

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

ACCESSIBILITY ADVISORY COMMITTEE

Minutes of the Committee Meeting

9:00 a.m.

Thursday, January 9, 2020

CALL TO ORDER

Chairman, John Panico called to order the meeting of the Accessibility Advisory Committee at 9:00AM.

MEMBERS & GENERAL PUBLIC PRESENT

John Panico, Chairman

Ella Clark, Member

Keith Curry, Vice Chair

Faustino Salvador, Access Services

John Taylor, Santa Clarita Senior Center

Christine Pernodet, MV Transportation

Cindy Valdivia, City of Santa Clarita

Larry Miranda, MV Transportation

George Orentlicher, General Public

Carmen Taylor, General Public

Karen Manke, Member

Genevieve Carbone, General Public

APPROVAL OF MINUTES

A motion to approve the agenda was approved.

The agenda was approved as is.

A motion to approve the November 2019 minutes was approved.

The minutes were approved as is.

MEMBER COMMENTS

Keith Curry

No comments at this time.

Karen Manke

In the last week or two, the drivers have been running late. When they run late, they are unhappy that they have to pick up so many people. Once time they were an hour late for me, and said it was because they have a lot of people to pick up. It has happened four to five times in the last month. Can anything be done about this?

Larry Miranda replied to Karen Manke's comment

We are looking at routing. Some of the drivers have been back and forth due to the routing. Sometimes trapeze (the system that sets up the routing) thinks that it's feasible to get from Stevenson Ranch to Shadow Pines even though we all know it's impossible due to traffic. The computer sets it up that way, and our dispatchers should be able to catch it and re-route it. That is one of my priorities, I am working with the dispatchers to check the routing to make sure the routing is not doing something like that where we have someone in Stevenson Ranch, and then drive all the way to Shadow Pines. It looks good on the computer because the computer doesn't deal with the traffic. A lot of drivers have come to me and addressed this because it's stressful for them, they don't like to be late.

Christine Pernodet responded to Karen Manke's comment

We have been experiencing a lot more ridership than we used to. We used to have 430 trips per day, but now we are closer to 500 a day. Additionally, with the new Access transfers, they are going more often to the valley, so that adds to the delay. The Senior Center is another one, there are a lot more people going to the Senior Center. It is something that we were not prepared for, but we have seen a lot more ridership than we've ever had, however we are working on it.

John Taylor

Bus Schedules, we are all out at the Senior Center.

Ella Clark

I agree with Karen about the timing of pick-ups. I have had a standing order with Access every Wednesday for years, and last year it got more and more unreliable (almost every Wednesday). I don't know whether I'm going to make my appointment on time, and it's imperative that I do because it's a Dr. that I need to keep up with. I made this suggestion before, and I don't think you are double checking your computers as much as you should

be. You should hire someone with a lot of experience, someone with taxi driver experience and familiar with dispatching, because without the added experience, you are going to fall into problems – you need someone with more experience. You have some wonderful drivers that try to make the route work, and some of the new ones are probably afraid to call to make it more feasible.

The Senior Center

One of the drivers was telling me about one of the transit buses that can't get into the driveway at the Senior Center. The bus has to come down that hill, make a hard-right turn into the driveway between parked cars, and one day it's going to cause an accident and the driver is going to get blamed for it.

Keith Curry responded to Ella's comment

Adrian mentioned that and was supposed to be looking into it. You go uphill and all of a sudden people have to make a right at the parking lot at the Senior Center. When they designed it, I don't know why they put the driveway there, it could cause a traffic problem.

Cindy Valdivia responded to Ella Clark's comment

I know that there is a traffic safety concern with that driveway. There have been discussions between the Senior Center and our City staff. I will look into it, and report back to you.

John Panico

Absent Members

I noticed that there are only five members here, so we can't vote on anything today. Any voting or any changing requires to have a quorum. I want to go on record with that. We have five people missing. We may have some new business; however, we can't vote on anything today. We only heard from Jim Hogan about being absent today.

I want to go on record, that If you can't make the meeting, that's fine, but please contact us or the City when the notice is sent out. I'm worried about everyone, I only heard from Jim Hogan personally.

Members absent today: Linda Wood, Line Paquin, James Hogan, Kurt Baldwin, Lillian Shaw.

Ella requested that all the members have each other's telephone numbers.

Keith Curry commented

The Chair has to make a list of all of the members and their phone numbers.

NEW BUSINESS

John Panico

Emergency Power Outages

Adrian was going to update us on it. Cindy, do you know anything about the power outages?

Cindy Valdivia responded to John Panico

I don't know that much to provide an update. I will go back and discuss with Adrian, he did mention that there was a meeting about Access personnel. I'll talk to him about it, and provide an update for you guys.

Keith Curry commented

I believe that the City allowed transit buses to go back by Mammoth to pick up certain people who couldn't get out of there. It was in the afternoon when the fire broke out and I guess there was no plan.

Cindy Valdivia responded to the comment

We had buses there until they no longer had access to the roads. We were notified just as everybody else was, everyone found out at the same time. Once the roads became closed, that's when our buses stopped servicing that area.

John Taylor

I just want to add, I thanked you guys the last time, but you guys did a great job of evacuating the Senior Center. You guys were there, and you did a great job. I just want to thank you again.

John Panico

Emergency power outages

There were scheduled ones by Edison and concerns of communication, and how they can affect certain things. They were going to try to upgrade their equipment, and change power poles.

Cindy Valdivia responded to John Panico

I believe that time frame has passed as far as power outages, but it can always come up if they know that the weather is going to be bad, they can always send notices out and let us know ahead of time.

OLD BUSINESS

No comments

AGENCY UPDATES

Cindy Valdivia

Vista Canyon Station

We are going out to bid for a contractor to do construction in the next month or two. We will have some finalized by the end of spring. The bus transfer station will start construction in the next two weeks.

The bus transfer station is being constructed before the Metrolink Station. It's an adjacent station to the train station. Once both are built, then we will have more transit services out to the east side of the valley. There has been interest from other agencies in the area that want to also use the transfer stations. We will have a full seven bay bus transfer station.

Once the construction is finished at the end of fall, we will have two bus transfer stations: MRTC and Vista Canyon. If you're not familiar with Vista Canyon, it is off of Sand Canyon and Lost Canyon.

Ella Clark responded to Cindy's comments

I've never heard of it.

Keith Curry commented

A question for the record. Our first transfer point was on Hubbard Metrolink Station and then we moved up here to the Newhall Metrolink. We then had a big vote about Henry Mayo, and then went back to Olive View because of all the amenities in case someone gets ill.

I'm hoping that in the future with the Vista Canyon Project, with the transfer point being there, if it's enclosed, although it does not have a hospital environment. However, if it's enclosed and it's comfortable, in the future it can be a transfer point instead of going over the hill to Olive View. It would be ideal. I'm not saying it's going to happen, but you

can take a look at it to see if it's feasible. In the future we can see if it's feasible as a transfer point instead of Olive View.

Cindy Valdivia responded to Keith's Question

We can look into it although it's not an enclosed structure like the McBean one, it has restrooms and it will have canopies and benches, but there isn't an enclosed building.

Faustino Salvador responded to Keith Curry's comments

I think Olive View is ideal because it's closer to the other regions that connect and bring the riders to the basin. If we change it to Santa Clarita, then the other providers are not able to come up.

Ridership Update for November

Para-Transit Service

Despite having less weekday service than last year, compared to this year, we did have a ten percent increase, and this goes along with Christine's comments on ridership. Para-transit service did have a ten percent increase when compared to last year in November. We are seeing a steady increase in para-transit Service riders, and there are many factors to that, but this is what we have been seeing in our statistics. Our local and commuter service has been at steady ridership or a little decreased, but it's not as consistent or as high as the para-transit service.

Local Service

Due to the school closures in November because of the Saugus High Incident, we did have a decrease in ridership for local service as well. The decrease was a little over fifteen percent, because students weren't able to go to school for a few days. Due to the incident, there was a decrease in ridership because of that.

Holiday Light Tour 2019

The other update I have is that our Holiday Light Tour in December had a twenty five percent increase in ridership. We supplied two trolleys, our old and new trolleys, and four DAR vehicles. With those vehicles, we had over fifteen hundred residents join us for the Holiday Light Tour. It was very popular, I was there for two of those evenings, it was very crowded, but we had a steady consistent flow of riders going in and out of vehicles.

The Holiday Light Tour was primarily for the residential homes in Valencia and Saugus areas and our vehicles picked up at the Transit Center. We did not go to Wakefield as it is a very tight and congested street and difficult for our vehicles to go into that area. We did go to a lot of other areas that are in the same general vicinity. Everyone loved it and we received a lot of positive comments on that.

Farebox Upgrades

The farebox upgrades going on next month include updating our vehicles for para-transit with some new display screens/tablets for our drivers. That will be happening by February. Nothing will change on the customer's side, everything will be the same. You can still pay with TAP card and cash. It's just for the driver's ease and better visibility on the tablets than what they originally had. It ties in with the whole farebox upgrade that we are doing system-wide and with all other agencies in the county to provide newer farebox upgrades. The fees will remain the same.

John Panico asked Cindy a question

With this increase of para-transit and DAR, you said that commuter trends have been steady, there hasn't been any increase in the number of trips to those routes, but with the bigger increase, how does it affect your budget? Are you guys looking to have more DAR vehicles, more para-transit, how are you guys analyzing that?

Also, are you guys fully staffed again? I had a tour with Arcy at the facility at MV. Adrian said that some days were not good with him during the week. I'd like to schedule some time with you, like a "Bring your son to Work Day".

Also, when they built the McBean Transit Station, there was a three or four-person sub-committee that was myself, a driver, someone from the City and someone from MV. We actually went to the site and made comments and voiced concerns about para-transit, other agencies, other bays, at that time silent radio, accessibility, notices and things like that.

Kern Transit

Is that running already?

Fly Away

What is the status on that?

Cindy responded to John Panico's question

As of right now, we are paying attention to the numbers, but we have not increased or decreased our budget in relation to that yet. We are just looking to see what the trends are for right now and as far as I know, we have not looked into increasing or decreasing the budget.

Transit Staff

We are fully staffed and by all means, I'll give you a tour, I'll give you my card before you leave.

Vista Canyon Sub-Committee

Yes, we are planning on doing that too, but we haven't gotten that far into it, we haven't even started construction yet, so once that does start, we will look into that and we can provide somebody from Access if you'd like to be a part of that.

Kern Transit

It is running that service now, and you can pick it up at the McBean Transit Center. I will get some Kern Transit schedules for the Senior Center.

FlyAway

As far as the FlyAway, we've reached out to the FlyAway folks and we have not heard back. I know they didn't have an interest before, but we can reach out to them again in light of Vista Canyon, but we have not received any other interest. But infrastructure is key and we would need a large enough infrastructure for them to service, because they have frequent service, and because of the parking situation.

Keith Curry asked Cindy a question

When will Lost Canyon open up? I saw apartment structures. Will the museum be part of phase two? Is there a timetable of the turnabout and will it be closer to the Sand Canyon location? Have they contracted a route for the buses, and is there a plan already to accommodate that area? If so, is it possible that Adrian bring a diagram to the next meeting for that specific area?

Cindy Valdivia responded to Keith's questions

I don't have the exact time frame on that, but I will look into it. Just so everyone knows what the phases of the project are, there are three phases for Vista Canyon. The first is over on the Lost Canyon side apartments and condos. The second phase is single family houses and large commercial buildings, similar to a downtown Main Street on Vista Canyon Blvd.

That downtown Main Street will dead end into the bus transfer station and the Metrolink Station, that will be the third phase of the project. There is a time table, I just don't know exactly what it is. The first phase is currently being constructed, so I want to say that by the summer of this year, but I can't confirm that at this time. The Museum will be part of the park, similar to Placerita's Nature Center. As far as the turnabout, the roads are being built right now. There are several turnabouts, I believe there is a total of three or four, and two of them are on Vista Canyon Blvd., and those are currently being constructed right now, so they'll be done before construction even starts or finishes on the Transfer Station.

About the routes in that area in the Transit Development Plan or the TDP specifically points that out, and I will bring the diagram. I'll be at the next meeting, so I can bring what the TDP states. We haven't finalized what the route is going to look like in that area, we just know what services we are considering for the transfer station, so we haven't finalized how many routes. All of that is a long process, but we need the station built first.

Ella Clark asked about Via Princessa Metrolink

What is going to happen to the Via Princessa Station, because the lower income people live in the Via Princessa area and they need that transfer zone?

Cindy Valdivia responded to Ella Clark's question

As of now, the station will remain open, and we will evaluate based on ridership at Via Princessa.

John Panico asked Cindy Valdivia about her resume and background

Cindy Valdivia responded to John Panico's questions

I have nineteen years of Transit experience now. I started at Metro at the Customer Call Center as a Call Center Lead and then I went to the City of Glendale, and I worked at Glendale's Transportation Division, along with MV Transportation as well. I came here in 2011 with the City of Santa Clarita. I've been here almost nine years. I have a Masters of Public Administration from CSUN; my undergrad was Cal State Los Angeles.

Faustino Salvador, Access Services

Staff Changes

Access made some changes and we reconfigured the staff. Megan was here originally and now she's overseeing the West Central and Northern Region. I have the biggest region which is the Southern Region. They do approximately 4,000 trips a day, and now I have the small one which is Santa Clarita. Alex oversees the San Gabriel Valley, the Eastern Region and the Antelope Valley. So that is the Project Administrator Team. We also have Operation Service Monitors that help us. My team consists of Justin and Jessica and myself.

I want to provide you with some stats. What we do is we update and incorporate all the regions as a whole. Our December stats are not finalized. As of November, our OTP Standard is to be at 91%. For the month of November, we closed at 91.9%, and for year to date, we are at 91.2%, so we are clearly at standard.

Excessively late trips, these are trips that are above forty-five minutes, outside the twenty-minute window. We are to be below .10%, currently for the month of November, we are at .08% and for the year we are at .14%.

For reservations on hold over five minutes, we are to be below 5%. For the month of November, we were at 2.6%, for year to date. We were at 4.2%. The average initial hold time for reservations is to be under 120 seconds, for the month of November we were at 67 seconds, and for year to date we were at 81 seconds.

Transfer Trips

The other stats that I want to share with you, are Transfer Trips. We are assessing the transfer trips after a six-month period. We wanted to see how adding these additional transfer trip times impacted the contractors and ridership.

Santa Clarita Region

For the month of July, for Fiscal Year 2019, we had 221 completed trips. Completed trips include trips going from here to Olive View and Olive View back. It also includes the transfer trips from Golden Valley (The McDonalds), that we connect with the Antelope Valley.

For this July, fiscal year 2020, we did 374 trips. In July, we saw a percentage increase of 69%.

August - same for last year, it was 254 trips completed, for fiscal year 2019, this year was 441, that was a 74% increase.

September, Fiscal Year 2019 we had 208 trips, this year (Fiscal Year 2020), we had 467 (double).

Keep in mind that Access has peak seasons, September and October are our peak season, and that's when we see trips increase. Our next peak season is coming up in February and March, that's when you see a real spike in trips - school, other events.

For the month of October, keep in mind we're still in peak, 251 for last year, 473 this year, 88%.

For the month of November 2019 for last year, we had 538 this year, 157% difference. So those are the stats I have right now.

It seems like the transfer trips for the 6AM and the 7:30AM transfer are the ones that people like to utilize. That is very important for an operation. As Larry knows that when you come in, you have to get these trips in order to be there on time. If you run late, that could impact the whole day.

We see a harder impact for the Antelope Valley because they have a longer route from the Antelope Valley coming down the 14 to Olive View. If something happens on that 14 freeway, it's very crucial.

For the transfer trips, we have four Access vehicles in the morning.

We are assessing what worked, what didn't work, what is working, and maybe we can make some changes.

Highlights in November

We awarded Rancho Los Amigos starter, Vanessa Angel from Global Para-Transit the 2019 "Jerry Walker Commitment to Quality Service Award". We announced it at the annual meeting and she was presented the award at the annual award meeting.

We successfully completed all the community meetings for all the regions, it was successful, and we did a site-safety security assessment which was conducted in the yards of the Northern Valley and the Antelope Valley.

Keith Curry asked Faustino Salvador some questions

I've been talking to the Bella Vida Senior Center, they would like for MV and Access to come to the Senior Center in Spring time and give a one-hour seminar and also bring some Access Guides.

Cindy Valdivia responded

I can coordinate that meeting. I can ask them what they need for the presentation and then we can set it up.

John Panico asked Faustino a couple of questions

You mentioned a Golden Valley McDonalds pick up or drop off, I didn't know about that. Do any of the riders go to Antelope Valley?

Also, do you guys have a "Take Your Sons and Daughters to Work Day"?

Faustino responded to John Panico

The Antelope Valley and Santa Clarita connect at that location to transfer the riders that are going back to the Antelope Valley or coming into Santa Clarita. That is not the same as the one at Olive View. At Olive view, they are going into the basin or coming into your region. There are different connections there. If the riders wish to go into the Antelope Valley, that is where they connect.

Take Your Sons and Daughters to Work Day

Any rider that wishes to attend to any of the regions, such as for example, I oversee the Southern Region. We have the Access headquarters and then we have the contractors. At the contractors, you will see the dispatching, the vehicles and all that. At the Access

headquarters you will see me and the Executives. What region do you want to visit, Eastern, Northern, West Central or Southern?

John Panico responded to Faustino

It would be Northern.

Faustino responded to John Panico

I can set that up then.

Christine Pernodet asked Faustino a question.

Can our Access customers still download the "Where's my Ride" application to check on their ETA and is it accurate?

Faustino Salvador responded to Christine's question

Yes, the "Where's my Ride" app, is available in Santa Clarita.

Larry Miranda, MV Transportation

Ridership Increase

As everyone knows, we do have the increase in ridership. We understand that at MV Para-Transit, we are having a general bid come up which is for all the drivers throughout the whole transit system. It's going to be in February, but will be implemented in March. The reason why it will be implemented in March is because as Adrian Aguilar touched on in our last meeting, he had discussed the Micro-Transit project that is going to be up in the Fair Oaks area.

We are planning to open up that project in March so as part of that we need drivers for it. One of the things that we want to do is increase the DAR drivers which will help with the flow of the passengers and also to cover the Micro-Transit project that is going to be going on in that area at that time. So those are some of the things that are going to take place. We should have more DAR drivers available to use to help with the wait times and system issues as well. We are looking to launch the Micro-Transit project in March and that's what we're working towards currently.

Micro-Transit

It's a similar service to Uber and Lyft, however it will only run for certain hours. The hours are not set yet but we are still working on it. It should be from 4 -10AM and 2 - 8PM. It services a certain area by Golden Valley / Sierra Highway up into the Fair Oaks residential area, all the way out to Soledad Canyon and Sierra Highway. It's going to be that large

area that will provide transportation to the Metrolink and certain destinations that provide transportation for those people that live in that area.

It will drop you off directly at the Metrolink, Carl Boyer by the Wal-Mart, and other areas such as the Community Centers. I believe that the Senior Center is also a stop as well. It will provide door to door service and will help commuters that live in that area to take them directly to the Santa Clarita Metrolink. The fare is two-dollars. This will transport people during those time frames, and will move them directly to that area. It will also pick-up from those locations and take them back to those areas, so it will be precisely for everyone in that boundary,

It is for everyone. You can go onto the app, log yourself in, and it's literally a fifteen-minute window. When you ask for your reservation, it's required to be fifteen minutes to come pick you up from that area and get you to your location. They will be using DAR vehicles with access for wheelchairs and lifts, and the drivers will all be trained.

Cindy Valdivia added to Larry's comments

It's similar to Uber and Lyft. We just finalized the name, but it hasn't been published yet. The City hasn't released the name, but we are doing marketing and branding in the next week or two. The official name is "Go Santa Clarita". It has not been publicized yet, so please don't spread the word just yet.

John Panico asked Larry Miranda

I know that the Assistant GM is on a leave and the GM's position is open. Any candidates for a future GM?

Also, what is going on with the union contracts, are they going to switch over in February, any new bids, what is going to happen there?

Larry Miranda responded to John's questions

General Manager

I know currently MV is looking. They conducted interviews last week for a current GM, so they are in the process of hiring a new GM for us. We have had a Quality Assurance Manager who is overseeing the division at this time, her name is Rosanne Rawlins. She is in transition and will be coming over, helping the division and basically taking the General Manager lead position for the division. We are in direct contact with her and she was just here last Monday and Tuesday. She won't be here next week, but she'll be here the following week. She is involved with our division via text and e-mails on a daily basis as the GM position that she is fulfilling.

General Bid

As far as the bid, it is a general bid that is going to happen in the beginning of February. The reason we are doing it so early is because usually we have a bid and then a week later it goes into effect, that is the normal procedure. However, because of the Micro-Transit Project, we're doing the bid early so that we know what drivers will be on that project and will have those three weeks to train them on the systems, learning the areas and the requirements of that new project. That is why we want those three weeks to make sure that those drivers as well as will be ready on the fourth, ready to roll with their position trained and ready to go as well as back-ups trained in case somebody calls off. We want to make sure we are all prepared, and ready for any event that might happen during that roll out phase.

We are trying to increase the driver pool, and by creating those additional runs it helps bring in more drivers because it's another opportunity where it's a different service. A lot of our senior drivers will want to take this because of our hours, so those are things that help increase the driver's pool. We do have a good driver pool right now as we have six in class, and three that are ready to be released, so we have a good set of pending drivers at this time.

Keith Curry asked Cindy Valdivia a question

Skyline

They're constructing a new sub-division off of Plum Canyon. I know they're opening up Heller Circle. Is it going to go around and connect to Sierra highway? How is it coming along, what is the timeline and have you implemented a bus stop?

Cindy Valdivia responded to Keith Curry

As of now, we do have a route that is on Plum and Heller Circle, but that route will stay the same until we evaluate. It's in construction as of right now. As of now, we do have a route that is on Plum and Heller Circle, but that route will stay the same until we evaluate. We do have bus stops planned in that area and we had the developer plan for bus stops as a part of that project, so there are bus stops there.

John Panico asked Cindy a question

School Trippers

I know that there had been some issues with vandalism and cameras on the school buses, the kids were acting up quite a bit, they had active shooters and problems with students. Have things been better?

Cindy Valdivia responded to John's question

We have a contract with the Sherriff's Department to patrol our buses and to always respond to any incidents that we have on specific routes. If we feel that there is a need to have them on-board, we do request that they do sporadic rides on our routes, however it's just a request and if they can schedule it in. We do have that with the Sheriff's Department.

We do have a good relationship with the District and the District does do disciplinary action on those incidents, and I know that Christine can probably touch on more recent incidents.

Christine Pernodet responded to John's comments

If we do have any incidents, it will be investigated and we will share any videos with the School District, and they will address it with the student and with the parents, and we do follow-up on that.

Christine Pernodet addressed Ella Clark's concerns from the November Meeting

Regarding your appointment for the meeting, usually they are set up the day before, so we did not forget about you, and we try to pick everybody up from one location, so that is why we were running late on your trip on November the 7th because we were trying to pick up other members like Mr. Hogan and Mrs. Wood, to have you all come in one vehicle, so that's why we were running a little late, we apologize for that.

Regarding your sensitivity to the scent in the DAR vehicles, as much as we try to send Access vehicles, sometimes the Access vehicles will not be available and we will have to substitute with a DAR vehicle.

But please let us know right away, so we can look into it and maintenance can definitely look into the bus and see if it needs to be cleaned.

Ella Clark responded to Christine's comments

The bus I was on today had a urine scent.

Christine responded to Ella's comments

We will definitely look into it.

Christine continued with her comments and addressed George Orentlicher's comments from the November Meeting.

I have a follow-up with Mr. Orentlicher, regarding one of your trips that was over ninety minutes. I reviewed it and this was because the vehicle was so crowded, and had to be

shared with multiple people, as well as a wheelchair passenger for pick up and drop off; so those are going to take a little extra time. Again, I apologize, we really try not to keep you for more than ninety minutes in the vehicle, but you were sharing a ride with a lot of passengers that day.

I did review the routing, and everything was done accordingly, either you were going to have to wait longer on the bus, or you were going to be picked up late, but there was no way that we were going to be able to make the trip shorter, it was heavy ridership that day, thank you.

Closing statements from Christine

If there are any concerns, I work very closely with Larry, we work across from each other, please let us know, because we do take your comments seriously, and if we can fix it we will, but we have to know what is wrong first and we count on you to let us know.

Keith Curry added to Christine's comments

Members, and General Public, please be aware, if you have any issues, please try not to wait until the board meetings, at least make the call and file the concern, so that when you do come to the board meeting, they will have it on record. We don't want you to come here and all of a sudden, you lay it all out. So, make sure you make the phone call as soon as it happens and when we come to the meeting, we can respond and address it.

GENERAL PUBLIC COMMENTS

Carmen Taylor

No Comments

Genevieve Carbone

On Saturday afternoon about 3PM, the bus stop on Lyons (the Wells Fargo side), the City bus, route 4/14 on Lyons and Wiley, very often the driver waits for me to cross the street when they see me coming with my walker, they wait until the lights change and I get into the bus, and they've done it several times before too.

George Orentlicher

I want to compliment the drivers on their courtesy and concern for the riders.

This morning, there was an issue with the phone service, do you not have a phone redundancy? The reason why I ask is because there was supposed to be four people on our bus this morning, and two in between, one of them was Jim Hogan, and the other

was Linda Wood. The driver had no idea that Jim Hogan and Linda Wood would be a no-show. Were you all aware?

Keith Curry responded to George Orentlicher

Jim Hogan I was aware about, but Linda Wood, I was not aware.

John Panico responded

No other emails or calls from anyone else, that is why I'm going to make that list and my responsibility will be to follow-up with them to see how they are doing, and let them know that they should contact us.

Cindy Valdivia responded to George's comment

The phones were down until about 8:30AM. There is a phone tree, when you call the main number, there is an option to talk to the City for concerns, and if you press the options for concerns, then the call would have gone through to the City side, so we did have that available.

Christine Pernodet responded to George's comments

So that means that you had to go to those two houses and wait for five minutes, so that was ten minutes that were wasted.

George Orentlicher continued with his comments

Going back to what I was saying, I noticed that the pick-ups are scheduled almost at the same minute, and you don't need a computer to tell you that doesn't work.

Christine Pernodet responded to George's comment

And that has to do with the heavy ridership, and so we do understand that some are scheduled at the same time, but again because we don't have enough vehicles or drivers right now we have to try to squeeze everybody in.

Larry Miranda responded to George's comments

It goes back to routing as they're trying to provide the twenty-minute window. If the computer sees three ten o'clock. and it thinks it only takes seven minutes to get from Stevenson Ranch to Shadow Pines, it says I can stack these on there and you should be there by 10:07 when I'm picking up George at ten o'clock, but as we all know in real life there is no way you're going to get there until 10:45, so that's the problem. That's when the dispatchers and the human involvement needs to step in and say "Wait a minute, this isn't going to happen", and on the system, it flags it cause it's going to say, it turns the 10 o'clock to red, so our dispatcher looks at it and say "oh, this one is red", which means

we're not going to make it there on time, "Let me see if I can find another run to put it on so that I can send another driver to it". And so, they are looking at multiple rides at multiple times to see where they can move this stuff around and some do fall through the cracks.

How these systems work for instance is when viewing the "Where is my ride" app, they're looking at the estimated time of arrival based on what time you're scheduled, and so the computer looks at all that, so you might be working on the nine o'clock. It's nine o'clock now, what the dispatcher is supposed to be doing is looking at the ten or eleven o'clock runs, and the computer tells them "Hey, you have three lanes at eleven o'clock", so what they do is they actually sit down and open up the eleven o'clock and start looking at those to see if they can move them around.

George Orentlicher responded

My suggestion is that since we're required to have our reservations made at least the day before, if you have the times in front of you the night before, should that set them up right then?

Larry Miranda responded to George's question.

It does, it depends. We are actually working seven days out. So, we are routing seven days out. You can make that reservation seven days in advance. What happens is that seven days out might be booked and you might call in the day before and the computer automatically drops your reservation there, so if somebody already looked at it, let's pick a number, route 801 and you're on 801. The computer dropped your thing into 801, well they already checked that, so in the morning when they're looking at 801, it warns them and says "Hey, 801's got a late, check it out, look at it", and that's when they start working it, because the system is always updating up until the last minute of when the vehicle goes out. The computer just says, "This is the best spot for it", based on what I know, and so that's where you have these things because the computer thinks that it takes seven minutes to get to Shadow Pines which on the map with no traffic and no stop lights, yeah it will take you seven minutes, due to mileage, but we all know it's not possible because of stop lights and traffic and other factors.

It's just working with the dispatchers, getting them better trained and working with them. I have a senior dispatcher that has eight years of experience and she is always ahead of the game and I have some junior dispatchers that are just coming in. One of my focuses is training, and that's why I want my junior dispatchers to work with my senior dispatchers and have everybody come up to speed on the fact that you've got to be working ahead of yourself because that's what happens, they get behind.

John Panico

Any other comments?

No other comments.

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 5, 2020, 9:00AM at City Hall in the Orchard Room (1st FL), 23920 Valencia Blvd., Santa Clarita, CA 91355.