

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

ACCESSIBILITY ADVISORY COMMITTEE

Minutes of the Committee Meeting

**9:00 a.m.**

**Thursday, May 5, 2018**

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

Milcah "Mikey" White, General Public

Ella Clark, Member

Elmer Contreras, MV Transportation

Line Paquin, Member

Adrian Aguilar, Santa Clarita Transit

Lillian Shaw, Member

Corie Zamora, Santa Clarita Transit

Jim Hogan, Member

John Taylor, Santa Clarita Senior Center

Karen Manke, Member

Justin Sheldon, Access Services

Billie J. Curry, General Public

Lorraine Lopez, MV Transportation

George Orentlicher, General Public

APPROVAL OF MINUTES

Jim Hogan made a motion to approve the March 2018 AAC Minutes with no changes made. The motion was seconded by John Taylor. The Minutes were approved as is.

## **Keith Curry, Chairman**

Please be aware that those who will be speaking for the General Public, you have three minutes to address any current issue that you may have and may want the AAC to hear and announce on the floor. If the questions are not addressed in that particular time, those individuals will be able to address your questions and comments after the meeting.

## GENERAL PUBLIC COMMENTS

### **George Orentlicher**

*Access Customer*

We had a situation yesterday. We picked-up a passenger from dialysis who was in a wheelchair by herself, we were not even sure if she was conscious because there was no communication with her. When we took her to the Newhall Convalescent Home by Sierra Hwy., there was nobody there to take her in, there is no call box at the gate, so the driver had to go in and get someone to come for her and take her in. Apparently, a lot of times when she needs to be picked up from there, she's left there by herself. I don't know how far the responsibility of the driver goes, I'm sure it's not that far. I want to know if some communication can be given to the senior living facility to see about having a nurse or caretaker with her.

*John Taylor added to George's comment*

*She goes to dialysis three times a week; Monday, Wednesday and Friday, and then she returns to the convalescent home about the same time that I get picked-up, 1:30PM at the Senior Center.*

*Two weeks ago, we sat out there for twenty minutes before someone would come out from the convalescent home to come and pick her up. The drivers are actually having to take her and wheel her into the home. This lady cannot communicate, all she does is moan and we believe she should have a caregiver with her, being that she is in a convalescent home.*

*I'm concerned about it because the staff from Newhall Convalescent Home sees us come in and they don't come out, they want the driver to come in instead. They need to come out and get her immediately like the Adult Day Care place used to do on Calgrove. But that's not happening with these people. The drivers have said that they have addressed this issue with you and nothing has been done about it.*

*My recommendation would be that she needs a caregiver with her. This needs to be addressed with the senior living facility.*

*Adrian Aguilar responded*

*We can suggest it, but we can't require them to provide a caregiver. It's beyond what our area of responsibility is.*

*I will make the commitment later this morning after we're done, I will get the contact information from Elmer and I'll reach out to her senior living facility and find out what her situation is, and chat with them about the possibility of them providing an attendant with her when she travels. I will start with the senior living facility and see what they say and just take it from there.*

*Jim Hogan responded*

*I myself would go to an L.A. County Social Worker to have them address management that they have an obligation because they are legally responsible for her. They need to have someone address it.*

*Let the county get involved and look into who she is, because she's got to have some type of a conservator. If they can't tell you, then they should be able to tell you who can legally tell you. Somehow something is missing from this picture, but the County should be able to tell you.*

*George Orentlicher responded*

*What I witnessed is a form of neglect. If the senior living facility is privately owned, I'm sure they have a license. If some department here had to bypass because it doesn't work out talking to them, at least let them know that they need to respond.*

**Billie J. Curry**

*No comments at this time*

**Milcah "Mikey" White**

*I am appalled on all levels of the transportation in the City, all of it. Because of the behavior that comes from the top, it trickles down to the bottom. Since I've last seen you folks, I'm dealing with a street homeless situation; being stranded by the Bridge to Home organization to LA Family Housing five times; the last time was at this shelter here. Then trying to use the transit system, trying to call Access to come here was quite interesting.*

*What happened to us to get here today, I just want to say "Wow". We could not make it here, because when we called Elmer's office, they said "We can't do anything, we'll just give you his voicemail", so I had to leave a message. I called Uber and we got ourselves here. But I am just sickened by the behavior here. They make no effort to call at all. Then what was interesting, is that when we heard the beep, I had gone out several times just for that.*

*I'm just sickened with the attitude here in are "Awesome Town" City, I'm really disgusted. It comes from City Council, and then it trickles on down because of it. It's no wonder that we lose our bus drivers who don't even want to deal with the situation here. They play the system, they take your training and they are off because of the behavior and the disrespect; giving them their paddles late, giving them their buses late, then when you make a mistake, we have to pay for it.*

*A good example happened last spring in the middle of my situation. I went to an awards event, and your company sent a bus out that she was given her paddle late, you didn't inform her that we had to get to location, and made us go all the way back to Stevenson Ranch when we were in Valencia, which was about five miles away from my destination. So I am just sickened with the behavior. When I called Access Services here and now also in the Antelope Valley, because I'm dealing with Antelope Valley for my housing, it's disgusting as well.*

*Last week, I had a situation with Access Services that between here and there, when I called, I was told "I'm sorry, Access Services, we'll have to transfer you to the Customer Service office". The Customer Service office was closed. All around it's a messy in the district five area for the Para Transit Service and transportation between both Cities'.*

## MEMBERS COMMENTS

### **Jim Hogan**

#### *Amendment to the Agenda for Future Meetings*

Made a motion that we make an amendment for the next agenda that the General Public and Member Comments be moved to the end of the agenda instead of the beginning of the agenda.

#### *Use of Rider Guides*

I would like to add that whenever you're going to use Para-Transit, make sure that you use your Rider Guide. The Rider Guide is the rules of the world, it's the policy. If you use it in the Antelope Valley, the San Fernando Valley, you have to use the Ride Guide. The question that you asked is walking a very thin line. I have a guide dog, if I board and I tell them that I'm using a white cane, and it's not on there, I cannot board that vehicle. If I have a white cane on there and I have a dog on there, I cannot board that vehicle, because I was not certified by Access. You have to read the Rider Guide to know what you can bring on board and what you can't bring on board and that is what the driver has to go by.

### *Comments Made by the General Public*

We're very open on this particular AAC committee, however, please be advised that it is the Board Members that ask the questions, not the General Public. We will allow you to discuss certain things, but it is the Board Members that can ask the questions. After the meeting, you can ask any questions. But the questions that you have been asking, the answers are in the Rider's Guide.

Keith Curry

### *Rider Guide*

Please be aware that we have a Rider Guide for a reason. Those that can't get a hard copy, you can download it from the Access web-site. Please read the Rider Guide. A lot of these questions and comments that you guys are starting today, can be answered in your Rider Guide. Current members, please do your homework and it will cut down on a lot of, because the answer is in our Rider Guide. If you don't have a computer, please ask Elmer or Adrian for a hard copy. If you need an audio version of the Rider Guide, please converse with Elmer and Adrian after the meeting, but please do your homework.

Linda Wood

*I have a members comment from Linda Wood*

### *Reasonable Accommodation Act Letter from Access*

I received a phone call from Linda Wood yesterday. She received a letter in the mail, it was addressing the Reasonable Accommodation Act. It stated that she will no longer be picked up from where she lives. She wanted me to have Access address this.

I told her that I would let Access know and have them call her to address this issue because she is distraught and doesn't understand why she received the letter. After all these years that they have been picking her up at that specific location, why now don't they want to pick up from there?

*Adrian Aguilar responded to Keith Curry*

*I spoke to Linda regarding the letter a few weeks ago; we have addressed it and have taken care of it. It came about from a Reasonable Modification Request that she submitted at the last AAC meeting. She had a conversation with Christina Blanco regarding a number of things. One of them was the need to have to provide an address every time she calls, the other was about her pick-up location at her home. That is what generated the letter, it wasn't randomly generated, it was based on a request that she submitted.*

*She received the letter a couple of weeks ago, she called me, and we chatted. I discussed the issue with Elmer, and between the two of us, we were able to resolve it. We've picked her up at least a couple of times since that letter without any issues. So I'm a little surprised that she contacted you. Like I said, she has used the service since then, and we have not had an issue with the pick-up; in fact, we didn't really change much.*

*Unless there is another issue that I am unaware of, I did speak to her a few weeks ago, so if it's something else that has come up, then I don't know about it. But I will give her a call and follow-up with her again.*

### **Lillian Shaw**

*Access, DAR, and the City Bus Drivers*

I have a commendation for the Access, DAR, and the City bus drivers. They are all fantastic. I have only had a couple of problems and Adrian usually gets my call while I'm still heated, but other than that they are great, I wouldn't get around the way I do without them.

*Keith Curry commented*

*I concur.*

### **Ella Clark**

*Standing Orders*

My standing order, I called to check the ETA on my trip because they were late. I was told that my ride would be there soon. The driver that picked me up told me that my trip had just been added on. Which means that if they just added me on, my trip was not on the schedule for the day. This happens constantly. I think that should be addressed.

Another thing that I've been complaining about for years is who checks the rides, the dispatching in the morning to verify if everything is correct?

*Elmer Contreras responded to Ella Clark*

*There are multiple people looking at those trips. Sometimes I venture into those routes as well. Believe me, there are multiple people looking at those trips and information. Do we get it right every single time? No we don't.*

*We get cancellations when the call center is closed, we get a voicemail where our customers leave a message. We get cancellations from folks that booked their trip the night before, but woke up the next morning and weren't feeling well, or are not up to traveling, and then we'll have to cancel the trip, and that ends up altering the route,*

*having to change the schedule that we worked on the day before, and then we have to rearrange the route all over again.*

*Adrian Aguilar commented*

*It's not that we forgot and your trip was not assigned to a particular vehicle, it's just that something happened that day that perhaps that trip was moved from the vehicle that it was originally assigned to, to a different vehicle for a variety of reasons. It could be that a bus was running late, it could be that we have a cancelation. It's not that we forgot, because we can see all the subscription trips, it's just a matter of yes it was booked on this trip last night, however, this morning it was moved to this vehicle for whatever reason.*

### ***Ella Clark***

*Same Time Pick-ups*

I had a ride last week where they had two of us picked up at 10AM and 10AM in Canyon Country at the exact same time. And then I get on the bus and this poor lady is trying to get to a pick-up at 10:10AM at Stevenson Ranch and Lyons Ave. That's impossible. This happens often where these poor drivers are trying to keep up with these schedules that you people put on them. So there's got to be something done where the drivers aren't going to have a nervous breakdown where they are trying to keep up with the schedules that you put on them. It's not fair to them, it's not fair to us the riders because either you pick us up late or you forget us completely.

*Maintenance Issue*

The air conditioner needs maintenance on *bus #092*. The moment she turned on the air conditioning, I couldn't breathe and I started coughing. How often do you check the filters on those buses? Are they checked at all?

Bus #103 is also dripping right above the driver.

*Business Address*

Several drivers have said one thing to me. When people call in to make a reservation and give the addresses, they would like for you guys to please ask what the name of the business is. It would be very helpful to the drivers to know if it's a business or not and what the name of the business is because if they have a business name, it makes it easier for the drivers to find the place that they are looking for.

*Sitting and Standing Policies*

When riding the big City buses, what is the policy on standing and sitting? I was only going to one stop, and those seats on the bus are so low for me to sit down and then I have to get back up again. It's almost impossible for me because I always use the handles to get

up, and the seats are so low to the ground that if I wanted to pull the chord for the next stop, I can't do it.

Most of the drivers understand. But this driver didn't understand and got very angry and hostile with me and ordered me to sit down or he wasn't going to move the bus and I said "You don't understand, I'm only going to the next stop" and he wouldn't move, so I just wanted to know what the policy is for standing and sitting.

*Adrian Aguilar responded to Ella Clark*

*Do you know when that happened? Standing is allowed on the bus. If something like that happens again, please let us know, that way we can address it. Not that it's impossible, but it's very difficult to go back a couple of weeks, but that information helps us to address the issue and not let it continue. We will bring up that issue in the next round of safety meetings. If something like that happens again, give us a call.*

### **Karen Manke**

*Why doesn't Access commute to the Olive View Hospital on Sunday's?*

*Justin Sheldon responded to Karen Manke*

*It is not that we don't have enough drivers, it's just that it is not in the scope of work at this time for Access; however it is something that may be a possibility in the future.*

*Ella Clark commented*

*I would suggest that she take Access to the Metrolink and then have Access from the valley pick her up from the Metrolink.*

### **Line Paquin**

*Access Ride Pick Up*

On April 12th, the driver came to pick me up in the parking lot. She must have seen that I wasn't sitting on the bench that I normally sit and wait on. I was inside the building because it was very cold outside. I called Access to let them know that I was inside the building, right by the window. As she came, I could see her come in and go back out. She never stopped, waited, or never picked me up. Access must have not let her know that I was waiting inside.

When I called to complain, Elmer advised me that the driver was Maria, which surprises me because Maria never does that, but I ended up asking for another bus to come and get me, and I had to wait another hour. So this time, I waited outside in the cold because I was afraid that I was not going to get picked up again.



When I addressed it with Access, according to the GPS, the driver waited five minutes. There is no way that the driver waited for me five minutes, so I asked to get that information in writing. I saw the vehicle pull into the driveway, pulled out as I was walking outside of the building, I was waving my cane trying to get the drivers attention. I don't understand how you believe a GPS device over a customer.

When I initially booked the trip, I asked them to contact me on my cell phone, not my home phone because I wouldn't be home to pick up the phone. When I got home, I checked my messages and they had left me a message on my home phone. Why would they call my home phone after I've been giving them my cell phone number for the past month? It doesn't do me any good if they call me at home when I'm not there.

*Elmer Contreras responded to Line's comment*

*I pulled the video from the on camera vehicle footage. I was able to verify where the driver was waiting. The driver was trying to communicate with Line a couple of times, I think we were having some phone issues. I was also able to verify that Maria was waiting there for quite some time. As the driver was stopped and parked, she took the time to do her make-up while waiting for Line. What I could not verify was when and where Line comes out of the building, I don't see that at all on the footage.*

*There is a note that says that they did call, I reviewed the call out on the notes, and I do not know what number they used to make the call out to you, however I will find out.*

*Jim Hogan responded to Line Paquin*

*There are procedures in which need to be followed. Remember now, they are picking you up at home and they may do a call out on your home phone, but if you are away from your home, then they use your cell phone if you give it. Then we can see where the mix up is.*

*The fact is, if they call your phone, then they followed the right procedures. If it's cold and you're sitting inside of a building, then obviously they are going to give you a call. Maybe it would be better if they adjusted your home phone and eliminated your home phone and used your cell phone all the time so we can avoid this from happening?*

*My concern and question is, was the policy followed? The answer is yes it was.*

**John Taylor**

*Audio Annunciators*

My wife had knee surgery. I had to take Transit bus (Route 12) from route 66 (where I live) to the Newhall Metrolink and I have to say that I was really happy that you guys call out the street names. That really helped me because in the past, I used to miss my stop and

go by the Metrolink because I didn't know where I was. So when they say "The next stop is Market & Railroad", you can't miss it, so thank you very much.

*Adrian Aguilar responded to John Taylor*

*All of the transit vehicles, including the commuter buses are equipped with the audio annunciators that call out the next stop in English.*

*Ella Clark*

*I just want to thank Adrian, I know I always bug him, but every time I call him he is always there for me.*

## OLD BUSINESS

None

## NEW BUSINESS

### **Keith Curry**

*We have a brief presentation by Elmer Contreras.*

### **Elmer Contreras, MV Transportation**

*Booking Access trips through the Call Center*

This is Trapeze, the software that we use to book your ride, and the screen that the Customer Service Rep would be looking at. The first thing we start with is the ID number. When we enter in the ID number, the name and address that we have on file for you comes up. We will ask the customer to verify the information and see that he/she is qualified for DAR and Access. The software populates the information and it will give the CSR all of the information. Different call takers have different ways of booking your trips.

The first thing they will ask for is the date. Most people will say for tomorrow. Here you will see the calendar, the date will automatically go up here.

The next question will be "What time would you like to travel?" For presentation purposes, we will say 9AM.

The next question that we ask is "What is the pick-up address?" We may ask if there is a gate code.

Then we verify the phone number.

“Where is your destination?” if the customer knows the address, he/she will provide it. Here the CSR has the ability to ask the system to populate the address, it will also populate a map. The map doesn't give any cross streets, it only gives the CSR more of an idea where the pick-up is and say origin and destination.

Ella, regarding the comment asking the name of the business. We do train the CSR's to ask that question. We ask for the name of the business and we do get some interesting responses from the customers sometimes.

Once the CSR fills this part out, depending if you are using Access or DAR, they will ask you if you have a mobility device or aids. For example, if someone is in a power wheel chair, that will come up over here.

If you have a TAP card, it will tell us that here as well.

One of the other things that the CSR goes into when booking the trip is the time that the system offers based on the runs that we have available, they will come up here. If you have a subscription (standing order) booked for tomorrow, it will tell me that here.

The whole profile can be edited on case by case, day by day basis at your discretion. For most of the ADA Members, we copy what Access has on your profile, or whatever information you guys give us and we can add it to your profile.

### **Keith Curry**

Corie Zamora has a TAP Card Replacement Presentation for us.

### **Corie Zamora**

#### *TAP Card Program*

Thank you for having me, my name is Corie Zamora, I work for Adrian Aguilar, for the City of Santa Clarita Transit. I oversee our TAP Card Program. Adrian asked me to come in today and do a quick presentation about balance protection on your TAP card, and what you need to do if you lose your card, it gets stolen, or it stops working, and what can be done to save the fare and whatever money/balance you have on your card.

#### *Balance Protection on a TAP card*

What that means is that you would call to register your TAP card. Depending on what type of card you have. What that does is, if it's lost, misplaced, stolen, or stops working, registering it would allow you to be able to get a new card, and have your bus fare, your passes, your rides, and your stored value, whatever you have on it, transferred over to the new card. However, you will need to register your card to protect your balance.

If you have an orange or a green card, it is already balance protected because you had to apply for it. Basically, we already know that you own that card, so it's automatically balance protected.

This orange card is basically reduced fare. It's for seniors here in Santa Clarita, sixty years and older or disabled. When you apply for your senior card or a LACTOA card, what you get is an orange one in the mail, and it has your picture and all that good information.

If you have a blue card, which is a regular fare card, it is not registered for a balance protection, you need to call in to a TAP Card Service Center to have that balance registered for balance protection. There's no need to apply for it because anyone can get it as a full fare rider.

There's also the green card which is the Access card, that's the one you apply through Access which is based on your eligibility and they send that card to you. That card acts as your Access ID and your TAP card all at the same time.

What I have done is I broke it down on the sheet for you by card color.

#### *Orange Card*

If you have an orange card and it is stolen or has stopped working, immediately call the TAP Service Center. I provided the phone number for you on the flyer. What you'll do is you'll report it and say "I've lost it, it's been stolen or it's not working, I need a new card". They will take all of your information, and they will get that process going for you. There is a five dollar fee for any new card, and they will ask you to send your payment in a money order or check, they do not take cash as a form of payment. The card will come in four to six weeks in the mail. The reason it takes that long is because your card has to be verified, and they have to put your picture on it.

#### *Green Access Card*

It's a little different, if it's lost stolen or inoperable, you need to call Access Services immediately, and I did provide the phone number for you on the flyer. What they will do, is they will report it and will have a card mailed out to you. There is a five dollar fee that they'll ask you for, and that card also comes to you within four to six weeks.

#### *Blue Card*

If you have a blue card, you call the TAP Service Center to report it lost or stolen, there is a five dollar fee, and it will be mailed out to you within four to six weeks.

Again, Orange or Blue, call the TAP Service Center. If it's a Green card, call Access.

If you report your card lost or stolen, you can go to any outlet/service center here, and you ask for a new card, there's a two dollar fee, and they'll probably require you to pay

the minimum five dollar stored value card, or buy a pass. You don't have to wait the four to six weeks, and you don't have to pay the five dollars. If you have your card lost or stolen, you will get your card a lot sooner.

*What to do when you get your new card*

I also want to go over what to do when you get your new card and you want to move your rides over. Once you get your new card in the mail, if you are going to call the TAP Service Center and request that your rides, money, pass, or whatever you have on your card; we then move over to your new one; once you request that, it will take five days for it to be moved over.

With the green card, you're going to call Access Services and request that your rides be moved over; with that, that is going to take two weeks.

With the blue card, you're going to call the TAP Card Service Center and ask that your rides/fare be moved over, and that will take again five days.

*John Taylor asked if a temporary card can be given at City Hall if your card is lost or stolen while you wait to get your new one.*

*Corie Zamora responded to John Taylor*

*Technically, we are only allowed to give out temporary cards to our new applicants, however there have been times where we at Santa Clarita Transit have waived that policy on a one on one basis, so it's not across the board, but yes, we will look into that and see what we can do to help you guys out.*

*Milcah "Mikey" White asked a question*

*Why is it that the blue card has an expiration date and why?*

*Corie Zamora responded*

*They all have expiration dates. The blue, the green and the orange all have expiration dates. The orange and green are based on your eligibility, whether it's a senior, an eligibility check, or a Doctor's note from a LACTOA card.*

*Now the blue, they have a lot longer. They start out at ten year expiration dates, so they expire after ten years; and honestly, technology changes, and we're constantly updating our chips in the cards, but we also don't kids from MIT hack your card, so we want to make sure that we are always up to date on the security features, and that is why the card expires every ten years. They started at three years which is probably when you got your blue card but we have upped it to every ten years now.*

## **Keith Curry**

### *Officer Elections*

*Jim Hogan commented*

I did talk to John Panico, he cannot take the Vice-Chair position because he has a personal issue that he is dealing with, but he is scheduled to be here for the June meeting.

I would like to make a motion to nominate John Taylor for Vice-Chair.

*John Taylor commented*

John Taylor accepted the nomination.

*Jim Hogan commented*

*Any member can nominate another member. Anyone that is a member can make a nomination and that person has to acknowledge that they accept the nomination.*

*On the Members list, those that have been appointed on odd and even years have to make a statement that they want to continue to serve or step down. Those that have been appointed in 2016, this is their last year, so in June they have to make a statement.*

*Are there any open positions Adrian?*

*Adrian Aguilar responded to Jim Hogan*

*I will have to double check, but I think that with Karen Manke's appointment, that may have filled them, but I will double check.*

*John Taylor seconded both motions. The motions were approved.*

*Keith Curry commented*

*Are there any other nominations? Just because there are no other nominations, at our next meeting in June, you still can make a nomination, but it will be an election at that time. That is why we have the May and June meeting back to back. So you have time to still think about it and it will be brought up again in the next meeting.*

## **Adrian Aguilar, Santa Clarita Transit**

### *Transit Development Plan Update*

We've kicked off our Transit Development Plan Project. We started with the community outreach portion of that. As part of that, our consultant has started serving and doing rider surveys in the fixed route and commuter service. They are currently in the process of

finalizing a survey that will go out to our DAR and our Access customers here in Santa Clarita.

Based on the feedback from the March meeting, I will be asking our consultant to join us at the June meeting and do a five minute presentation in terms of what the transit plan is, their plan for the outreach, and give the folks on the committee an opportunity to ask any questions, or provide any input. You'll see that on the agenda for the next meeting in June.

### *Operators Missing Stops*

Based on the feedback and comments that we got from Lillian regarding the operators missing stops. Grace, Cindy and Alex have worked to install some additional devices on the bus stops that are in more rural areas. We call them "Markers/Signals". They are round, white cylinders that have a reflector material on them, you may have seen them. They are essentially designed to signal the driver that somebody is at the stop or that they want the operator to see them and stop.

We had some issues at some stops on Bouquet and Magic Mountain, so we've installed those signaling devices at those stops. It sounds like they are working because we haven't had any comments or complaints since we've installed them, but as I mentioned at the last meeting, feel free to continue to share your input.

### On-Time Performance for Fixed Route

#### *Month of March*

90.5% at the start of the route, with an average on-time performance throughout the system of 88.7%

#### *Month of April*

88.7% at the start, and the average was at 87.3%

The numbers have dropped a bit, we are currently dealing with operational issues since April, and have we have been working closely with Lorraine, Keith, Elmer and Luis to address some of those issues. We anticipate those numbers to go back up for May and June.

### *The Beach Bus*

We are excited to announce that we will be operating the Beach Bus again this summer. The schedule information is going up on our web-site on June 2<sup>nd</sup>. I will make sure to have the schedule information and flyers at the June meeting, but once the schedule is finalized I will email it to the Board Members per Keith Curry's request. We will also be distributing the flyers to the Senior Center, Libraries, and City Hall.

### *New Kaiser Building Bus Stop*

At the last meeting, the new Kaiser building bus stop was brought up. We had discussions with Kaiser, and we are working together to establish a stop there, which include some additional changes. We expect to have a stop in place within the next couple of weeks.

We've also had discussions with our traffic division regarding the additional stop that is going to require some changes to the existing street parking and the no parking signage in the area. A request was also submitted to have a new bench installed.

### **Justin Sheldon, Access Services** (for Faustino Salvador)

I'm sitting in for Faustino today. I'd like to report that last week, the Access Board of Directors awarded MV Transportation, the Northern Region/San Fernando Valley contract. It is a five year contract that started Monday the 1<sup>st</sup> and will go until July 31<sup>st</sup> 2023. Some of the new enhancements with the contract is the expansion of the key performance indicators from five to thirteen, including excessive travel time, trip denials, ETA hold times, preventable incidents, among others.

Beginning August 1<sup>st</sup>, there will be a starter at the Olive View transfer point. The starter will be in charge of basic customer service functions, litigating no-shows, ushering riders to the appropriate vehicle, and basically coordinating all the trips that are going in and out of Olive View. We see this as a great customer service enhancement because Olive View is the fourth busiest Access pick-up location in Los Angeles County.

### *Community Meetings for June & July*

We're in the process of scheduling the Community Meetings for June and July. As soon as I have the official dates, they will be made public.

*Jim Hogan commented*

*He recommended that the next Community Meeting be made jointly with the AAC Meeting to ensure that we have a better turnout from the community. He also suggested that the joint AAC and the Community Meeting be made at the Library and asked that those motions be put in place.*

*He also recommended that the next Community Meeting not be made during the summer months (July-September) due to the majority of the general public being out of town for summer vacations, and have the ability to have a good turnout is most important. He suggested having both meetings jointly in the fall.*

### **Elmer Contreras, MV Transportation**

*Call Center Update*



John Abram resigned from the call center, we are looking for a replacement.

We have a new dispatcher, his name is Adrian Flores, and he is currently in training.

#### *Tablets*

The new tablets have been implemented, some of you guys may have seen them already. So far it has been a positive change, the technology is better than what we previously had. I have tested them out myself. We have also received positive input from the drivers.

#### *ADA Statistics Updates*

##### January

Total Trips: 3,216

On Time Performance: 93.39%

##### February

Total Trips: 3,175 trips

On Time Performance: 94.65%

##### March

Total Trips: 3,471 trips,

On Time Performance: 94.46%

#### ADJOURNMENT

A motion was made to adjourn the meeting and the motion was seconded.

#### FUTURE MEETING

The next meeting for the Accessibility Advisory Committee will be held on June 7, 2018, 9AM at City Hall, Century Room, 23920 Valencia Blvd., Santa Clarita, CA 91355.