

**Santa Clarita Transit
Accessibility Advisory Committee Meeting
May 2, 2013**

Meeting location: City of Santa Clarita, City Hall, Century Room

Members Present: Arnetha Pierce, John Taylor, Kurt Baldwin, James Hogan, Keith Curry, John Panico

Others Present: Adrian Aguilar, Suzy Ochoa, Alfredo Torales, Hamilton Franco, Rodrigo Flores, Line Parvin

Meeting called to order.

Minutes were approved with a distinction made for John Taylor. He will be referenced as JT from now on. Motion was carried.

General Public Comments:

Vicki spoke about an incident she experienced. She was picked up over one hour late and while she was still shopping she found out that her return trip was waiting for her but was not showed because she was not ready.

Vicki also mentioned an upcoming issue she had regarding scheduling. She is scheduled to be picked up at 5:30 a.m. tomorrow to catch the train at 7:30 a.m. She wanted to know why she had to be ready 2 hours prior.

Adrian addressed Vicki's concern regarding the first incident. He mentioned she could request to have her pick up time be pushed back due to scheduling errors made. Vicki informed this happened a year ago. Adrian requested to obtain Vicki's personal information so that he could look into her scheduled pick up for the next day.

Line stated that she had 6 customer service satisfaction surveys filled out stating issues with the air conditioning on buses, in particular bus number 046. Line said that she feels ignored and if nothing is resolved she will be calling ADA. She said that she gets headaches when the vehicles get too hot. Adrian assured Line that her concern was not being ignored and he had spoken to MV's maintenance manager regarding the air conditioning issues.

Jim made a motion: AAC would like to see a fixed route from Santa Clarita to the San Fernando Valley. The motion was second by Kurt and was carried by the rest of the committee members.

Member comments

John P felt there was a communication/security issue because currently, the City had no way of communicating with security stationed at the Transit Center.

Adrian informed that currently there is no phone at the Transit Center due to construction. The City is able to communicate via contacting the office who employs the security guards. Once the electrical is complete the phones will be back up for the security guards.

Jim wanted to know the purpose of the security guards at the Transit Center.

Adrian stated that they help keep people from stepping out in front of the buses, control the platform area, and prevent graffiti. Jim felt that the City should be able to communicate directly with the security guards in case of an emergency.

Jim spoke about his concern regarding the $\frac{3}{4}$ mile service area and how one house can make a difference.

Alfredo stated that Access receives updates frequently due to fixed route.

Kurt further added that the solution would be to add the service area to 1-1/2 miles.

Kurt introduced Rodrigo who will be attending future meetings in his place. Kurt spoke about Metrolink charging for PCA's traveling with Access passengers. Kurt mentioned ADA law which states that it is the drivers and conductors job to help passengers on and off board.

Arnetha mentioned she observed at Fountain Glen, 3 buses come to a location each picking up one passenger. She felt time was being wasted and lots of back tracking was happening. She suggested hiring routers to help solve these issues. Arnetha wanted to know what the protocol was for drivers when passengers were not strapped in correctly.

Adrian stated that drivers failing to secure passengers properly were retrained and if the issue continued disciplinary steps would be taken, up to termination.

New Business

An announcement was made regarding upcoming elections for Chairman and Vice Chair. Kurt nominated John Taylor as Chairman and Keith Curry as Vice Chair. Both JT and Keith accepted their nominations.

Old Business

City of Santa Clarita, Transit division

Adrian stated that in March, the call center received over 16,000 calls which was a 5% increase compared to calls in March of last year. In April, the call center received over 15,000 calls which was also a higher volume compared to calls in April of last year. Transit division is currently working on specifications for a new phone system at the Transit Maintenance Facility. The new system will be more efficient in routing calls and will have the ability of accurately measuring the flow and type of calls received. An additional feature will be the ability to add an Interactive Voice Recognition (IVR) system in the future, which could be tied into the existing trapeze for drivers to use.

Adrian stated that Transit has seen a fifteen to twenty percent increase each month in fixed routes both local and commuter. The increase is in the number of seniors and disabled using such

routes. Adrian attributed the increase coming from the senior ambassador group which helps seniors understand the system.

Adrian states an order has been placed for additional fleet. The first arrival was a few weeks ago and 9 will be arriving within the next couple of weeks. Once arriving they will go through testing and installation of technology before being placed into service. The buses are all low floor, wheel chair accessible and will be replacing the diesel powered buses.

Jim questioned whether there is a legal requirement or rules or regulations for comfort to have heating and/or air conditioning in vehicles.

Adrian clarified that legally there is no requirement to have heat or air conditioning but the City does have a policy in place where a vehicle is to not leave the yard if the air conditioning is not working.

There was a discussion regarding what is legal and policy for vehicles with non-operating air conditioning. Not only is it considered uncomfortable but also a health issue. Adrian assured that 95% of the time, buses will not leave the yard with inoperable air conditioning.

Adrian gave an update regarding the Transit Development Plan (TDP) is in the final draft stage. The draft will be released for public comment and posted on the City of Santa Clarita Transit website. This will be available to the public for review for approximately 30-45 days.

Keith wanted to know if the Golden Valley/Fair Oaks community was being considered for service in the TDP.

Adrian mentioned the Fair Oaks community was one of the areas reviewed and recommendations are made in the TDP. One area to consider before providing bus service is the widening of the Golden Valley bridge. Currently there is only one lane available each way. The City is working on widening this bridge. After this work is complete, bus service would be easier to serve this entire area.

Someone asked about the connection between Dockweiler and the Newhall Community Center and Newhall Metrolink area. Adrian stated this was still in the works and included in the transportation network.

Access Services

Alfredo informed all about a series of community meetings. The one closest to Santa Clarita would be held on Thursday, May 30 from 12 p.m. to 2 p.m.

Jim and Keith had a question regarding members joining the CAC; would Access Services provide transportation to and from the meetings?

Alfredo stated that he did not want to discourage participation from Santa Clarita or the Antelope Valley. Therefore, Alfredo said he would look to see what could be done to help with transportation.

Kurt announced, as a member of the CAC subcommittee, there was still an opportunity for new members to join.

Keith questioned whether or not Access is still charging for a PCA to ride. Alfredo stated that it is up to each agency to decide whether or not to charge the PCA.

There was a discussion regarding Access' contract with transportation agencies and charging every PCA a fare.

MV Transportation

Suzy mentioned 92.54% for April's OTP. She also announced Denise Ware's retirement. Adrian informed about the current recruitment for a new Paratransit Manager. In the interim, Lorraine Lopez, Asst. General Manager for MV, would be overseeing the Paratransit Operations. Michael Klein and Jenni Martin would also be assisting Lorraine in other areas of Paratransit services.

Kurt mentioned Paratransit Rider's Coalition's interest in having Denise Ware as a member of their committee.

A discussion was made regarding TAP cards and the magnetic chip expiring after a number of years. Adrian informed that the blue and orange TAP cards expire every 3 years and there was a fee to obtain a new one.

Meeting was adjourned.