

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

ACCESSIBILITY ADVISORY COMMITTEE

Minutes of the Committee Meeting

9:00 a.m.

Thursday, January 5, 2017

CALL TO ORDER

Chair, Keith Curry called to order the meeting of the Accessibility Advisory Committee at 9:05AM

MEMBERS PRESENT

Keith Curry, Chairman; Jim Hogan, Vice Chair; John Taylor, Santa Clarita Senior Center; Carmen Taylor, General Public; Adrian Aguilar, City of Santa Clarita; Linda Wood, Member; Jim Hogan, Member; Kurt Baldwin, Independent Living Center; Lillian Shaw, Member; Line Paquine, Member; Gary Simpson, General Public; Ella Clark, Member; Lorraine Lopez, MV Transportation; Keith Mbulo, MV Transportation; Gina Breceda, Access Services

APPROVAL OF MINUTES

Motion was made to approve the Minutes of November 1, 2016 with one change. Hearing no objections, it was so ordered.

GENERAL PUBLIC COMMENTS

Gary Simpson – No Comment

Carmen Taylor

TAP Cards – Additional Outreach

One member came in and said they couldn't get their Access balance, I advised them to call the customer service number on the back of their card to check their balance. They called the number on the back of the Access card for customer service to fix their balance. When they called the number, the person who answered the phone said "no, you have to call the TAP to Go number to have them fix your balance". We then called that number and they referred us back to Access. So we kept going back and forth, back and forth. After about the 3rd time, we said "Enough, this is an Access card, this is the number on the card, why do you keep referring us to the other number that keeps referring us back to you?" So, it took three calls of going back and forth. Then the people at TAP to Go, said when their eligibility ends on their card, they think

they're going to lose whatever rides they have on the card, even though the card is still valid. The drivers tell them, "Oh, your card is no good anymore, you can't use it". And were like no, you can still use it, it's still valid, so we have to call the number on the back of the card, and that card says "Yes your rides are still good till this date, and then you will lose whatever you have if you don't transfer it before then to your new card".

Adrian Aguilar, Santa Clarita Transit

- *We are talking about two different things, the fares that are stored on the card, whether it's cash or the subsidized trips that only work here in Santa Clarita, that is all managed through the TAP to Go system. Access has nothing to do with the fare side of the card. So if the question is related to fares and the balance, the TAP to Go number should be used at all times.*
- *There is an expiration date for your eligibility which is printed on the card, but that does not affect the ability to use the card as a fare payment system. So even though you cannot use your Access card to get on Access, when they ask for an ID, you can still tap it and use it to pay your fare. The challenge becomes the periods for the eligibility that is available, Access is different. The cards have a shelf life of 3-5 years, after that they expire. And that may not line up necessarily with the Access eligibility period. So in those cases, if you want to keep everything on one card, you can call the TAP to Go, and they will transfer the balance from one card to another that is possible. But if the card is still valid as a fare payment system, you can still tap it anywhere and that will still work as a payment card, it just won't work as a valid form of ID to use on Access. So if the card is expired and you try to use it on Access or Metrolink, chances are they will not accept it, but you can still use it to pay your fare.*

MEMBER COMMENTS

Keith Curry – No Comments

John Taylor

Question: What is going on with the Senior Center Monitor?

Adrian Aguilar, Santa Clarita Transit

- *We are looking to see if we have any surplus monitors that we can use and donate to the Senior Center that we may be able to use. The challenge is that once the City retires them, they don't have much life left. We're still looking at a couple different options in terms of possibly raising some money to get one installed.*

Linda Wood – No Comment

Kurt Baldwin, Independent Living Center

Metro

I've been working with a small group and Metro on how they're going to make improvements with people with disabilities, with the Measure M; (I'm actually meeting with them tomorrow morning). There was a motion made by a board member about the types of things that they wanted Metro to look at to make improvements. A lot of it has to do with Accessibility of the fixed route system "Can I get to the bus stop? Can I get to the train station?" they're looking at that.

They're also looking at some improvements to Access Services as far as possibly extending the service area to a mile and a half from the quarter mile that it is currently. The motion actually tells them to look at the same day service, but I'm doubtful that-that is going to happen. There might be some experiments, kind of like what they are doing for the riders that have children that need to go to school. They have a pilot program going on in the valley for them, so there might be some same day service pilot programs happening. If anybody has any ideas that they'd like to share with me, I can certainly bring them up to the group.

LA County Homeless Count

Coming up at the end of the month is the L.A. County Homeless Count. We're looking for people to volunteer or are interested in driving around on the streets. The entire county has to be counted once a year now according to HUD guidelines. If anyone is interested, you go to www.theycountwillyou.org and volunteer. This will take place in the Antelope Valley. You do it in the morning, and everywhere else in the County, you do it in the evening.

The purpose of counting the homeless is because if you're going to put money out on a problem, you want some sort of accountability. If we're pushing money out for homeless programs, is the number of homeless people going down? The bottom line is, in order to get money from HUD for homeless programs; we have to count the homeless once a year.

Anyone who is in a shelter is considered homeless; they also count some people in the jails. They do that kind of institutional counting, but what we're doing is we're going out into the streets. Anyone who rides the Metrolink can see the tents on the river. Homeless people are moving out because of the economy and the housing problem is increasing. We live through a thing where people are living in something that's not meant for human habitation, so if it's meant for human habitation, then they are not homeless. But if it's not meant for human habitation, like living in a storage shed or something like that, then that's who we count as homeless.

Ella Clark

GPS hasn't been working lately

Lorraine Lopez, MV Transportation

- *Ella, there were some challenges however; our IT folks have identified what the issues are. When I get back to the office, I will go ahead and follow-up with those that we're involved so that we can ensure that these can get corrected. It does take a while with the changes in the map; it takes about 6-12 months. What we will do is take a vehicle out from our location to your location and see what it's giving us.*
- *Now for the newer operators, we do have a service change effective Saturday. We are assuring that we are getting them trained and we also have the Safety & Training Manager ensuring that they are getting familiar with the system itself.*

Lillian Shaw

Bus Stops

Question: Is there a printed list of all of the bus stops? Some bus stops have the bus stop numbers missing or don't have the plaque on it.

Adrian Aguilar, Santa Clarita Transit

- *We have a data base that we use internally that has the list of all of the bus stop numbers, cross streets, that sort of thing. There's nothing available to the public, but if you're on the web-site www.santaclaritatransit.com with our system map, if you click on a stop location, that information will show up. So if you're looking for a particular bus stop number for a stop, that's an easy way to do it. If you just roll over it with your mouse, it will display the stop number and then the arrival information for that stop. If you come across a stop where the numbers have been vandalized or something like that, you can call us and let us know, and we'll get that repaired. We're in the middle of a survey now of going through the 700 stops in our system. We're surveying each stop, updating our data base, updating/taking pictures, making sure that the numbers are all there.*

Line Paquine

Question: Are DAR operators trained to assist customers on and off of the bus?

Adrian Aguilar, Santa Clarita Transit

- *Yes they are.*

OLD BUSINESS

Adrian Aguilar, Santa Clarita Transit

Update to Ella Clark regarding the GPS Units

At the last meeting I mentioned that we were updating the GPS units and installing some new software, we installed it on 4 test units. We had some issues with the software, so we had to basically remove the new software and go back to the older version, while they figure out the bugs in the update. Lorraine probably has more of an update, but it is something that we are working towards. We do have a person that their main job is to maintain the rangers (the computers on board the buses). They maintain all the technology that includes the cameras, the rangers, GPS unit is just a small piece of that, but we do have staff that is dedicated to this.

NEW BUSINESS

Adrian Aguilar, Santa Clarita Transit

New Schedule

This Saturday our new schedule goes into effect. We made some minor changes on the local schedule. Nothing significant, just more tweaks to help with the on-time performance and to help make some of the connections a little bit easier to make. We've also made some adjustments to our commuter service, again nothing major, the majority of them were, again tweaks to allow for connections. The biggest change that we made to the commuter was on the Century City route. We did move the first trip up by 10 mins. That was at the request of some passengers, so that we can account for the traffic patterns along the 405 through the Sepulveda pass. These new schedule changes go into effect this weekend.

Driver Bid

There will be some new drivers on some new routes, the majority of the drivers stayed on their existing routes, but there will be some changes that you may see. So you may see some new faces out there, both on DAR, Access & the Local Service.

Courtesy Campaign

The City is currently working on a Courtesy Campaign. One of the complaints that we get with some consistency is not so much about us and our performance, but has more to do with other passengers. For example, talking on the cell phone loudly is one, people not giving up seats in the front of the bus when requested - those types of issues. So what we've done is we've started to put together a campaign. Basically a Public Information Campaign encouraging or advising our riders to mind their manners - I guess that is probably the best way to put it.

We're working on some graphics that we'll be running on the bus monitors. We'll be doing a campaign that's on social media, but that's also on our web-site and things that we'll be rolling out inside the bus and then making available at some key locations throughout the valley.

I've asked Alex to also look at possibly doing some additional outreach, incorporating this into outreach groups such as the Senior Center and some other groups that we talk to on a regular basis. I will share some of the artwork that we have come up with, with the group. I saw some draft preliminary artwork yesterday, and we should have the final draft by tomorrow. I'll share that with the group so you guys can get a feel for what we are working towards.

Kurt Baldwin, Independent Living Center

Pedestrians & Cross Walks

Years ago we worked on an audible cross signal project. We worked with the traffic engineers to do that. The thing that I came away with understanding is that here in Santa Clarita. It's a lot more important to get cars through the City than it is to get pedestrians through the City. So that seems to still be the case. The pedestrians are second class citizens here.

Adrian Aguilar, Santa Clarita Transit

- *Maintaining traffic flow is very important to the City engineers, but I wouldn't go as far as saying that pedestrians are not a priority because there are a lot of things that the City has done, a lot of infrastructure, a lot of investments that the City has done to maintain pedestrian access. But the approach is to keep traffic and the pedestrians separate and try to minimize as much as possible, the interaction between the two. So I wouldn't necessarily say that the priority is not for the pedestrians, they're two very distinct priorities, but in more recent years, the approach has always been to try to keep the two from intersecting as much as possible.*

AGENCY UPDATES

Adrian Aguilar, Santa Clarita Transit

Vehicle Updates & Vehicle Orders

The City Council awarded two contracts in late November to MCI for 5 additional commuter buses and to Gillig for 8 transit buses, so those are moving forward. We anticipate the commuter buses to be arriving sometime late next summer. The transit buses will be arriving approx. spring of 2018. As I get more firm delivery dates, I will pass those along. We are continuing with the Fleet replacement schedule.

In recent conversations with our vendor for our DAR vehicles, we should be receiving two more DAR cut-a-ways probably by the middle of March. Right now it is taking us 3-4 weeks after delivery to complete the inspection, get the equipment installed, the electronic equipment such as the farebox, the camera's and all that good stuff. Hopefully we'll get those vehicles on the road on spring of this year.

Keith Curry, Chair

Question: Now that the new bridge has opened on Golden Valley Rd. going into the new subdivision. Have any plans come into routing a transit system through there?

- *Adrian Aguilar - We don't have any immediate plans to do that; one of the things that we are planning to do is an update to our transit development plan. As part of that, we will be looking at the route and expanding service into Fair Oaks. As well as looking into service to Vista Canyon, and to service portions of Saugus that don't currently have service, including the site for the proposed Saugus Library. Right now we don't have service there, but that is one of the things that we will be looking at as part of that. It is off of Seco & Copperhill, right adjacent to that park.*

Metrolink and Sand Canyon

We are proceeding with the design of that Metrolink station. We are probably about 6 months in on the project. The time line for the design is about 12-18 months. In terms of funding for the construction, we are still about 10 million dollars short, but we are looking and working on applying for grants to fill that gap in terms of the construction of that station. We are currently proceeding with the design, as well as the design of the Transit Center that will be going in over there. That design is nearly complete. We should be receiving the draft plans this month and then we will be going forward with the permit and approval process for that and then hope to issue a request for proposal for the construction sometime around April or May.

Via Princessa Station

The initial plan was to shut down the station. That decision has not been finalized, but that was the initial plan. The challenge with the Princessa Station is that it was never designed or built to be a permanent station. It was designed as a temporary station after the Northridge earthquake and it never went away. One of the requests or demands that Metrolink has made is that we make improvements to that station. It would come in probably about between 5 or 6 million dollars.

The first question would be the proximity of the first station, they are that close. Metrolink has still not confirmed whether they would serve both stations given that proximity, then the funding that would also be needed. The improvements that would be needed to bring that station in line with the requirements that Metrolink has. Those are the question marks.

Keith Curry, Chair

Question: The Lost Canyon Rd. from Via Princessa to Sand canyon, will that be completed first to have access into there for them to do the work? Are they going to complete the Lost Canyon Rd. first to open the road up?

- *Adrian Aguilar - That design work for the bridge is currently underway. The timing, I don't know which one will happen first, but they should be completed around the same time. The site is actually accessible (once that Lost Canyon bridge is completed,) it will be accessible from 3 different directions. Right now it would come in through Fair Oaks (would be one) through Sand Canyon (would be the 2nd), that would be the north/south and the east/west access would be Lost Canyon.*

Parking at the Park & Ride

The Park & Ride that we're currently building will accommodate almost 500 spaces in Vista Canyon. Right now there are 230 spaces at Via Princessa. So it will be significantly more parking available there. The long term plans are to build a parking structure that will accommodate up to 750.

Gina Breceda, Access Services

We're preparing for the February peak. We're getting contractors to ensure that we have enough drivers that can cover the peak months. I do want to report that we are meeting our KPI (Key Performance Indicators). Currently system wide we are at 91.4, for OTP Late 4's, we are at 0.10. Initial calls for hold time, we are at 83 seconds, the standard is 120 seconds for that, and the standard for the calls over 5 mins - we're at 4.3 percent. System wide, we're in good shape.

Keith Curry, Chair

Question: What is the eligibility process for new members?

Kurt Baldwin, Independent Living Center

- *Access is putting out to bid for a new contractor, it may go to care evaluators, we don't know but they put it out to bid. They're going to have a new building that Access is going to have more control of in the City of Industry rather than its current location. In some senses, it will be more accessible for people that are going there on their own and other senses it's harder to get to from up here. But the thing that I was bringing up was telling us to watch out for is that they are going to have a new enhanced eligibility process. When I asked what that meant, they were saying "well were going to ask questions up front" and that's what I'm worried about. Because people don't know what the rules are. So I just want to make sure that when they do implement that, they are also providing these folks with the rules, so this is what makes me eligible, this is how were going to ask*

these questions to maximize my chances to becoming eligible as opposed to not knowing anything and saying something wrong because I think that that's what they want to hear. And then they get screened out.

Lorraine Lopez, MV Transportation

Our Call Center is fully staffed; our new staff member is Ashley Reyes. We've received quite a few compliments regarding the newer staff. The Manager does a good job of training them and giving them the Customer Service sensitivity Training. She has been a positive asset to us.

Adrian Aguilar, Santa Clarita Transit

Ella Clark

I just wanted to introduce Ella as a new member of the committee. She has been a familiar face for some time now. We've had some discussions over the past few months in terms of her coming on and joining the committee on a regular basis. She was appointed by Darren Hernández, who is the Deputy City Manager. I just wanted to introduce her to the group, and today was her first official meeting as a committee member.

Technically, we have one vacant position. We have one senior position, and we have an agency seat available. The Hart District is technically still part of the committee, but as we all know, they rarely send a representative, so in reality we have two seats available.

Keith Curry

New Schedule for this year, I want to make sure that we'll have our Transit Station Field Trip, May 4th.

Adrian Aguilar, Santa Clarita Transit

Access Certification & RFP

Access Certification & RFP that is out on the street. As both Kirk and Gina mentioned, that the evaluation facility will be moving from its current location, however we do have an agreement in place with Access and the current provider to use our Transit Maintenance Facility as the evaluation center for Santa Clarita so residents here don't have to go to L.A. or to Commerce once it moves. That will not change. This agreement is between the City and Access and one of the things that they wanted to make sure of is that regardless of whatever happens with whatever provider that they select for either their evaluation or frankly for their operation here in Santa Clarita, that that facility and that agreement will remain in place. I did want to share that because I know that is a concern for folks, particularly in this area. I haven't heard anything about the Antelope Valley. I know they are also using their contractor facility for their evaluations up there

and from what I've heard, and it seems to be working out well. But that is something that I was concerned about and I wanted to make sure that that didn't change regardless of whatever happened with the contractors or their providers. I just wanted to share that with the group. The Senior Center, I think they are using it for more of a back-up, but given the flow and the volume over the past 6 months, it has worked out so that they are doing evaluations at our facility twice a month. They actually also terminated the mobile evaluations.

Line Paquine

We were on Access the other day, going down Van Nuys, and I guess there was some confusion about giving the \$6 if you're going from here to Olive View, and then to Van Nuys - taking Access, do you give the \$6 to the first driver? And then at the very end, when you're being picked up in Van Nuys, do you give the \$6 to that person?

➤ *Adrian Aguilar, Santa Clarita Transit*

You pay once, so if you're starting here in Santa Clarita, you'll pay the driver the \$6.00, and then when you get to Olive View and you transfer, you don't have to pay for that transfer but on the return trip, you have to pay the driver that picks you up for that return trip. You won't have to pay our driver when you make that transfer to complete your trip. So you will have to pay on each side, but you won't have to pay for the transfer – the second driver of your transfer.

ADJOURNMENT

Motion to adjourn the meeting

FUTURE MEETING

The next meeting of the Accessibility Advisory Committee will be held on Thursday, March 2, 2017, at 9AM in the Century Room, first floor of City Hall, 23920 Valencia Blvd. Santa Clarita, CA.