we do. We work closely with the folks at Access because they are in a similar situation in terms of the fleet and vehicle type. I know that Access does solicit input from their own advisory committee.

? *Ella Clark asked Adrian*

*Does their advisory committee have people like us?*

*Adrian Aguilar responded*

Yes, they do. I think Jim sat on that committee for a while. We can certainly look at that when we start looking at new vehicle types. Typically what we do is we ask them to bring the vehicle out here to our facility so that we can inspect them and have our mechanics inspect them. We can certainly have the committee be involved.

*Keith Curry added*

Please make me aware. I would love to attend if they need a crash test dummy with a wheelchair. I will be there.

*Adrian Aguilar responded*

We can certainly do that.

### **Jim Hogan**

Being a member, you can request the Transit Manager anything and if he can do it, he will. When we first started this, we requested sensitivity training and we all learned from that. I've been fortunate enough to be in other cities and other states and there are

some better buses, but those are on flat land. We have the hills here so it is a little different. I would like to see us use other buses. If you look at the airport, even a smaller one, they are better than our buses that's for sure. However, you may not be able to get more than one wheelchair on those. See that is where the problem is. Making a seat collapsible for that second or third wheelchair.

*Adrian Aguilar responded*

We are looking at that. Once we identify some options, we will invite them out and I will make sure to extend that invitation out to this group.

*Jim Hogan added*

You might want to look into a helicopter, hahahaha

*John Panico asked Adrian*

Would that also apply to transit buses or commuter buses also for passengers too?

*Adrian Aguilar responded*

We currently have existing contracts in place for our local and commuter buses. Although our contract for our commuter buses will be expiring in May of next year. So we are currently in the process of identifying other agencies that are interested in going out to bid. Our hope is that we can pull together 4 or 5 agencies and do a single procurement for all of those.

*Ella Clark responded*

A request would be the seats are too low for handicapped to get down because they are too hard to get up off of the seat. The seats are also too hard. Especially if you hit a bump or something, you cry.

*Adrian Aguilar asked*

The seats on Transit buses?

*Ella Clark responded*

Yes, the seats are too hard and too low. I would be really interested in that. As you know, I had to stand all the way from the old road to my house because I couldn't sit on those seats. It hurt too much and they are too low. I am a little person and they are still too low,

*Adrian Aguilar responded*

We can certainly look into that as well.

*John Panico added*

For designs of the stops. When the stop at McBean was originally designed, they had drivers, members of transit go there to try to figure out configurations to give input on what a passenger would do and what a driver would go through. If they are designing the stops at Sand Canyon, you might want to think about having some input from Access people, people who are commuters, other passengers on fixed transit. I don't know how far the design is up there in Sand Canyon.

*Adrian Aguilar responded*

Well I know that there was a lot of public outreach that was done through that project. The design of the transit facility itself is probably about 95% complete. There is also work being done on the design of the new Metrolink Station. That is probably closer to 80% complete. As we go through the next phase which will be the construction phase, there *will still be some opportunities to look at that.*

*Ella Clark responded*

You need to let the public know. If I wasn't at these meetings, I wouldn't know. I mention it to people and they don't know anything about it. So the word is not really out to the general public.

*Adrian Aguilar responded*

Like I said, I know there was extensive community outreach done. They did community meetings. I attended meetings where we had upward of 100 people at these meetings.

*Ella Clark responded*

Well the people at those meetings and we may know, but the general public does not know all the stuff that Santa Clarita does because the word does not get out to individual people.

*John Taylor asked Ella*

Are you talking about not having Via Princessa anymore and moving it to Sand Canyon?

*Ella Clark responded*

I tell this to people in my neighborhood because there are a lot of people that use Via Princessa in my neighborhood, it's a low income neighborhood and it is handy for them. You are moving it to the high rent district. You are forgetting about people in the low rent district and most of them don't know that you're taking it out.

*Keith Curry asked*

The Metrolink?

*John Taylor responded*

*Yes, the Metrolink on Via Princesa.*

*Ella Clark added*

They don't know about Sand Canyon either.

*Keith Curry asked Adrian*

Adrian, do they have a definitive date when they will start construction at the new site in Sand Canyon?

*Adrian Aguilar responded to Keith*

They have already started construction on some elements of the project. The water plant is, I believe, complete. They have already started grading for some apartment buildings that are being constructed. And they are more than half way done with some commercial buildings as well. As far as our timeline for the construction of the transit center, we are about 95% done with the design. We are waiting for final approval from the utility companies, the phone, gas, and electric. Once we have that, the plan is to hopefully go out to bid for construction early next year February timeframe, and then award a contract sometime in June.

*Keith Curry asked Adrian*

Another question. Has the city given a date for opening up Lost Canyon Road? Because Lost Canyon Road is supposed to start at Sand Canyon and will take you up to Via Princesa area.

*Adrian Aguilar responded*

I have not heard of any definitive date but I can certainly look into that.

*Keith Curry added*

Because Lost Canyon Road will alleviate traffic from Soledad Canyon. I was told that Lost Canyon Rd is supposed to open up right there at Sand Canyon and take you all the way to connect to Via Princesa and to the top of Golden Valley Road.

*John Taylor asked Carmen Taylor*

What was the other road you were talking about the other day that is going to be opening to Sierra Highway?

*Carmen Taylor responded to John*

Plum Canyon

*Someone added*

Toward the Backwoods Inn at Sierra Highway

*Carmen Taylor added*

They already broke through. They haven't paved it, but it's broke through.

*Keith Curry added*

Plum Canyon & Heller Circle. It is supposed to come around the new homes and connect to Sierra Highway.

*Adrian Aguilar added*

That's one of the conditions of that new development that's being constructed. I don't have an update on when that will be open.

*Keith Curry added*

I'm concerned about Lost Canyon Rd because that can alleviate traffic and it will also give you a new way to connect to the 14 freeway.

*Jim Hogan added*

Well you have to remember, when they do these construction designs, it takes a while. The necessary paperwork has to be completed and certified that the road can be open to the public. And even if it is, it's still up to certain criteria to open or not open it up depending on the phase of the construction.

*Keith Curry added*

Sand Canyon is a high rent area. It's very expensive and you have a lot of expensive homes and I believe a lot of homeowners did not want Lost Canyon Rd open. I understand because there are a lot of big shots back there. And Lost Canyon Rd is going to bring traffic through their neighborhood. Especially when they build the new Metrolink. It's going to bring the traffic through there and that is an exclusive area back there. We'll see how this turns out Adrian.

*Adrian Aguilar responded*

From the designs that I have seen, Lost Canyon will funnel in to the Vista Canyon Development. There will be a roundabout and there are plans to build a bridge over the

river to connect with Soledad Canyon. We have just secured some funding for that project. It was about 30 million dollars that we received to complete that project which means we will now be starting the design phase for that project.

*Keith Curry asked Adrian*

So when they construct that bridge, will that bridge allow you to drive a car or walk?

*Adrian Aguilar responded to Keith*

I believe it will accommodate both. But like I said they haven't even started the design phase.

### **Adrian Aguilar**

The last update that I have is that the transit plan is moving along. My hope is to come back to this group and invite our staff or consultant to come back and present the draft recommendations to the group. I am hoping it will be ready for January, but it will probably be the March meeting. So I will keep you guys posted, but wanted to let you know that we are planning to come back to outline the draft recommendations that are included in that plan before they're finalized.

### **John Panico**

We just discussed all the new roads with Via Princessa going through and I know they are taking that into consideration. I had two updates on that. I saw some press releases on the TDP regarding them reaching out to the Castaic Town Council, the Agua Dulce Town Council, and the Acton Town Council, which I thought was very good because we are always impacted by traffic from the North and the West. That was good. On Sierra Highway, they are trying to crack down on speeds coming down. And traffic at Vasquez Canyon, it's been a real issue up there. Hopefully, the TDP will get some input from that. That's really good. I also saw a press release on the commute and reverse commute now by Antelope Valley Transit. This group probably won't use it as much, but there is going to be transit now from Lancaster/Palmdale to Santa Clarita and back. So if people in Santa Clarita work in the Antelope Valley, it would be a good opportunity.

*Adrian Aguilar added*

We have been working with Antelope Valley Transit Authority and local employers here in the industrial center and AVTA has agreed to start a new route that will serve the Lancaster Park and Ride located at Lancaster Central Park, the Palmdale Transit Center and come in to the Industrial Center and serve key employment sites. They are initially looking at one or two trips in the morning and one or two trips in the afternoon. The idea is to bring folks down to Santa Clarita for jobs and also take people back in to the Antelope Valley for employment. We are working with them in terms of opportunities to

coordinate our schedules so that people will be able to connect between the two services. Also, just as important, once they are here, they have the ability to use our local service to get around the city if they need to. Originally, they were hoping to have the service up and running by this coming Monday, but that was delayed a little bit due to some planning and funding issues. The route was approved by the AVTA Board. However, one of their funding partners here in Santa Clarita which was a major employer has been asking to renegotiate that relationship. They are working on that right now and hopefully within a few weeks, that service will be in place. I will certainly keep the group posted on that.

*John Panico added*

That was good because remember the old 795 which was Santa Clarita's attempt at spending the money and getting people from Antelope Valley to Santa Clarita and back and forth, that went on for a few years. It was kind of successful because a lot of people from Magic Mountain and other people doing different commutes were using that service quite a bit. But Santa Clarita was not responsible for the total of that package and got out of it. Now it's finally coming back again. You don't know of any mid stops that might occur on the Metrolink and Mincen Hill or anything like that at this point?

*Adrian Aguilar responded to John*

The last plans that I saw, they would not be stopping at those locations. It would just be the one location in Lancaster and the one location in Palmdale. But this is still somewhat fluid so that may change depending on needs or additional input. We are also helping with this effort to identify employment sites and folks that are currently making that commute here in the industrial center. We are reaching out to employers, working with different trade groups, so that we can identify. We know that people are making that commute, it's just trying to identify where they are going and what times they need to get there.

*John Panico added*

I know a lot of people in Santa Clarita that actually drive there now because the aerospace industry has picked up a bit. They should be aware of that.

*Adrian Aguilar added*

There are a number of employment sites. The Lockheed facility is up and running. There is a new rail car manufacturer that is working out of the Palmdale airport. BYD who manufactures electric buses is located in Lancaster. Another thing that Antelope Valley is doing is they have started service out to Edwards and the Mojave Spaceport so there may be some opportunities to make those connections as well.

*John Panico added*

So if you know people going out that way, they should be aware of the opportunity for public transit out there.

**Keith Curry**

Speaking of Sierra Highway, something we have been pushing for many years. I know we are a small group, but I believe that our voice does count because Caltrans has finally paved Sierra Highway between Soledad all the way past Eternal Valley. Now it's a smoother transition as far as driving. It's all the way from Via Princessa to Eternal Valley past Newhall.

*? Line Paquin commented*

It hasn't made it to my street yet. I'm in Cordova.

*Keith Curry responded*

It is making its way there. The major parts are done.

*? Line Paquin asked*

Who is doing it?

*Adrian Aguilar responded*

Cal Trans owns most of it. There are a couple of sections that have been turned over to the city. They are trying to turn over that entire stretch to the city, but part of our agreement was that they needed to bring it up to standards before we would accept responsibility.

*? Line Paquin asked*

Have you seen the pot holes in the road on Sierra and Soledad?

*Adrian Aguilar responded*

I haven't.

*? Line Paquin added*

You need to tour the city. We are in bad shape in Canyon Country with some of our streets.

*? Carmen Taylor responded*

I drive through that intersection every day and I don't see any pot holes.

*Keith Curry added*

I know the highway has been repaved from Newhall all the way up to Jakes Way in Friendly Valley. They did the bridge. They are focusing on the major areas where there were really big pot holes between Golden Valley Road and Newhall especially during the Canyon area. They are making their way. Caltrans is funding that?

*Adrian Aguilar responded*

Yes. And I will let our streets guys know and ask them to take a look at Sierra and Soledad.

**Carmen Taylor**

I never heard back from that man about the street light in front of our house. I mentioned to him the week before. We had that bad accident right out in front. When Jakes Way comes down and they turn left, instead of using the first lane, they go all the way over to the far right lane and people trying to get out of the park can't turn right even on a green light because of that. I always wait to turn left into the park and I sneak in. That is a very dangerous intersection and we have had more accidents at that corner since I've lived there. In fact, I was one of the accidents. They wrecked my car at the stop light. It is very dangerous without that right turn lane so we can get out without getting smashed by the Jakes Way people.

*Adrian Aguilar responded*

I know that Gus is looking at it and I will follow up with him to see where they are in that process.

**? Karen Manke**

They widened the street at Golden Valley and Sierra and it will be beautiful when they reopen it. The bridge is about ¾ done.

**Keith Curry**

Well everybody wants to move to awesome town in Santa Clarita.

**Adrian Aguilar**

That is all the updates that I have.

**Jim Hogan**

Can you educate me on one thing? I used the bus in the San Fernando Valley and they don't give out transfers so when you tap your card, every time you get on you tap and you pay another fee.

*Adrian Aguilar responded*

The way it works is they no longer issue paper transfers anywhere in the basin. What happens now is when you tap your card to pay your fare, it automatically loads an electronic transfer. So the card knows that you boarded the bus within this timeframe.

*Jim Hogan asked Adrian*

When you say timeframe, is that the two hour limit?

*Adrian Aguilar responded*

Yes, so it knows that you boarded the bus at 8:00 for example so you tap your card, you pay your fare. The card knows that you tapped at 8:00 so if you board a different bus and you are boarding at 9:00, it will know that you are within that two hour window so rather than charge you the full price, it will just charge you the cost of the transfer so it will just deduct 55 cents or whatever the cost of the transfer is rather than the full fare.

*Jim Hogan added*

I asked the bus driver for a transfer, and he just looked at me. I remember needing a transfer to get on another bus.

*Adrian Aguilar responded*

Now everything is done electronically on your tap card.

### **John Panico**

If you are on the rail lines like the red line and the green line and things like that, depending on how long it's going to take or where you are going to go. If you are switching from the Red Line to the Gold Line or the Expo Line, you just tap the card and if it's within a certain period of time, it will show green and you just go on. On the way back, you probably won't be able to use it.

*Jim Hogan added*

There is no way you can verify, unless you go on line, to see how much money you have in your account, or how much I'm being charged from here to here. That's my point.

*Adrian Aguilar responded*

You can log in to your account and see what is in the account. One of the things that Metro and the region is working on is a new App that will allow you to put your TAP card on to your mobile device so you will be able to see that information on your phone. So that mobile App for TAP, they are saying it should be available sometime towards the end of next year. Before that can go into effect, all the operators in the region that accept TAP have to upgrade their fare boxes. We are currently scheduled to go to

council for a contract in January for that project. We will be upgrading our fare boxes and fare box system and hopefully have that work done by June or July of next year and then we will be ready to roll out that system as well here in Santa Clarita.

**John Panico**

As far as security goes at Metrolink and other places, especially at Union Station as you are getting up to the ramps, they have people checking your tickets and checking your TAP cards and things like that and even going to the Gold Line or the Red Line, they have a lot of people watching.

*Keith Curry added*

I don't want to go into detail, but a lot of these methods are being instituted for security reasons.

*Adrian Aguilar responded*

Yes, absolutely!

**Keith Curry**

Are there any other comments for Adrian? He covered Santa Clarita Transit, Access Services. Would anyone like to ask Adrian, Alex or Elmer any questions?

*Someone asked Adrian*

Did you finish with your update from Access?

*Adrian Aguilar responded*

Yes

**Keith Curry**

He covered everything. He covered the whole thing. So, no questions for Adrian, Alex, or Elmer. Okay we better move to General Public.

GENERAL PUBLIC

**Keith Curry**

George do you have any comments?

**George Orenflicher**

As I mentioned before about the steps and the free rides. And time change this weekend.

You should say something about the time change on the recording.

*Adrian Aguilar responded*

Okay

**Keith Curry**

So, time change is Saturday night. Carmen, do you have any questions or comments?

**Carmen Taylor**

Just one from last meeting. Why you didn't give me an opportunity to ask a question during the meeting when you were already three minutes over 11:00 and you still adjourned the meeting even though John mentioned to you that there was still one person left to make a comment and you adjourned anyways.

*Keith Curry asked*

And how many minutes did we have left in that meeting?

*A few people responded*

We were over

*Keith Curry responded*

My apologies! Now you have 15 minutes if you would like to address a comment or a question.

*Carmen Taylor responded*

Well Adrian already addressed my question and gave me my response so I'm good.

**Keith Curry**

Thank you very much! My apologies if I was over. I was pressed for time and I usually like to be on time especially because we have staff members here and they have to get back to their jobs. I do the same with the advisory council. I have staff in there and I have to make sure to finish at the exact time. My apologies to you and I have given you 15 minutes. So you addressed me and that's a good thing because it keeps me on my toes.

*John Taylor asked*

Are you done Carmen?

*Carmen Taylor responded*

I'm done!

**Jim Hogan**

I have not received anything yet for the proposed bylaws. You guys need to look at it. If you need a copy of the bylaws, Adrian would be happy to email it to you.

? Karen Manke asked

What is wrong with mailing it?

*Jim Hogan responded*

The reason I don't like the mail, the check is in the mail. But anyway, I would like you to look at it because hopefully we can get some feedback on what they would like to change. I don't care how stupid it is or how great it is.

? Karen Manke responded

First you have to mail it to us

*Adrian Aguilar responded*

If I can get your addresses, I will drop it in the mail.

*Jim Hogan added*

I have multiple bylaw changes and I want to make sure I get the right one.

*Keith Curry added*

Jim, I have the old copy that you sent years ago.

**John Taylor**

Keith, I have a question for Adrian. I wanted to ask if our membership is full right now?

*Jim Hogan and Adrian responded*

Yes, we are full.

Someone asked about the terms, two year term?

*Keith Curry responded*

We have on the table the possibility of eliminating the two year term.

**Jim Hogan**

I would rather look at it and be making some phone calls so we can sit down and talk. Like I said, as far as I'm concerned, I'll be the Chair and I will notify everybody on the committee. I'm going to try to make a phone conference call. Sometimes during the holiday season, most of November and maybe December, there are vacations.

**Keith Curry**

Adrian, can you email the bylaws to those who have email. And to those who do not, mail it. Right Karen?

*Karen Manke responded*

I don't have a computer. I know what email is.

*Adrian Aguilar responded*

I will do that.

*John Taylor added*

I have noticed at the Senior Center, the computer age is a little bit different for them. They like their old ways. A lot of seniors don't do email or texting. They still like to pay their bills by check and things like that. Never online, never on the telephone.

**Keith Curry**

Okay members, are there any other comments for Adrian? Anymore issues you want to address before we may end a little early just in time for the holiday season. Yes, Karen.

**Karen Manke**

I just have one thing to say about one of the drivers. Maria who works at 4:00 in the morning is the nicest, helpful person.

*John Taylor added*

Maria Perez, I believe it's Perez.

*Karen Manke added*

She has been so wonderful to me and all the other passengers. She is so sweet!

*Keith Curry added*

She has been around for 25 years.

*Karen Manke responded*

Oh, I know!

*John Taylor added*

She actually has the most seniority of all the drivers. Ricky and Maria.

*Jim Hogan asked Adrian*

Can we do the same thing like Helping Hand does, we have a pin that we give to the employees?

*Adrian Aguilar responded*

We can certainly look at that.

*Jim Hogan asked Adrian*

What Access Services does, is they have a helping hand and a card that you can put in there and you hand it to the supervisor. You earned a helping hand, you are a special person. I have to tell you, we have room for criticism, but we also have to have room for praise. When you get up at 4:00 in the morning, I don't see anybody in a good mood at 4:00 in the morning. Is that fine then?

*Adrian Aguilar responded to Jim*

I can certainly look in to that.

**John Taylor**

For myself, I want to wish you all a happy holiday!

Several people said Happy Birthday John!

**Keith Curry**

Make a motion, Make a motion!

ADJOURNMENT

A motion was made to adjourn the meeting and the motion was seconded, all in favor. Meeting adjourned.

FUTURE MEETING

The next meeting for the Accessibility Advisory Committee will be held on January 3, 2019, 9:00 AM at City Hall, Century Room, 23920 Valencia Blvd., Santa Clarita, CA 91355.