

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

ACCESSIBILITY ADVISORY COMMITTEE
Minutes of the Committee Meeting

9:00 a.m.
Thursday, March 7, 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

Jim Moore, Moore & Associates

John Taylor, Vice Chair/Santa Clarita Senior Center

John Panico, Member

Lillian Shaw, Member

Kurt Baldwin, Independent Living Center of Southern California

Susan Whiteside, General Public

Linda Wood, Member

James Hogan, Member

Cliff Wood, General Public

Adrian Aguilar, City of Santa Clarita

Justin Sheldon, Access Services

George Orentlicher, General Public

Grace Ferguson, City of Santa Clarita

Line Paquin, Member

Keith Mbulo, MV Transportation

Karen Manke, Member

Billie Jean Curry, General Public

Ella Clark, Member

Carmen Taylor, General Public

Alex Porlier, City of Santa Clarita

Ashley Reyes, Call Center Supervisor

APPROVAL OF MINUTES

A motion to approve the agenda was approved.

The agenda was approved as is.

A motion to approve the minutes was approved.

The Minutes were approved as is.

MEMBER COMMENTS

The Mission Statement for the Santa Clarita Accessibility Advisory Committee was read by Keith Curry.

Keith Curry, No comments.

John Taylor, No comments.

Karen Manke, No comments.

Lillian Shaw, No comments.

Jim Hogan, No comments.

Line Paquine

Friday March 1st, I called Access to book a ride at 7:35PM. I was told that I was the first one in the queue. I was on hold, and finally at 8PM, I gave up and hung up because that is when they close. Do they close early on certain nights or something? That was very frustrating and that wasn't the first time that has happened.

Adrian Aguilar Responded to Line Paquine. No, we do not close early on certain nights. There is no reason why we would have closed earlier. I will certainly look into that.

Karen Manke

When I made the appointment for the meeting for today, I called a week ahead, it was early in the morning. Why are some of the girls telling me that I have to talk to Ashley to book the ride, why can't they make it? I have trouble with this one girl, she gives me a hard time about the meeting all the time.

Adrian Aguilar responded to Karen Manke's concern. Anyone can book it, but typically what happens is that Ashley will be the one that will call, coordinate and make sure that folks are all on the same vehicle, so I'm sure that's why.

Ella Clark

On Wednesday, February the 20th, my standing order was at 10AM. Twenty five minutes after 10, I called Access. As per usual, they said that the driver would be there in a few minutes. Forty minutes after, I called again, this time they said that the driver was lost and would be there in a few minutes. I asked if I would be going straight there or would there be other pickups; if so, I might not make my Dr's appointment in time. The man was very vague, I did not get a straight answer. I had to cancel my ride on the way there. Forty five minutes after my pick up time, the driver showed up. She was a new driver and a very nice lady. She said that the GPS sent her to Jake's Way, and she was wandering around Jakes Way.

My opinion is that I was left off of the standing order for that day, and had I not called, I would have still been waiting for a ride. Then they sent someone out there after I called who probably got lost. Also, they never cancelled the return trip, and that poor guy showed up. This is not the first, or second, or the third time that this has happened, this has been an ongoing problem with this semi standing order.

Also, I wanted to mention something that has nothing to do with me, but has to do with the drivers. They take me up to Peachland and Lyons at 12PM. There's people that have to go to Canyon Country Bowling Alley right near my house. So he had a pick-up right by Peachland that was for a later time. He called to see if they could go because they were going to the bowling alley. The dispatcher called and said it was too early, and the bus was not ready; but he had another pick-up not too far away who was going to the bowling alley also. So there's two pick-ups going to the same bowling alley. What I'm wondering is, why doesn't someone check the dispatcher because it's a waste of the driver's time? That same driver told me that he's going to have to go all the way back to pick up the kid that is going back to the bowling alley.

Several times, the drivers have remarked that dispatchers should have drivers experience of several years, because only a driver knows what problems will arise. Also, several of the drivers are having trouble keeping up with the schedule, and that was a very good example; having to go all the way to Canyon Country and then having to go all the way back to the same area because someone didn't notice that it was in the same spot.

John Panico

No comments.

Kurt Baldwin

Just wanted to let people know that I believe that the transfers, including weekends and Holiday's is going to the Access Board at the next meeting. I had an opportunity to be part of a Transit Summit where Phil Washington, who was invited to be a guest speaker. I

was able to ask a question about the Measure M Funding for Access Services. I kind of got a commitment from him that went to substitute 40 percent, Prop C - that it would be used to enhance services on Access.

At that same meeting, I have to warn you because it scares me a little bit. MTA is talking about perhaps doing a study on a congestion tax. That could take a lot of different forms. Basically people that drive longer will probably have to pay a tax, or people that go into certain congested areas will have to pay a tax. They're just doing that study, but they're thinking that this will bring them a lot of revenue. They're looking forward to the 28 Olympics right now. But on the bright side, they also talked about "We can encourage people to take Public Transportation, by using this congestion tax, to make public transit free, and if public transit is free, then Access will also be free". Some things to think about.

Keith Curry responded to Kurt Baldwin's comments. With that being said, do you think that they touched upon this because of the construction of the new football stadium down in Inglewood?

Kurt Baldwin responded to Keith Curry's question. I think there's a lot of reasons, but it really has to do with the fact that there's too many cars on the road, and it makes it very difficult. Also, how are you going to pay to make the roads wider? That may not happen; the people on both sides of the freeway are going to protest. So what they are trying to do is get the people off of the road, so if we tax you to be on the road, then you'll use the public transportation.

Jim Hogan added to Kurt Baldwin's comments. One of the main reasons why they are looking for more money is because the Ridership on fixed routes are way down, and everyone is using their car. I don't think they are getting the message, it's related to their service. Why are they losing ridership? What they are looking for is a quick fix and they are looking for other ways. If you notice in the past ten years, anyway that they can find any money, they will do it, and they have enough money from the public in the last ten years; all these propositions, and extra tax height and all that, now they found another way to use Uber and penalize for providing that service that is really needed.

Keith Curry added to Jim Hogan's' comments. So, they recognize that they have a problem with ridership, but a lot of that has to do with the improved economy. People are willing to pay more money to get to work more efficiently when the economy is good. When the economy is bad, then their willing to pay less money on public transit. The two groups that have increased in ridership are seniors with disabilities. METRO is right now doing a study of redesigning their entire system. They call it the "Next Gen Study". If you're interested, they are going around and they're getting input from all different constituencies, on how can we make Public Transit better so that people will use it and get out of their cars. So they recognize that there's a problem. There is always governments wanting to figure out how to get more money for programs and services

for their residents, but I'm not sure that their congestion pricing is about that. The congestion pricing really has to do with trying to figure out how to get people out of their cars and into public transit.

Linda Wood

On Monday, I went to a meeting that they had. After the meeting, I went to the mall. Adrian was kind enough to book me the ride for pick up. They told me to go to a hot dog place to be picked up. I called and they changed it for me to JC Penny's. When I got there, I was walking around a little bit. When it was time to go, I had to find out where to go to get picked up. When I went to the exit door, I saw three parking lot's where Access could go pick me up. It was 8:20PM, I had to hurry and I couldn't figure out where the pick up was. I was afraid I would be a no show. Luckily one of the cashier's that I asked for help was able to tell me where to go. I haven't been there in so long, but when I went over there, it was in the back, I felt lost, scared and frustrated.

Keith Curry asked Adrian Aguilar a question. What are the locations for the drop off and pick-ups at the mall, is it by the food court? Why was the food court area not factored in for drop off and pick-ups?

Adrian Aguilar responded to Keith Curry's question. We have three pick up locations at the mall, we have one by JC Penny, the old Red Robin by the Sears area, and the patios which is next to Lazy Dog on the Valencia side.

The food court was factored in at some point, but when they remodeled the mall and the food court shifted, there wasn't a good accessible place to pick up and drop off, which is why the new location was set by JC Penny, because there is a bench and amenities there for folks.

Linda, we can send a Supervisor out to the mall and do a side evaluation and take a look at that.

Cliff Wood commented on Linda Woods's concern. I understand that you have designated spots where you have to be picked up, I get that part. I understand the importance of having different locations where you have to be picked up, but I have to admit that being a driver myself, having it in front of the mall there is the ideal place to have it because that way if it's a nice day outside, you can sit on a bench out there or you can sit inside, and still see when the bus comes; it's also a loading or unloading zone over there so that really is an ideal place to have some kind of pick-up.

OLD BUSINESS

Alex Porlier, City of Santa Clarita

Transit Development Plan Update

My name is Alex, I'm happy to be back again, and this is Jim Moore from Moore & Associates, the consultant that assisted us. For those of you that don't recall, we were here back in June, we introduced this plan and it's kind of a step back, looking at our service overall and seeing what kind of changes need to be made. There's been a lot of changes and development in the area, and some of our routes may need a change in the community.

We took surveys of DAR patrons, commuters, and school trippers. We got forty six hundred surveys back. We went to communities outside of Santa Clarita as well. We took everything we heard, and took it to Moore & Associates for analysis and made a short list of ideas and recommendations. We met with City Management and with City Council; we went back into the community in early February, we had six workshops. I know some of you were there and we went over some of these recommendations, but we wanted to make sure that we came back to the AAC to touch base with you as well, so Jim and I are going to go through these real quick and if anyone has any comments or questions, we're happy to hear them.

The first recommendation we have was "*Providing Service to the new Senior Center*". That's the number one priority on our list. We will most likely deviate to the existing routes, and then we'll transition to a fixed route line that serves the Senior Center specifically. The Senior Center will also operate a shuttle service when the Center first opens, to ensure that everyone has access to the Senior Center.

Another recommendation that we came up with is "*Limit the stops along Soledad Canyon Road*". That's one of the ones that is our busiest roads. With all the street lights along that street, it takes a long time for the bus to traverse that section, so what we are doing is looking at having a service that doesn't stop at every single bus stop along the way, and just the key points, so that will speed up the bus line, and also in turn will help alleviate some of the traffic congestion. The limited stop service on Soledad will also serve the Vista Canyon Transit Center which is over off of Sand Canyon, a new Transit Center that will have a Metrolink.

We're looking at dividing the Commuter Bus Service into two separate legs. Right now, if you're a commuter, you will more likely have to pick up the bus over by Soledad, or the Santa Clarita Metrolink Station, or MRTC, or by Newhall. What we are doing is looking at having an east or west leg, so if you're a Canyon Country resident, you don't have to make that trip all the way across the valley to pick up the bus, it's a more direct access.

One of the things that we heard at a lot of the community workshops was folks want to use the fixed route service, but they don't because they have difficulty getting to the bus, and a lot of that has to do with our neighborhoods steep hills, narrow roads. Our big busses can't get in there, so what we're looking to do is having smaller vehicles that can get up into those neighborhoods and then make the connection to our main line routes.

For instance after our neighborhood pick up, then bring them back down to Soledad and connect to that main bus.

Jim Hogan raised a concern – My concern is the commuter fixed route and commuter bus stop. There all going to be at the same bus stop?

Alex Porlier responded to Jim Hogan – There will be some shared stops, kind of like the ones we have now. You'll see those at Newhall Metrolink for instance.

Jim Hogan added to his comment - I have always had a negative experience and I'll give you one that is really good; going down Balboa and Ventura, east and west, and it took me four trips to figure it out right, but the east side is a fixed route. The west side is commuter. There is no identity sign that says "commuter", but typically if you have it color coded or some type of code message that says "This is commuter". My experience is asking people "Can you tell me the difference between the two?" and no one can figure it out, unless you use the system. Please look in mind that when you do make this commuter route, that it's easier accessible.

Jim Moore, Moore & Associates responded to Jim Hogan's concern - Mr. Hogan, you and I chatted about this, I'm fully aware, sensitive and appreciative about your experience and we will take that into account as we move forward.

Jim Hogan "Thank you Jim."

Ella Clark commented – There's a lot of small housing tracks along Sierra Hwy., what about that?

Alex Porlier responded to Ella Clark – Yes that will certainly be one of the areas we will be looking at for neighborhood shuttle service.

Jim Moore responded to Ella Clark - We're still working through a list of neighborhood shuttle service. Among the candidates would be up Bouquet and Seco, in the Golden Valley area, out of the Needham Ranch (near Eternal Valley) and in Old Town Newhall. As we finalize this and as you can see, it's a lengthy document, we will be looking at other neighborhood shuttle opportunities, not necessarily to replace service, but as a supplement to that service.

Kurt Baldwin raised a question to Jim Moore – I think that's a great idea, I'm curious about its design though. Would that be like a fixed route or would that be like a deviated fixed route?

Jim Moore responded to the questions and comments – The neighborhood shuttle in concept with the smaller vehicle, it would operate probably a one hour loop, not necessarily a designated route, but more of a designated service area that will travel through a specific neighborhood on probably a fifty minute loop, so as to come back at

least once an hour and connect with the long line bus. You can flag it down, you can also reserve rides in advance, and then another thing that Alex is going to talk about is how you can transfer potentially between the neighborhood shuttle and the fixed route service.

Alex Porlier – The next recommendation ties directly into what Jim just said, looking at “Reintroducing a new local transfer policy”. If we utilize the neighborhood shuttle; that would affect a forced transfer, so we wouldn’t necessarily want you to have to pay twice for one trip.

Another recommendation was to “Improving late night transportation service”. Right now we see that ridership tends to drop in the evenings. We want to provide our transportation service, but it's difficult to provide that if the forty five foot bus is empty. So what we're looking at doing is a partnership with an uber or lyft type of service in the evenings that you can schedule your trip with. It would be a subsidized trip, and then would in turn connect to one of our main line services.

Ella Clark asked a question - Instead of doing that, why not use the Access vans? I know in the past they have picked me up when the big vans couldn't.

Alex Porlier responded to Ella Clark's question – Access will still be out on the road, this would be in lieu of our larger fixed route vehicles and the idea is to take City buses off of the road.

Jim Moore addressed Keith Curry – Mr. Chair, this is something we discussed during our workshop in sight of the City of Monrovia's very positive experience over the last year, where not only were they able to provide this evening service, but ridership went up very significantly.

Jim Hogan - *Is it possible, particularly where I live up in the hill and I want to use the fixed route and have an Access pick me up and drop me off to the nearest bus stop and have it be a transfer? Even though the bus here is free, but can we use a transfer connection if Access can look at it and say “Hey we won't charge you for this pick up, we'll have a vehicle there to pick you up to get you to that bus stop, so that you can continue, and then coming back, you make an arrangement that whatever bus you're coming in and they still give you that twenty minute window until someone picks you up”. Can something like that be worked out?*

I'm talking about coordinating the system, you're using the transit system, so you're going from one to another, and so you don't want to be charged double for something to make it easy for the system, so you pay only one time. Can it be possible that Access can put a program in where people living in the area like myself on top of the hill? There's quite a bit a ways 14% grade for me now, it's really hard to walk up that hill, so if I know that I'm going to take an 11:30 a.m. bus, on Soledad and I have them pick me up, and

get me there between 11-11:30 a.m., I don't have a problem. But I don't mean that we have to make a reservation ahead, or maybe give it a two hour window, but can we look into that?

Justin Sheldon responded to Jim Hogan – Of course.

Adrian Aguilar responded to Jim Hogan – Actually, that is something that we can start looking at, the reinstatement of a transfer policy between local services. We can certainly take a look at incorporating Access Services into that policy.

Jim Hogan added – I would love to go to the Senior Center, and once I figure out the fixed route, there are things that I can navigate that encourage me because I like using public transportation. I communicate with people in an Access vehicle or shared ride, you don't talk to them, they don't want to talk to you, but in a bus with a seeing eye dog, a lot of people ask you questions, and I love traveling the fixed route, but unfortunately, if I don't know how to use it, I'm not going to use it.

Kurt Baldwin added a comment – I wanted to bounce off of what Jim was saying. Metro is going to have three pilot programs. One started now, they trying to deal with the first mile, last mile. The one that they have in the San Fernando Valley is in the one in the Burbank area going from the Redline to the Burbank downtown area. Those are going to be accessible. I think that is something in the future that if it works out, it might be a solution.

Jim Moore relied to Kurt Baldwin - We are monitoring the Burbank experiment. It's already being refined in terms of service area connectivity, but that is certainly something to watch.

Alex Porlier continued with his presentation – The “COC Canyon Country Campus with the Vista Canyon Transit Center” as I mentioned before. This would be kind of piggybacking off of the Soledad Express Service. The next recommendation is to promote the connection between transit cycling which is something that we've heard.

“Provide service to the new Castaic School High School”; we would be working closely with the school District to neighboring service with Newhall Ranch in the transit system. You guys have seen the development behind Six Flags, we will be working closely with developers to phase the new service as the houses come on line. “Improving enhanced bus stops”, that's an on-going program. Grace is actually going to be speaking to that today. “Implement bicycle prioritization along Soledad”, this again ties into express service. We are working with the “Flyaway program” to potentially bring them north. That's obviously something they would ultimately have a decision on.

Jim Moore added information regarding the Flyaway - As you know, the closest place is Van Nuys. We'd be looking to have that service brought up to the Santa Clarita Valley.

The most likely service point at this point in this preliminary stage would be either McBean Transfer Station or something of that side of the valley and I say most likely because we have to have the parking capacity for all folks to have extended parking, but again, this is something that residents have expressed an interest in having a more direct way to LAX.

Could you possibly add Via Princessa for a possible stop, if the City is not going to be using that station than why not? That would relieve the pressure on that side, but you're going to get people in Canyon Country because people are still used to going over there.

Adrian Aguilar – it's critical that we point this fact out in that while we'll be having those discussions with the airport district, the reality is that we don't operate the service and it's really at the discretion of the airport. I know that Alex did reach out to them last year and while they took the call, the response was "It's not on our radar at this point". Even though this is something that we are looking into, I want to make sure that everyone understands that this is not going to happen in the next six months. It's something that we are working towards, but the feedback that we have received to this point is "We are not ready to go there yet".

Alex Porlier continued with his presentation – And the very last one extended service Needham Ranch, you guys have seen the development over by Eternal valley, this would be a shuttle service AM and PM peeks ensure there's a connection for the employees in that area down into Downtown Newhall.

NEW BUSINESS

Grace Ferguson, Santa Clarita Transit

Bus Stop Improvement Project

You all have a handout in front of you, and I wanted to give an update on the Bus Stop Improvement Project. The Bus Stop Improvement Project is a federally funded grant that the City uses to improve any bus stops, and I wanted to give you an update.

In 2018 we improved twenty nine bus stop locations. That included bus shelters, concrete pad to accommodate new bus shelters, bus benches and trash receptacles. That included twenty nine bus benches. In 2019 our planned improvements will include thirty five bus stop locations. At these locations, the amenities will include bus shelters, trash receptacles and our new solar powered light fixtures.

If you look on the next page, we are currently running a pilot program where we have three bus stop locations with a new solar powered light fixture that you see on the picture right here. We have completed week six of the pilot program and they have proven to be very successful. We currently have on Bouquet & Centurion, and there's another one

in Canyon Country on Sierra & Soledad by the Pizza Hut, and in Castaic on Sloan & The Old Road. I've gone out every week for the past six weeks at night to inspect them and they're working great. So we will include these in the next Bus Stop Improvement Project.

And on the last page, I just wanted to show you the before and after pictures of one of the bus stop locations for the Bus Stop Improvement Programs. This location is Soledad and Commuter Way, and here we installed a new concrete pad, a new shelter bench and trash receptacle, so you can see the difference before and after.

Keith Curry directed a question to Grace Ferguson – with all these upgrades in the future, will there be fare increases to Transit, Commuter, Access or DAR?

Adrian Aguilar responded to Keith Curry – There will be no fare increases as a result of the project. I can't say that there will never be a fare increase, or that there won't be a fare increase, but as a result of the project, no. This is something that was completely funded through grants, so it does not impact our operating dollars or funding.

Lillian Shaw commented - I want to thank Adrian for being so receptive to me, a couple of years ago when I first approached you with some difficult bus stops and I see changes every day.

Adrian Aguilar added – What we have planned for the next phase of this project, we tackled those locations that we knew we needed immediate improvement, like the concrete. We're at a point where we have addressed a lot of those. We know there are still some locations out there, unfortunately, some of those have not been improved because of right of way issues or, we just don't have the space, we don't own the property, or we haven't been able to get the approval from the property owners. Those are things that we are still working on, but those are much longer term. I'm talking about shelters, sidewalks, things like that. So what we are doing now is were circling back and looking at making improvements at locations like the lighting, things that we know that may not have been a focus in the earlier rounds or phases, now we want to go back and revisit those. Grace has started to put together a list for those locations for that next phase, but really what we want to get from this group is see if this is the direction that you would like to see, or have any recommendations or suggestions in terms of locations, amenities. This is the point where we're hoping to hear your wish list, we can't promise everything, we can't say "Yes, it will be done next week" but at least we have this information so that when we start pulling these projects together, when we start pulling funding on these projects, we at least have an idea of what we are shooting for and go from there.

Cliff Wood

I remember when I used to drive, I believe it's called Railroad by Market Street and there's commuter buses that actually pull into this one stop to pick up people. I know that when

I was driving with MV, there must have been at least ten or fifteen mirrors that got clipped a year out of that one location right there. That is a place that needs to be put back, one way or another, it needs to be pushed back at least two or three feet because you have cars that are coming by, is way too close and if you don't really know, you need to get into a bus and have one stop at that location and see just how close they're coming to you and that mirror, it's real close, we're talking inches. If your arm is out the window, you can easily get hurt.

Jim Moore addressed Cliff Woods concern - That location is known and it's in the report.

Jim Hogan commented – I'd like to say Keith, a dialog is important, however in all my years' experience on this (18-19 years), we are getting excellent feedback, and I think that is very important, the dialog is something that we can be short on because nothing it's going to make me mainly aware of what we're doing, cause I want to get a better dialog than what we had in the past, that meets all the requirements. I really think that there was information that was given out here, I think we need to listen to more of that because maybe what we are getting now.

Keith Curry replied to Jim Hogan's comment – I totally agree with you Jim, I get it now because I'm glad we are spending as much as possible, so I thank you for that. I just want to make this comment as well, please Members and Guests, if you have any ideas of what Grace just mentioned in her presentation, please contact Grace or Adrian. George has some great ideas as to how he just described the bus stop. One more comment that I have with regards to the new Facey Medical Center, they have a new subdivision back there. Check out the lighting up in that area up by Mammoth & Soledad.

Grace Ferguson responded to Keith Curry's comment – Just so you are all aware, we do keep a list of bus stop that we can't improve due to right-a-way issues or anything else, so please do call and let us know what you see or any thoughts that you may have.

Cliff Wood raised a question – It's been a while since I've been on DAR with Linda, but I remember there was an on-going problem with a ranger. Have they reconciled that problem yet? The problem was that it was giving bad directions. The communication was bad.

Adrian Aguilar responded to Cliff's concern – We replaced the ranger units with tablets, so now the vehicles are equipped with tablets. It's been over a year.

Ella Clark commented – I just want to say that these new tablets are still causing a lot of problems with the drivers because as I stated previously, the drivers are still getting lost. The issue needs to be addressed.

Jim Hogan – I noticed the last couple of times that I've used Access. We have new drivers, and my opinion, they need a little more training particularly in not knowing the area quite

well. I do know it takes a while to get familiarized with the GPS. It was the first time in twenty years that I tell the driver that you are going the wrong way, for a blind guy to tell a driver "you're going the wrong way". The thing is, I think that they appear to not be fully trained. It may be that they may have the driving skills, but and I think they need a little more training than that.

Karen Manke – That happened to me too, a couple of month ago. The driver picked me up and then he was supposed to pick another person up, and the GPS sent him all the way to Whites Canyon and then he had to turn around and come back to Sand Canyon, right where I live and he was so frustrated, he knew where it was but the thing sent him to Whites Canyon. It took him 30-45 min to find this place, I felt sorry for him, and so something needs to be done about this.

George Orentlicher – The GPS issue. The training has to do with the geography, where everyone is, so that takes time. The GPS was supposed to eliminate this. This morning, I gave the instructions on how to get to Jim's place, because the GPS wasn't guiding him right and that was the guy that was having problem getting from there to pick up Lillian because it gave him the wrong directions.

Keith Mbulo asked – What area was the pick-up in, where about?

Jim Hogan responded to Keith Mbulo – Over by Soledad and Sierra, between Whites Canyon and Sierra Highway.

Keith Curry asked Grace Ferguson a question regarding the construction of the new shelters – We have Saugus, Canyon Country, Valencia, Newhall and Castaic. Have you specifically checked out these five towns in Santa Clarita, and do you have all the locations set? And how long will the upgrades take?

Grace Ferguson responded – Yes we have. Once the furniture arrives, the installation will take a few weeks depending on the contractor and their schedule.

Adrian added – Were looking to complete this project over the next twelve months.

AGENCY UPDATES

Adrian Aguilar, City of Santa Clarita Transit

Farebox System

A few updates, in terms of performance. For January, in terms of our fixed route service, our overall on-time performance was 93% which is very good. In February, we did drop a little bit, but we're still in the 91.7%, so overall things are going well, we know that we still have a couple of areas that we need to focus on and things like that.

In terms of Access and DAR, we're seeing similar trends. In February, we had our on-time performance for Access of 94% and 92% for DAR. In January our on-time performance for Access was 95%, DAR was in the 93.4%, and month to date for March, we are at 97% for Access and 93% for DAR. Overall things seem to be going fairly smoothly.

A few things that we are working on. Alex and Grace touched on a few big projects that we have coming up.

New Buses

We have some new Local Transit Buses coming in next week. We have a total of four that will be coming off of the production line or already have come off of the production line, in fact our Maintenance Manager was up there last week to inspect the first of the vehicles, so we should see those come into town hopefully next week. It should take a few weeks to get those inspected by CHP. We need to install the technology, the radios the GPS equipment before we get them on the road. We hope to get them going in short order, I'm excited about that.

We are finalizing the production specification for the next round of vehicles. We have some additional transit vehicles that will be delivered sometime in October, and we will also have some new commuter vehicles coming in right around that time.

Farebox system

One of the things that we will also be looking at is updating our Farebox system. The plan is by next July, we will have our entire farebox system upgraded on our Local & Commuter fixed route, and our DAR & Access vehicles as well. With the new system, we will still be able to accept the TAP CARD. We will still be able to accept all of the current payment options, but with the new technology we will be able to look into possibly adding additional payment options to that, such as being able to use your cell phone to pay for your fare, having that tied to a credit or debit card. Those are things that we are looking at down the line, but with this new upgrade we will be able to take advantage of that technology so, were excited about that.

Justin Sheldon, Access Services

Transfer Trip Expansion Project

We have some exciting news in the world of Access. We got a lot of feedback. Some of that feedback was "Eliminate some of those transfers all together, too long, just have one straight shot, add weekday and holiday schedules, the fare is too high, alternate locations for transfers". We took all that feedback in and we came up with a recommendation, and I think you're going to like what I'm about to present here.

As of right now, Santa Clarita has four transfer trip times. As you all know. 7:30AM, 12:30PM, 3PM and 5:30PM. So we are going to go ahead and propose an expansion of adding a 6AM, 10AM, 4:30PM, 6PM and 8PM time, Monday-Friday. That's quite a bit of transfers and options, we're looking at seven or eight times now options for riders to transfer from basin to the Antelope Valley. From Santa Clarita to Antelope Valley region as well, so you'll be able to go ahead and transfer at those times.

We are also proposing some weekend service. Saturday and Sunday, it will be three times, 7:30AM, 12:30PM and 6PM. Holidays were a bit of a struggle because Access operates in comparison as a fixed route. In Santa Clarita and Antelope Valley, there are various holidays that the fixed route does not operate. Santa Clarita Transit for example, does not operate service on Thanksgiving and Christmas, so therefore, Access Services will not be operating on those days either.

In regards to the fare we are proposing to reduce the fare for transfer trips and it will be consistent with the mileage based fares that we currently have in the basin regions, which is 0-19.9 Miles is \$2.75 and anything above twenty miles will be \$3.50. Obviously we have various stake holders and people we need to run this recommendation by, so we're looking to propose it to our Board of Directors which will be on Friday, March 22nd, and if everything goes well, and we get the approval, we will propose to go live on July 1st.

Currently the transfer fee is \$6 - \$7 depending on where you are transferring from; We're looking to reduce that to be more consistent with the mileage based rates in the basin which would be \$2.75 for under twenty miles, and \$3.50 for above twenty miles.

Line Paquin asked Justin Sheldon a question – What are you going to do about same day service? For Transfer Trips, is it possible to eventually go there directly without going through the transfers, eliminating transfers?

Justin Sheldon responded to Line Paquin – We are discussing that, but there is nothing with regards to same day as of now. As of right now no, there is not any options to avoid any transfers. However, we are looking into those options. We are barley scratching the surface to approve these types of services. There's more to come and hopefully with this recommendation, we hope we can continue to improve the service more after this current recommendation and then take it from there.

Kurt Baldwin commented on the update – I just want to encourage people to utilize it. The money is there for this year, but if the money is not used for Access, I think we have to justify the need, and if at the end of the year there is a parting of the plans, then we need to evaluate, and that might be good, because if people are using it at certain times and more at other times, then you need to adjust where the transfers are. And if people are using it will reevalaute and eliminate. So, we really need to let people know that it is available. Even though the Metrolink is going to be free, it may be valuable to spend a little bit of money to use the transfer just to make sure that it is utilized. I'm going

to talk it up in the Antelope Valley a little bit about the fact that the Metrolink and AV here is so slow and that \$3.50 trip might be worth it because it will only be an hour and ten minutes as opposed to two hours on Metrolink.

Jim Hogan commented – I would like to recommend that you talk to the drivers that do the transfers. I think it's very important, I have gotten some feedback from them. One of the recommendations that they would like, they have the 7:30 now change to 8AM – the same as the Antelope Valley. Due to the higher ridership for that area for that time, so they would like to have that time changed from 7:30 to 8 for the pick-up.

The other one was 9 o'clock is a good time. I would agree with that. Most of us that have medical appointments, you take that 6:30 in the morning, you're at the V.A. at 7:15. With all that traffic and my appointment, may not be until 10, 11 or 12 o'clock.

Justin Sheldon responded to the comments – We are looking to go ahead and reevaluate this after six months to assess the needs. We are going to encourage everyone and spread the word at the community meetings that will be held in the spring or summer. So we will be trying to get the word out.

I would like to close with this, we are looking forward to expanding this program. This project would not be possible without the partnership with Adrian, City of Santa Clarita and the other basin contracts, including Antelope Valley as well. It is a partnership to make this happen so we're looking forward to expanding this program, thank you.

Keith Mbulo, MV Transportation

Staffing Updates

I just wanted to give some staffing updates, I know that a lot of you are familiar with Elmer. He has moved on to another division. He is still with MV and is working within Access, but he is now at the Van Nuys yard. While we are going through this transition, if there are any inquires, and if you have any questions, feel free to call our customer service and ask for Keith. But I wanted to let you know that he won't be coming to these meetings, but I'm sure that you'll still see him around at different Access Meetings.

Overall Staffing Levels

Within the Management Staff, we've filled the AGM position, we are determining when the start date will be. But as we look at the driver force, we have been operating with short staff for some time, so now we are just starting to fill every position. I perceive that by the end of March, beginning of April that we will be fully staffed. We are currently training about eight employees right now, we are short ten. We are looking to start another class hopefully another six, seven people very shortly, of course they need to go through the background and qualification process, but once that happens, we will definitely see a change.

Some of the common factors have been that some just couldn't make it through the training, it just wasn't for them. We have others that during the holiday season, they went to seasonal jobs because they were paying more, but now that that is over, we are starting to see it settle down, so they are starting to stay.

We expect a driver to be a reasonable driver once they are on their own. Every operator is getting a minimum of 140 hours of training, that's from start to finish, but that's across the board all services, local transit, commuter, and para-transit. Once an operator is released out into service, there is a good few months for them to get used to being on their own, no longer having a trainer, the interaction with the public, so it does take time.

GENERAL PUBLIC COMMENTS

Susan Whiteside

Access Standing Order/Transfer

I take the five o'clock from Olive View, but we go to the Veteran's hospital first. It doesn't make any sense because we go backwards and then we come here. Everyone agrees that we should leave Olive View and come to Santa Clarita. It adds forty five minutes to our commute to go to the Veteran's Hospital. The day before yesterday, they picked up Ron at the Veteran's hospital, he gets off of work at 4:30PM, so he just sits there anyways, and he'd rather get picked up first anyways and instead of being home at seven o'clock at night, we've been getting home at 5-6:10PM.

I don't understand why you would schedule that way. Why would you go backwards? Everyone else has to go to Olive View. There is so much traffic when we are heading out to Veteran's Hospital, when it rains, we're not home till after 7PM, so what everyone wants that goes home at 5:30PM they want to be able to schedule the pick up from the Veteran's Hospital first.

Also, I don't understand why if you have a standing order, you still have to call in everyday and order your standing order.

Keith Mbulo addressed the standing order policy to Susan Whiteside - From my understanding you do have a standing order but you're doing the transfer trips.

Ashley Reyes, responded to Susan Whiteside's concern - Ashley approved your standing order, you are correct. When you have a standing order, you don't have to call every day, but because yours is a transfer trip, we have to send your information to the Van Nuys provider, because they don't have that information and then they send us a confirmation that you booked your trip. That's why you have to call.

Adrian Aguilar responded to Susan Whitesides' concern - We don't have standing orders for transfer trips for that reason. Because we transfer, drop off and pick up our customers

first. The reason why we go to Olive View first is because that's where we have the transfer scheduled. So we have trips that we have to meet the other providers so that our riders meet that connection.

Susan Whiteside – One other thing. Walmart on Carl Boyer Drive. I don't go there anymore. If I take the bus there, but I have to walk a mile to get there. There has to be a way that you can put a bus stop closer to Walmart.

George Orentlicher

Rate Change

Compliments the rate change, improvements to the system has been speeding up, which is good, I appreciate it. Also, again compliments to the drivers, I think they've been even better than they were before and I noticed that a lot of them, including the new ones are also concentrating on assistance with passengers. The ones I got in March have been better than February have been better on pick up times.

Food court mall stops, there are two places for the food court stops and no one signified the difference. The one that you turn around in the back where you have to walk from the street to the building. Then there's another one on the side of the mall, which is right there at the door to the food court. Communication between the passengers and the professionals. Over at Lazy Dog, some may not be familiar with the mall, so they may not know that what "Lazy Dog" is. But I do know from experience where the buses go, and I know it goes right by the door right at the food court on the side of the mall and the turn around.

New Buses

I hope they are looking into a recommendation of fixing the steps on the buses. There are still some that have the better steps and not those steep steps which are contradictive to the Access.

Pick up timing

There's enough problems where some of the drivers are still complaining how dispatch is scheduled pick-ups in different parts of the area at the same time. Like the other day, the driver had three pick-ups at 2PM. Now considering that we have to have the reservations in the day before than those who dispatch already know since they check the computer about when they can schedule it because we can only suggest the time we want, we get the time they give us, so then they can control whether or not they're going to give us three people at the same exact time or not near each other. That's something that needs to be looked into.

College of the Canyon Campus Stops

When I tried to get their one time, they said they only have one stop (circle whatever) but there should be another stop by the lower canyon instead of walking over there, because most people go to that area for parking and for whatever facilities they have over there.

Night Schedule

Many people asking for it. How do they know, how do we know about a night schedule? I think there should be more information to the General Public.

Where is the TAP office going to be at the New Senior Center?

John Taylor responded to George Orentlicher's question. When you go to the new Senior Center, you go you to the elevator, on the second floor you get off the elevator and it will be right there.

New Buses

Fixing the steps on the new busses, bot so steep steps for Access. Pick up timing drives are complaining that dispatch pick up schedules are scheduled at the same time.

Veteran's Pay

Are the people who have been driving for ten years getting better pay than the people who are just now coming in?

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, May 2, 2019, 9:00 AM at City Hall in the Century Room, 23920 Valencia Blvd., Santa Clarita, CA 91355.