

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

ACCESSIBILITY ADVISORY COMMITTEE
Minutes of the Committee Meeting

9:00 a.m.
Thursday, January 3, 2019

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	Kurt Baldwin, Independent Living Center of Southern California
John Taylor, Vice Chair/Santa Clarita Senior Center	Linda Wood, Member
Gary Simpson, Visitor	John Panico, Member
Gabriel Bibby, Visitor	Justin Sheldon, Access Services
George Orentlicher, General Public	Alex Chrisman, Access Services
Karen Manke, Member	Adrian Aguilar, City of Santa Clarita
Ella Clark, Member	James Hogan, Member
Yvonne Compton, General Public	Elmer Contreras, MV Transportation
Line Paquin, Member	Ashley Reyes, Call Center Supervisor
Lillian Shaw, Member	

APPROVAL OF MINUTES

Keith Curry

Every member and ACCESS Services and MV received the minutes via email so I assume that you have looked them over. I will give you two minutes to take a quick glance at the minutes. Any corrections, please let it be heard on the floor. You have two minutes.

Jim Hogan made a motion to approve the Minutes unless there are any corrections.

Adrian Aguilar

This could lead to corrections. On Page 25, you will see a couple of names with question marks in front of them. From the recording, our Secretary was not able to identify the voice. She did the best she could as to who she thought it was, but if those comments are not yours, please let me know.

Jim Hogan

It would make it easier for all of us who are vision impaired and for the Secretary, since this meeting is recorded, to make sure you are recognized before you make your statement.

John Panico

I have a correction on Page 24. It is Vincent Hill not Mincen Hill.

Keith Curry

Correction noted.

The motion was seconded with correction stated. All in favor. Minutes are approved.

Keith Curry, Chairman

Please be aware since we have a large contingency today, that we have an allotted three minutes per member and guest. This room is occupied at 11:00 and we need to stay within our timeframe and be out of here by 11:00 am. Get your main points so we can move on. We don't want to take up this room any longer than we have to.

MEMBER COMMENTS

Keith Curry

At this particular time, I have no comments.

John Taylor

I have no comments.

Karen Manke

I have one question. Why are there two or three pickups at the same time? I understand but I just want to know.

Adrian Aguilar responded to Karen

It's hard to say without having an exact date. There are a number of things that can impact how trips are scheduled. You can call me and give me the information so we can look in to it, or after the meeting. You can also reach out to Elmer.

Ella Clark

I have two things. I called you a couple weeks ago about that person that was tailgating.

Elmer Contreras responded to Ella

We are looking into it. I needed to know if it was a male or female driver. Now I know it was a gentleman.

Ella Clark continued

Also, I am wondering why there were two pickups yesterday at 10:00 am and 10:24 am, and we live less than five minutes apart. The second pick up was a wheelchair and she had to go to the library which made me late for my standing order pick up. I get a free massage with the chiropractor because it is one of the things that keeps me going, but it is only a ½ hour long so if I get there late, I miss out. The driver didn't want to pick us up until the exact time because she didn't want to get in trouble. Is there something that can be done about that?

Jim Hogan

Mr. Chairman I would like to call an order. That is something that can be discussed after the meeting. Both of her questions should have been answered at the appropriate time. I think she is out of order.

Adrian Aguilar responded to Ella

Ella, we can look at how the trip is scheduled. As you know, we book trips based on pick up times not drop off times. We can certainly look at that.

Ella Clark responded to Jim

I have a questions. Why is that out of order?

Jim Hogan responded to Ella

It is out of order. What we discussed before is something that the committee can answer the question. That is something that is not general information. You can discuss it with me after the meeting.

Keith Curry responded to Ella

Ella, we have to move on. We will discuss it after the meeting. Okay.

Ella Clark added

I can accept that you can answer it after the meeting, but to tell me I am out of order when it is my turn to speak, I don't understand.

Keith Curry responded to Ella

We can discuss it after the meeting. Thank you Ella. Jim point taken. We have to move on now.

Line Paquin

I have a question because of something I heard that someone riding the Metrolink was robbed and killed a few weeks ago. Is it safe for a disable woman to ride the Metrolink alone?

Adrian Aguilar responded to Line

I would say yes. The trains coming through Santa Clarita, on the Antelope Valley line, do have Sheriff patrols and conductors on board. I can't say that nothing will ever happen, but that can't be said no matter where your go. Overall the train is a safe way to travel.

Jim Hogan added

If you are disabled, stay in the disabled area where the conductor is. If you are taking it on the weekend, be careful. If you are going to ride by yourself, stay in the handicapped section. One Saturday coming here, they let prisoners out in Antelope Valley and I got caught in one of the cars so you can get an idea.

Lillian Shaw

A couple times I scheduled a ride and I wanted it earlier and was told that Saugus gets picked up at 8:15. Then my neighbors are saying, twice two different neighbors, that they were only sitting there for 15 minutes. What gives with that?

Adrian Aguilar responded to Lillian

Without the specifics, it is hard for me to answer that. But if we get that information, I can look into those trips in detail.

Kurt Baldwin

I don't have anything.

Linda Wood

A guy from City Hall gave me his name but I left it at home. When I cross the streets, people just don't wait, I almost got hit twice on Via Princessa. Someone came from behind me and turned really close to me, twice, I don't like that.

Adrian Aguilar responded to Linda

I did share that with our traffic engineer and he sent out some folks to go out and check the signal to make sure the time that the signal allows for you to cross is calibrated properly so you have enough time to get across the street. I will also reach out to our Sheriff's department and make them aware of what is happening out there so they can keep an eye on that. I know what intersection you are talking about.

John Panico

A couple weeks ago, there was a phone conference about the bylaws set up by Jim Hogan. I thought that was excellent. We should do that more often in between meetings. For 2019, the members should get together for a luncheon or something like that. And Linda, drivers do not expect anybody crossing streets or walking around here.

Jim Hogan

Thanks for the compliment. The luncheon is a really good idea.

OLD BUSINESS

Transit Development Plan

Adrian Aguilar

We continue to work on our transit plan. We have wrapped up our first round of community outreach and the consultant has prepared some preliminary recommendations that we are reviewing with staff. We are also meeting with members of city council to solicit feedback. The plan is to go back out to the community in February which means we will have an update for the March meeting. Notices are going out and we will have a second round of outreach. The goal the second time around is to present the preliminary recommendations based on feedback and analysis and data that was collected during the first round. We plan to use the outreach to prioritize these recommendations. We will have a more detailed update for the March meeting and will be able to present those recommendations.

County Freedom Program

Adrian Aguilar

I was tasked with reaching out to the county. I was able to get a hold of the person who is managing the program for the county. Unfortunately, I was not able to get any numbers as to how many folks from Santa Clarita are registered or actually using the program. The county staff was not able to provide any numbers, but they did say that they have over 200 clients registered for the program in District 5 which includes Santa Clarita and the Antelope Valley. They didn't have the staffing resources to filter out that information. They also said that it is a popular program and they do have a number of people using it. I know Jim was able to sign up for the program. At least we have one example of a Santa Clarita resident that was able to tap into that.

Jim Hogan asked Adrian

I have two comments on that. Is there any change in the location for this year's meetings?

Adrian Aguilar responded to Jim

We are asking people to move things around so we can have access to one of the conference rooms. I hope to have that figured out this week. The March meeting will be at the TMF as originally planned.

Jim Hogan asked Adrian

I like John's proposal. Can we schedule the March meeting to be over at 12:30 pm so we can end the meeting at 11:00 and then we can have the luncheon and social gathering after the meeting from 11:00 am to 12:30 pm? Is that okay John?

John Panico responded to Jim

I think that is excellent.

Adrian Aguilar responded to Jim

We can certainly do that.

Jim Hogan added

I have my approval letter going around with my identification card for my taxi service. You are entitled to two round trips. It took three months and two phone calls to figure out why it is going to take a year. Also, I will get reimbursed for paying the person to get me where I need to go. Make sure I get it back. Any questions on that, ask me later.

John Panico asked Adrian

On the TDP Adrian, I am looking at the websites of Castaic Town Council and Agua Dulce Town Council. They keep saying they are going to be setting up some community outreach or workshops. Has anything been scheduled?

Adrian Aguilar responded to John

We did have meetings there as part of the first round of outreach. We recently wrapped up the outreach to Agua Dulce and Acton area. With this second round, we will begin to schedule those throughout the Santa Clarita Valley. We have not scheduled the second round yet.

John Panico asked Adrian

Also, you said you got a person's name at the county. Any reason why you didn't give us the person's name?

Adrian Aguilar responded to John

Her name is Nicole Persky. She is the mobility manager for the transportation services in the county workforce development.

Jim Hogan added

I believe they are on Wilshire Blvd. 3333 Wilshire Blvd, 90010.

Keith Curry asked Adrian

Who is handling the TDP Plan? Can all of the members receive an email alert when these meetings are scheduled?

Adrian Aguilar responded to Keith

Yes, absolutely. Alex Porlier from Santa Clarita Transit staff is the lead person for the TDP. He is the gentleman that was here with Jim Moore to present the project the first time

around. Alex is our lead person. Jim Moore is the consultant. Once we have a schedule set, I will make sure to get it out to the entire group.

Keith Curry added

I usually call Line Paquin and Linda Wood. Ella Clark has email that she can check once a week. I will also text Karen Manke. I try to keep you guys in the loop.

NEW BUSINESS

Access Services Transfer Trips

Alex Chrisman

I am the Project Administrator for the Santa Clarita Region. I am going to be talking about ACCESS' intention to explore adding additional transfer trip services. There are currently transfer connections between the Antelope Valley and Santa Clarita and the LA Basin on weekdays: three times a day to and from Antelope Valley 7:30 am, 1:00 pm and 6:00 pm., four times a day to and from Santa Clarita at 7:30 am, 12:30 pm, 3:00 pm, and 5:30 pm. Transfers occur at the Olive View Medical Center in Sylmar and also at the Newhall Metrolink Station for Antelope Valley to Santa Clarita. Transfer trips cost \$7.00 AV to LA and AV to Santa Clarita and \$6.00 Santa Clarita to LA. One of the new things that came in 2018 is we have a starter or a Transportation Coordinator at Olive View. This is a staff member from one of our contractors that is there to facilitate the transfers and provide customer service. This was a new ACCESS initiative that happened in 2018. There are 35 trips a day between AV and LA Basin, nine trips a day between Santa Clarita and LA Basin, which includes San Fernando Valley, one trip a day between AV and Santa Clarita. One call taker handles the entire trip booking. There is interest in expanding service and that is what we will be exploring this year. We are looking at adding service on weekends and holidays. Also, adding more options on weekdays and we may add a second starter to facilitate the expansion. Federal Grant of Measure M funds may fund the expansion. So the next steps are outreach which is what I am doing right now. Then we will go to TPAC at ACCESS. We did provide this presentation to the COO of our Community Advisory Committee in December. We will make a recommendation to the ACCESS Board of Directors. We are very interested in knowing where the demand is. What times would you like to see? What destinations you would like to go to? Adrian if it is acceptable, the feedback can be channeled to you and you can send it to me?

Adrian Aguilar responded to Alex

Yes, Absolutely.

Alex Chrisman added

If you folks can think about when you would like to travel that you can't travel in the current environment that would be very helpful as we plan this expansion on transfer trips. I would be happy to take any questions that you might have.

Jim Hogan asked Alex

About 15 years ago, I was on the CAC to represent the Antelope Valley and Santa Clarita Valley. As far as I know, we don't have any representation on the CAC, is that correct?

Alex Chrisman responded to Jim

Well, Mr. Baldwin you attend the CAC, right?

Jim Hogan responded to Alex

Kurt is different there, he handles multiple things. His feedback has been very helpful to Santa Clarita. Unfortunately, downtown does not know what is going on. What you are presenting today is what we were asking for 15 years ago. Now it's looking good. Would you consider adding the VA or other facilities in that area, such as Facey and Holy Cross Hospital? It's not a transfer now, but we can go directly. Is that correct Adrian?

Adrian Aguilar responded to Jim

Correct, we go directly.

Jim Hogan added

I would recommend that someone from our AAC committee be part of this committee.

Alex Chrisman responded to Jim

Before I leave here today, I will take down your information and I will speak to the folks at ACCESS that make those calls and pass on your recommendation. In the meantime, we definitely want the feedback as to what times you're interested in and where you would like to go. There is very little traffic between AV and Santa Clarita.

Kurt Baldwin asked Alex

I am not clear how that works. We helped a client from the Department of Rehab in Lancaster use ACCESS to get to Magic Mountain for a job. Does someone pick him up at his house in Antelope Valley and drive him to Magic Mountain?

Alex Chrisman responded to Kurt

Our contractor up there picks him up in Antelope Valley and drops him off at Newhall Metrolink Station and there is a transfer that occurs from that location.

Kurt Baldwin asked Elmer

Is that a pretty warm hand off or does the person sit out there in the cold?

Elmer Contreras responded to Kurt

It's pretty good. Most folks from Antelope Valley take the train and then schedule a trip from the train station since the trains are pretty accurate in the time they arrive.

Kurt Baldwin asked Alex

I know that the Metrolink is not a very fast train. This transfer from Lancaster to Santa Clarita happens when?

Alex Chrisman responded to Kurt

I will find out the exact answer and let you know.

Kurt Baldwin added

That is also another transfer that could use some improvement.

Alex Chrisman responded to Kurt

We wonder if we change the parameters, will we get more ridership. In my previous life, I worked for Metrolink for three years. I can tell you that it is very safe if it works for you. The train is only going to be at the station for a short period of time, so it's very important that the conductor sees you and it is best to ride with the conductor in the cab car. If it works for you and your mobility allows it, it is a decent option. It is slow through the Antelope Valley.

Jim Hogan asked Alex

Could they have a panic button in case of an emergency?

Alex Chrisman responded to Jim

In the latest newsletter, I read that they are working on establishing that button.

Keith Curry asked Alex

Going back to Jim's point. As Chairman, I do think the AAC should be in the loop. I was on the CAC about 20 years ago, and I was on the QSS as well. That trip from Santa Clarita

Valley is a long trip, and we had to make our own trip which was not feasible. An AAC member should get on the CAC Board. We will need ACCESS Services to provide transportation to those meetings. How often are the meetings?

Alex Chrisman responded to Keith

On average, once a month.

Keith Curry responded to Alex

I think ACCESS Services should provide transportation for one of our members to these meetings once a month. We are a part of this system and I think we should be recognized. As Chairman, please take that back to your superiors.

Alex Chrisman responded to Keith

I will bring that back to them.

Keith Curry added

Jim made another good point. Our members are out of the loop. I would like to give you our emails so we can be updated and make sure we are recognized.

Alex Chrisman responded to Keith

Absolutely.

Elmer Contreras asked Alex

What is the timeline for this?

Alex Chrisman responded to Elmer

We are serious about 2019, but I can't give you a solid date right now.

Keith Curry asked

Has the money been approved?

Kurt Baldwin responded to Keith

I have a comment on that. The CFO of Metro is the Chair of ACCESS Services and she said yes, we have the money for it. I also wanted to get back to the transfer from Lancaster to here which does not connect to jobs. Something that aligns with commuters would be helpful. The weekend service could be more like your day service is now. If they are using Metrolink, it's because it aligns to their schedules. Once they get that line down Van Nuys Blvd, I will stop driving all the way there. But taking Metrolink takes too long. For some people, they would be willing to pay a little bit more if they can get to work on

time. I hear a lot of people talk about going to see the doctor and it's an all day trip so more options during the middle of the day so people don't have to spend all day on an hour appointment would be helpful as well I think.

Keith Curry asked Alex

Will there be a fare increase?

Alex Chrisman responded to Keith

Not that I am aware of. So, you are definitely opposed to a fare increase.

Jim Hogan asked Kurt

Does Antelope Valley have an AAC meeting or anything like that?

Kurt Baldwin responded to Keith

No, but I have arranged to have a meeting at our office in Lancaster.

Jim Hogan asked Kurt

Can we look at getting someone to represent Antelope Valley?

Kurt Baldwin responded to Keith

We do have someone representing Antelope Valley on the CAC, her name is Wendy Gable. I just want to say that if people from Santa Clarita don't apply for the CAC, they are never going to get on it.

Someone asked

What is CAC?

Jim Hogan responded

Community Advisory Committee through ACCESS down in LA. You can apply for a position, which I did. While I was on that for ten years, they finally realized that we have Santa Clarita. One of the things that bothers me the most. I travel a lot. Coming home, I can't book a ride because there is no service after 5:30 on the weekends. I have always been told, when you are late, call. Now I am stuck. I couldn't get a ride to get home. When I travel by myself, then I have a problem.

Keith Curry

Let's move on, we have to move on.

Someone asked

Is it ever possible for ACCESS to go directly to the San Fernando Valley or LA without having to do the transfer?

Alex Chrisman responded

We have certainly heard that request. It is being discussed. Anything is possible.

Kurt Baldwin responded

I think there are a couple of barriers because of how they contract with providers. The provider in San Fernando Valley is MV Transit. There are two separate contracts. The City of Santa Clarita has a contract and San Fernando Valley has another contract. Those contracts create a problem. The City of Santa Clarita wants a separateness.

Everyone

Thank you Alex!

Keith Curry

We moved Public Comments down on the Agenda for certain reasons. That was authorized. It was moved to 10:50 am. We did that because we had a tendency of running over. We have to make sure that this meeting is run efficiently and make sure everyone hits their main points. This is not a forum where people come for their 15 minutes of fame. This is not that type of meeting. We don't want it to be that way. That is not our vision. Get your main points on transit. As long as I am running this meeting, that's how it will be run. If I step down, so be it, do what you want to do. Turn it into an animal farm, that's your business, but not under my watch. Thank you!

AGENCY UPDATES

Santa Clarita Transit

Adrian Aguilar

The big update was the TDP. Everything is running smoothly operationally. We had our Holiday Light Tour last week. We had about 900 folks over the 3 day period so we are excited about that. We are already talking about next year's event. If you made it out to the light tour, thank you. We also collected a lot of food for the Food Pantry so that was a good thing. We are on winter break for the schools. School goes back on the 14th so traffic will be going back up. We are already planning for that. We do have a new schedule that will be going into effect next week. We just made some minor adjustments to the commuter routes, Route 799 which is the one that goes to downtown Los Angeles and the Route that travels down to Century City. We adjusted the start times on a couple

of trips by 5 minutes and have built in some additional travel time into the schedule with all the construction going on around 7th Street with the expansion of the Red Line. What used to be a 10 minute trip is now taking about 20 minutes. Those changes will take effect next Monday the 7th. We are also getting ready for our schedule change in July. We will be looking closely at a number of our local routes so they are more reflective of the travel conditions. There are certain areas and certain parts of the day when there is more traffic so we will be making some adjustments.

Keith Curry asked Adrian

I know the new Senior Center is close to completion. Have you come up with a plan for a transit system to go up to Golden Valley and the Senior Center to go around and connect to Plum Canyon?

Adrian Aguilar responded to Keith

I did have an opportunity to tour the Senior Center construction site a couple weeks ago. I was very impressed with the size and programming. It looks more like a resort. Initially, the plan is that we will continue to serve it with DAR and ACCESS. The Senior Center will be running a shuttle from their current facility to the new facility. That will help folks become familiar with the new location. Part of the reason for my visit was to look at how best we can serve that facility. That is something we are looking at. We have not finalized anything in terms of fixed route service. We have been working with Kevin very closely and will update you in March. We did a Facebook Live stream of the tour and there is a link available to that recording on the city's web page.

Keith Curry asked Adrian

Who is funding the shuttle that will take people from the current senior center to the new facility?

Adrian Aguilar responded to Keith

The Senior Center will be operating the service using their existing drivers and vehicles.

John Panico

I took that 799 not too long ago. Are the drivers supposed to alternate between the 5 and 210? The one I was on stayed on the 5 and waited until Sheldon where they have that HOV lane, and then two miles to where the 170 and 5 meet and was stuck there again. It was a two hour commute. I was used to the old 210 freeway that takes 45 minutes to an hour.

Adrian Aguilar responded to John

Typically we do take the 210. However, there are times when the dispatch staff will direct the operator to take the 5 because the 210 is no better or worse. Also, it depends on what time or which trip you took. There are 3 trips that have designated stops in Burbank at the Burbank Metrolink Station so they have to take the 5 freeway.

Someone asked Adrian

The buses don't go to the Metrolink station in San Fernando anymore. That was a main route for a lot of us. At the time, I was working in San Fernando or Sylmar.

Adrian Aguilar responded

When we added the service to North Hollywood, the decision was made to use those resources to add that service to North Hollywood and as a result, we essentially doubled our ridership. I know that it is not convenient for some folks but the reality is we were able to provide twice the level of service using the same number of vehicles and revenue hours. When I say resources, for us it boils down to the number of service hours that we provide because that is what our budget is based on. By reallocating those hours over to the North Hollywood Service, we were able to double our ridership. Our consultant is looking at that as part of our TDP. It's one of those areas that, with the expansion of the Metro Service in to Van Nuys, and that area over the Sepulveda pass, we may revisit that in terms of providing some sort of feeder service similar to what we do with North Hollywood, but no plans right now.

Kurt Baldwin

I am still thinking about the transfers. Maybe have some flexibility in the transfer point for people. If I'm going to CSUN, why do I want to go all the way to Olive View and have to go back to CSUN. I know you aren't going to put a starter back someplace else, but have some flexibility for that location or have a second transfer location.

Jim Hogan added

Thanks for bringing that up Kurt. That was a sticking point for many years. When we had students from all over going to CSUN that hit them very hard.

Keith Curry

This is a good transition point. Alex you have the floor.

Access Services

Alex Chrisman

I do hear the suggestion about CSUN. That makes a lot of sense and we will make a note of that. I think 2019 will be the year of Tech at ACCESS. We are doing some things to become more technologically advanced. An example, we are working on web booking. This means the ability to book trips with the Internet. It's going to start in the East and West Central Region and should be done by March 2019. It is already in demo-able form. There is a group working on it and evaluating it, the same folks who helped us develop the "Where is my Ride" App. In summer, we will expand to Southern Region and Northern Region. I can't commit to anything up here at this point. What this does, even if you never use it, it is less people waiting on the phone to book a trip. It helps you either way. I am also interested in working to add coupons in the Antelope Valley, a sales location. These coupons are for base fare travel on ACCESS. Right now, you have to go to the Southern or Eastern Region to buy coupons or in Santa Monica. If you are out in the Antelope Valley or even here, it is a lot easier to get there than it is to go all the way to the Eastern Region. I know coupons are not used very much in Santa Clarita, but along with that it also got us thinking of alternative ways to pay fare. We are having a demo of one Application that allows you to pay the fare with your phone. Our Chief Information Officer actually took that suggestion provided by one of our contractors. The name of the App is called "Token Transit". I can't say we are going to use it, but we are having a demo. Can't say we will go in that direction, but we are thinking of new and different ways to pay the fare. You use it in Santa Clarita Right?

Adrian Aguilar responded to Alex

We currently have that option for our Local and Commuter Services, but not currently available on DAR. We are looking at expanding that to make it available on DAR. It is an actual App and you link it to your account and basically you tell it what type of fare you want to buy and it bills your credit card or debit card. You show your phone to the driver and it creates a unique stamp so you can't just take a screen shot and share it. We first tested it for the beach bus service and it was well received and that is when we rolled it out to the rest of the service. We most recently used in with College of the Canyons. This past semester we rolled out a program where a student can purchase a bus pass for the entire semester for \$20.00 and it is good on all our local and commuter services and the school subsidizes the trips. They don't have to worry about having a TAP card and it allows us to quickly add or remove products. With the new semester coming up, we can just update the application and everything is ready to go again.

John Taylor asked Alex

With this new App, can you also book a ride?

Alex Chrisman responded to John

No, that is not built in to the App. The web booking project would allow that.

Jim Hogan asked Alex

One of the major complaints we have using ACCESS is the schedule and not getting picked up on time. Things change dramatically. Is there any consideration in this program for sending me a text asking if I would like to change my schedule?

Alex Chrisman responded to Jim

That is not currently in the program, but I will take that feedback.

Kurt Baldwin added

The "Where is My Ride" App is actually going to be expanded or added to something else and we are talking about being able to have some kind of direct communication between the rider and the driver. If that can all be centralized on a platform including being able to call in on a regular phone to ask where is my ride and can you connect me with the driver. There is already a digital divide, we don't want to make it bigger.

Alex Chrisman responded to Kurt

We have to make sure we ensure equity. We cannot create a situation where one group has an advantage because they have a smart phone. That is all I have to share as far as ACCESS is concerned, any other questions?

Jim Hogan asked Adrian

The question we asked at the last meeting on the helping hands program.

Adrian Aguilar responded to Jim

I did task my staff with doing a bit of research to see if that is something we can do ourselves. We have a little bit of marketing money set aside and Alex on my team is doing some research and getting some pricing. We are looking to use it to recognize DAR operators, fixed route operators, or folks in the call center.

Keith Curry asked Adrian

I saw the bike share. How is that program doing?

Adrian Aguilar responded to Keith

It is actually doing surprisingly well. The city recently partnered with a bike share company and we have installed 50 bikes at 8 different locations within the Santa Clarita Valley. The nearest one is here in front of City Hall. The idea is you can rent a bike for an hour or two and park it at the nearest bike rack. It is an App that you use to sign out the bike and they bill you on a regular basis. We rolled it out in the beginning of December and we started distributing the bikes around the 10-15th of December and from that time to now we have

registered 420 users and have had about 300 trips. We are excited. It is much higher than expected. We haven't really done a lot of advertising. We are also trying to figure out the best locations. Some are doing better than others. Here at the mall in front of City Hall is one of our busiest. We have one at the McBean Transit Center. The one at the Newhall Metrolink Station is not doing as well. We can easily relocate these stands and move the bikes. We will be doing that over the next few weeks and then will do a big push to promote the bikes. No, they are not electric powered bikes, but it is something we have talked about.

Keith Curry

MV Transportation

Elmer Contreras

I am sorry I couldn't be here at the last meeting, had some shortages that day. In November, we registered 8,317 total trips that includes ACCESS and DAR. For ACCESS, we had 3,044 trips with a 94.25 on time percentage. Calls over five minutes, we are at 1.35%, our hold time was 35 seconds. I brought Ashley for back up this time around. Ashley and I are very proud of those numbers. We obviously don't want anybody to have to hold on the phone, but with those numbers, we are doing something right. For December, our total trips was 7,820 with 92.98% on time. ACCESS, we had 2,906 and were 94.87% on time. Our calls over five minutes were 1.57% and our hold time was 38 seconds for December. That is something that we stress to the staff to not keep riders holding on the phone. If I see a call holding, Ashley or I will jump on the phone. We do have a new dispatcher in training. He was an operator, Ted Schwartz. Stephanie left MV and we had a cover dispatcher and I will let you know when he completes his training. Some of the folks in the call center may switch around effective on the 19th.

Someone said

We don't want to lose Tony though.

Elmer responded

We are conducting constant training with the staff. It is an ongoing process that never stops. We get recommendations from ACCESS and that is something that we always address. It is a weekly process, a monthly process, that we train and train.

Someone asked

Elmer, are you behind drivers?

Elmer responded

Yes, I've done ride alongs and get behind the wheel to assist if I need to.

Someone asked

How many short are you?

Elmer responded

It ranges and depends. Our drivers can bid on multiple services. They swap from commuter to local to DAR to ACCESS. I just got a voluntary termination so I have two full times open and one part time open. But every month, we hold what we call a bunk bed. For example, if Jim is a commuter and ACCESS is open that is convenient for his schedule, he can move over to ACCESS. That is why sometimes you see constant movement. Also, if we have a bunk bed and nobody likes it because it is probably working the weekends and evenings which nobody wants to work, we offer it when new drivers have completed training and they jump on whatever we have open. I am blessed to have great operators, Ricky, Jocelyn, and operators that have been with Santa Clarita Transit for a while. Doug Campbell just completed 20 years of service with Santa Clarita Transit. So, they constantly stay on the service, they don't swap to commuter or local. They have a choice though. Susan stays with DAR most of the time.

Jim Hogan asked Ashley

Every time you call to book a ride, they ask you for address, phone # etc. Would it be easier to just ask if there have been any changes on you profile? Also, you have some of those that talk so fast, and you have to ask what did you say? They need to slow down. Some of us do have hearing disabilities. I would appreciate it if they would look into that and see if anything can be done.

Elmer Contreras responded to Jim

On your first point, we do have a procedure that we follow as far as what we request.

Jim Hogan asked

Who puts that in the policy? ACCESS?

Alex Chrisman responded to Jim

Yes, it is ACCESS. There is some background behind that. As Elmer shared, the phone statistics are favorable. The hold time is not excessive but that doesn't mean that I don't take your point. There is a script provided by ACCESS. There are expectations we set. Just to give you a picture of what is going on in the background. In this room, we have Ashley who takes calls, her superior Elmer who does QA on her calls. Justin is listening to her and her teams' calls and I listen to those calls sometimes. So we have a lot of oversight. And my boss is looking at us. With ACCESS, we have to have things as similar as possible across the board. If you have a new rider who has never booked a trip in Santa Clarita, they are

expecting a certain experience. I listen to CSR calls. I said this a while ago when I came by and spoke to the CSR's. To me, one of the hardest parts of the job is having to stick to the script. The reason that we are so concerned about having the information right is because the drivers don't know much about the riders they are picking up by design. The rider may be in possession of all his or her mental faculties and have no problems whatsoever, but a different rider that may not be the case. We need to make sure we know where we are picking someone up and dropping them off. That script provides all that, you see there could be some improvement. I have been up at 2:00 in the morning, in a different region, looking for someone who was misplaced. We did find the person but that is why the script exists.

Keith Curry added

So, to make a long story short, you are making sure your i's are dotted and your t's are crossed so you don't open yourself up to lawsuits. When you asked someone for an address and they gave you the wrong one and you took them to the wrong location and they get robbed or killed or something, you just opened yourself up to a massive lawsuit.

Alex Chrisman responded to Keith

There is that and we do care and we stress out when something happens to our riders, so that's why.

Jim Hogan added

The reason I brought that up is because I know we are unique. When I changed my schedule to be picked up at building 10 instead of 200. The driver went to 200 and was running 30 minutes late. She didn't even know where building 10 was. It's the person who takes the call, that person failed to give the information. So, I understand what you are saying. But if nothing has been changed to what's on file. It is my responsibility to call ACCESS and say that I no longer have a dog, I'm going back to a white cane so they can change that on the system. It is your responsibility when you book a ride.

Line Paquin added

When I book a ride and I tell them I'm going to Facey, they only give the driver the address not the name of the building. They don't pass on the information to the drivers and then I get yelled at by the drivers.

Keith Curry

GENERAL PUBLIC

George Orentlicher

The drivers are very personable and helpful. I also had a chance to try the buses that have less steep steps which is something to bear in mind. Also, I called reservations on the 25th, but there was no warning that there wasn't going to be anybody there. Someone was there on January 1st. There was no warning about the schedule change.

Adrian Aguilar responded to George

There are only two days out of the year where we don't operate. Those are Thanksgiving Day and Christmas Day. All other holidays, we run a Sunday schedule. We can look at that to make sure we do more to get the word out.

Yvonne Compton

I just wanted to thank Elmer and Erika. On December 13, I had made a transfer trip reservation, but once I got to Olive View, my name was not on the list. The person who took it whose name was Tony did not do the email to let them know that I was being transported to another location. Then I called to talk to Erika, and Elmer came and took me to my destination so I could make my ride. Way to go Elmer!

Karen Manke

There is a new Facey up by Mammoth and Shadow Pines. Can the buses go to Mammoth, drop people off, so we don't have that long walk from Shadow Pines to Facey, and then cross the street, they have that light there now? They can go straight up to Grandifloras and just come down Shadow Pines. The Supervisor at Facey said that's what they were working on.

Adrian Aguilar responded to Karen

We have not had any discussions with the folks at Facey. We serve the new facility with DAR and ACCESS, but we have not had any conversations about re-routing the fixed route service to that location. We can certainly look at it.

Karen Manke responded to Adrian

It would take me a half hour to walk it. It's about a 20 minute walk. When I did talk to them when they were putting in Facey, they said they were working with the city to put a bus stop there. I know they do it with the school route.

Adrian Aguilar responded to Karen

The challenge we have with that location for the fixed route bus, is that in order for us to basically turn the bus around, we would have to stop on the opposite side of the street from the facility and there is no crosswalk there. There is no access to get from where we would have to drop off to the facility.

Karen Manke responded to Adrian

The lady was telling me that they may go up Mammoth to Grandifloras and then turn left on Grandifloras and then go down Shadow Pines instead of going through the housing track as they do now. Is that crazy?

Adrian Aguilar responded to Karen

No, it's not crazy. They would have to make that loop. We will have to look at it.

Karen Manke responded to Adrian

ACCESS and DAR are wonderful. But if I have to do other errands after I get out of the doctor's office, I have to have them pick me up and take me where I need to go and then come back and pick me up or something. I can probably do it, but I don't want to injure myself.

Keith Curry

We have three minutes left. I don't have five minutes Jim, we need to adjourn.

Jim Hogan responded to Keith

My watch is right, I have five minutes.

Keith Curry responded to Jim

I have three minutes on the clock up there on the wall.

Jim Hogan responded to Keith

No, that's not the official time. I need five minutes.

Keith Curry responded to Jim

You've got three Jim, go Jim.

Jim Hogan responded to Keith

It has to do with the bylaws, so you want to give me three or five?

Keith Curry responded to Jim

Three

Jim Hogan responded to Keith

Okay, I'll make a phone call.

Keith Curry asked Jim

Okay, thank you Jim. Will that be a phone call or a conference call?

Jim Hogan responded to Keith

I will do it two ways. I will put it in the bylaws and then we can argue about it.

Keith Curry

Okay

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 Thursday, March 7, 2019 9:00 am at the Transit Maintenance Facility, 28250 Constellation Rd, Santa Clarita, CA 91355.