

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

ACCESSIBILITY ADVISORY COMMITTEE

Minutes of the Committee Meeting

9:00 a.m.

Thursday, June 2, 2022

CALL TO ORDER

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

MEMBERS & GENERAL PUBLIC PRESENT

John Panico, Chairman

Larry Miranda, MV Transportation

Keith Curry, Vice Chair

Arcy Torres, MV Transportation

John Taylor, Senior Center Representative

Faustino Salvador, Access Services

Ruben Mendoza, MV Transportation

Karina Abrica, Access Services

David Tamariz, MV Transportation

Karen Manke, Member

Adrian Aguilar, City of Santa Clarita

Pam Hogan, General Public

Grace Ferguson, City of Santa Clarita

Jim Hogan, Member

Jimmy Flores, Access Services

John Taylor, Member

Lynn Paquin, Member

Carmen Taylor, General Public

APPROVAL OF AGENDA & MINUTES

Jim Hogan, Keith Curry, and John Panico made a motion to approve the agenda and the minutes.

MEMBER COMMENTS

John Taylor, Senior Center Representative

John gives an update about stepping down from his position. He mentions there possibly may be someone else lined up to fill the position.

Keith Curry suggests for John to contact Susan Nelson and the person who will possibly be taking John's place. This is so they can easily make the transition.

John states that it has been a pleasure working with everyone and thanks everyone involved with the program.

Jim Hogan asked if vehicles will replace the credit card function on their vehicles and if Access vehicles will be replaced. He will wait and talk to Faustino when he gives his updates.

Pam Hogan, General Public

Pam talks about how Jim got involved in the Accessibility Advisory Committee (AAC). She mentioned she got very ill in 2000. She said Jim realized that with her being ill, he was stuck. Jim then went to the City to inform them he was taking 3 different modes of transportation and advocated for accessible transportation.

Jim added that he would not have been able to do what he has done without his wife.

Lynn Paquin, Member

Wants drivers to be reminded by customer service schedulers that riders who are visually impaired cannot see the vehicle so the operator goes up to the patron to notify them they have arrived. She mentioned she has been getting marked as a "no show".

John Taylor asks Adrian what Santa Clarita Transit's procedure for visually impaired patrons are?

Pam comments that drivers purposely choose not to go and notify the visually impaired patron.

Adrian explains that drivers should be exiting the vehicle and approaching the patron.

Karen also explains that they sometimes give courtesy calls, which helps, and sometimes they don't. They have explained to her that these calls are a courtesy and they are not required to make them.

Karen Manke, Member

Karen says a similar situation has happened to her as well. She was waiting out in the rain when a driver came for her. The driver told her she couldn't see her waiting for her.

She also asks why the TAP machines have not been working. She was also wondering what patrons have to do when the TAP machines are not working and how they will pay for the trip.

Adrian comments that the patron would not be required to pay for the trip. He also ensured her the TAP machine issue will be looked into.

Karen mentioned she ran into someone who shared an experience they had on the bus. The patron informed her she was on a trip when and when they got to her destination the operator

dropped another patron off. The operator informed her he had to make one other stop that was 45 minutes away and then he would return to her destination to drop her off. The patron also shared with Karen that the operator then began to yell at her and told her she should then not ride the bus.

Adrian asked Karen if she had the trip details to be able to investigate the matter.

Karen did not have the trip details.

Adrian mentioned it was very important to have trip details in order to investigate the incident and review footage.

Karen informed Adrian she would gather the details if possible.

Keith Curry has no comments.

AGENCY UPDATES

Jim Hogan, Member

Jim wants to make a few comments before Adrian's update, Jim gives a brief timeline of when Santa Clarita Transit took over the service which was 1992 from Los Angeles County, and in 1996 the SCAG program began working with Santa Clarita Transit that came together and worked on the committee.

Jim comments and thanks Adrian for his help and service.

Adrian Aguilar, Santa Clarita Transit

Adrian presented Jim with a plaque for his commitment and years of service.

Adrian then begins with his updates. He mentions the beach bus will begin on the weekend and will run all throughout Labor Day weekend. The route will be similar to last years. It runs from Santa Clarita to Santa Monica Pier. There will be a morning run to Santa Monica and a return trip in the afternoon. The fare will \$3.00 each way. The reduced fare will the \$1.50.

Adrian's second update was in regards to the hotel shuttle for the summer. The has ran in the past but will be restarting this summer. There are several hotels linked to the Town Center, Mall, Six Flags, and many more main attractions.

Adrian shares general transit plans. He informs them that vehicle delivery has been in the process. They have received some vehicles and are in the process of being inspected so they can be released to operator. There are 2 new commuter busses that are scheduled to be delivered fairly soon. The buses are CNG. There are hopes these buses will be on the road by the end of June. Once those 2 buses arrive, 2 diesel buses will then be retired. This will then bring the diesel fleet down to 7.

Adrian then gives an update on their Zero Emission Hydrogen Path plan. He informs them they are currently in the design phase. The plan is bid for a contractor to help build the hydrogen

infrastructure at the Transit Maintenance Facility. The request will be released the following day and be open for about a month. The hope is to be able to identify bidders by early or mid-July. Once that process is complete there will be a request for proposal that will go out to the pre-qualified bidders asking for their proposals

Grace Ferguson, Santa Clarita Transit

Grace updated the group that Vista Canyon Transit Center is complete and the City has taken over maintenance of the facility. The Vista Canyon Metrolink Station is on track and set to be finished early 2023.

She also mentions that city staff has currently been inspecting 700+ bus stops. Furniture and signage are being inspected to identify if anything needs to be replaced. She is currently working on a cost estimate to replace all signage at 700 bus stops. Then plan is to go out to bid in the next year or so to replace all signage at bus stops.

Keith Curry asks if there is only one entrance at Vista Canyon and if a southbound entrance will be opened?

Adrian states that there are two entrances currently. One is off of San Canyon and the others through the Fair Oaks community. The city is currently in design phase for a bridge to go over the Santa Clara River, adding a third entrance off of Lost Canyon. We hope to start construction early next year.

Keith asks if there already is funding for the project.

Adrian states yes

Keith asks what will be done with the Villa Princessa Metrolink station.

Adrian explains that the City is currently in the design phase and the plan is to build a park in the watershed area. This will be located between the river and the station. There are plans to build a passive park. It will be designed to have open fields; no structures will be built there. The plan is to keep the station operational for at least a year after Vista Canyon opens so usage can be monitored. Vista Canyon is hoped to be a destination location and not just a transfer station.

Jim Hogan asks if Access vehicles will be replaced.

Adrian states there are no plans for Access vehicle replacement because the vehicles fall within the threshold age. The majority of the fleet is within that five-year threshold.

Jim asks why Santa Clarita does not allow for the use of credit or debit cards on transit?

Adrian states that there is a mobile payment app that links to a credit or debit card to which fulfill that need.

Jim Hogan comments that some patrons may not have a phone to be able to do that.

Jim also asks what are the average daily transfer trips for Access?

Faustino states that would be another provider for the trips in the way back home.

Keith asks Adrian how many Access mini vans there are in their fleet.

Adrian states there are no mini vans in the fleet and the fleet is made up of mostly cutaways. There is currently one Access van in the fleet.

Keith asks Faustino how many passengers the van can carry?

Faustino states it can carry a total for 4-6 passengers.

Keith asks if the Access mini vans are cheaper and more gas efficient than the cutaways?

Faustino answered yes.

Adrian also adds that he just received notice that the City was awarded the Planning and Restoration Grant for the Transit Development Plan. Part of the plan will be to look at all the services offered.

Keith asks Adrian to provide ridership and no shows data for the last 6 months.

Adrian tells Keith that restrictions on transit have not changed. Ridership has increased in local service but nowhere near prep-pandemic.

Faustino Salvador, Access Services

Faustino gives update on how their offices are doing. He mentions that they are within good percentages and going well. They have also added another call taker. They now also have transit operating in the Antelope valley. He also mentioned the contractor transition has gone well. He mentioned the last contractor transition was about 10 years ago. He also mentioned that over 35 contractors attended the Mental Health Awareness Training.

Keith mentioned the Garret followed up with him from the last meeting in regards to grants. Garret notified him that Access received a \$200,000 grant that went towards the app Where's My Ride. He said Garret mentioned grants are actively submitted every year. Keith would like to know how many. Keith said grants should be submitted quarterly not annually.

Jim mentioned an incident he faced on May 13th where he was unable to schedule a trip. He said he was not able to make a reservation the day before. He tried to schedule from LAX and no driver was available. He then had to wait to after he landed to schedule. They then called him and informed him they could pick up at 5:00 pm. At that time, they did not inform him a third party would be picking him up, Yellow Cab. Since a yellow cab was sent, he would have needed to go to a different location. He waited for about an hour and a half. He decided to call Access to see what was going on. Access was not aware that a Yellow Cab had been sent out. He then went to wait for a Yellow Cab at the different location. Jim was not content with the outcome. He asked for reservation process to be revised.

Arcy Torres, MV Transportation

Arcy introduces David as MV Transportation's the new Call Center Supervisor. David has been with MV Transportation for about 2.5 years where he started off as a customer service representative.

Arcy mentioned a new driver bid will occur the following day. There will be a new scheduled that will go into effect on Saturday. The beach bus, hotel trolley, and some new routes will be added to the bids, school trippers will be removed.

Larry Miranda, MV Transportation

Larry wanted to give an update on the on-demand service. Since the increase of gas prices, there has been an increase to the service. In April there were 1,057 riders and in May it increased to 1,709. DAR ridership was at 5,500 in April and in May was at 5,900. Access ridership was at 1,317 and 1,406 in May.

Overall safety is he been well for Access. They are at 18 months with no incidents or accidents. With DAR there have been 3 vehicle incidents and 2 passenger incidents. With the local routes, there have been 5 vehicle incidents and 3 passenger incidents.

Mask usage is still required on all transit.

For the current month there has been an increase of mobility device issues. Some issues include, passengers tipping over and passengers not being secured properly. The goal is to focus on mobility deceives and retrain drivers to properly secure them.

Keith asks if employees are still getting "Sensitivity Training Courses"?

All agencies confirm they are.

John Taylor asks if transportation will be available for concerts in the park?

Adrian mentions that existing service is available for concerts in the park. A pick up a drop off location will be set with the Parks division. The GO! service will also be available. There will not be a special service but there will be designated drop off and pick up areas.

NEW BUSINESS

No new business at this time.

OLD BUSINESS

John Panico, Chairman

John mentions about quorum in September. He states that there should be 5 members present for the September meeting. He was wondering if that will be enough members to conduct the meeting?

Adrian states that the bylaws require for the majority of the members to be present. So, since there are 5, 3 would need to be present.

John then mentioned the motion made in the last meeting to keep the same officers and asked if anyone had had any questions or concerns.

Karen stated she would like to get more involved and see what more is required to as the role of the officers.

John states there will be more discussion in September for Karen to be nominee for office.

Adrian recommends that since Karen is interested but uncertain, a second Vice Chair position be added to be able to give her the opportunity to become more familiar and trained with the roles. He mentioned this is a suggestion and a motion would need to be made.

John motions for a new position to be added for Karen and to be revisited in September.

John Taylor seconds that motion.

GENERAL PUBLIC COMMENTS

Lynn Paquin , Member

Lynn mentioned she has a friend that would like to join the meeting. She is currently facing health issue but will be attending once she recovers.

Carmen Taylor, General Public

Carmen wanted to mention that she has noticed an increase of homeless at the bus stops at Sierra Highway and Soledad Canyon. She mentioned that it has been daily. The homeless also have all their belongings at the stops and patrons are then not able to wait at the stops.

Karen mentioned that these situations are frightening.

Adrian states that Grace has been working with code enforcement to notify the individuals that they need to clear out the area. He also mentioned that the individuals are provided with resources to assist them from getting out of the situation they are in. Adrian mentions the City has been and is currently working on getting additional funds and resources to help provide more services for these situations.

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, September 1, 2022 at 9:00 a.m. at the Santa Clarita City Hall in the Century room.