

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

ACCESSIBILITY ADVISORY COMMITTEE

Minutes of the Committee Meeting

9:00 a.m.

Thursday, September 1, 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

Keith Curry, MV Transportation

Keith Curry, Vice Chair

Arcy Torres, MV Transportation

Grace Ferguson, City of Santa Clarita

David Tamariz, MV Transportation

Karen Manke, Member

Toshia “Tee” Griffin, Member of the Public

Faustino Salvador, Access Services

APPROVAL OF AGENDA & MINUTES

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

MEMBER COMMENTS

Karen Manke

Karen wanted to know if there were plans for the use of credit cards on the bus because a driver asked her and they both were not sure.

Grace informs Karen that there is no plan in the near future of having a credit card option on the Santa Clarita Transit vehicles. Grace also said that MV will advise drivers on this topic.

Keith asks if the drivers are still allowed to accept cash.

Grace responds that all drivers are allowed to accept cash on all services types including Access.

Karen adds that she has a comment about the GO! buses. Karen mentions that a driver yelled at her because he stated he was only to take cash and not a TAP card. The driver was rude and continued to tell her there will be no free rides. Karen had no cash on her and the driver was not very sympathetic. She believes she he could have simply said, " this is what I have been told'. Karen mentioned that she does not like the GO! service and she has had lots of trouble while on trips. Karen also mentions that the ramps on some of the vehicles do not work.

Keith asked Grace if the GO! Program was part of Santa Clarita Transit.

Grace responded with yes that go GO! is part of Santa Clarita Transit

Keith mentions that it was probably the driver not knowing how to use the tablet correctly. He mentions the driver maybe didn't know, but that this needs to be addressed since he di it to Karen he must be doing to others.

Karen was concerned with the way the driver spoke to here

Grace asked if it was the last time she had taken on GO!?. Or if she knew the bus number for the lift?

Karen said it was not and was unsure what the exact dates were and would let us know the information in our next meeting.

Keith states that the driver should have not behaved in this manner and the drivers are only to state the fare and let passengers board.

John mentioned he joined the Access Community meeting in August and well presented, but he had to log off before it ended and he had some Wi-Fi connections issues, but overall great meeting.

AGENCY UPDATES

Grace Ferguson, City of Santa Clarita

Grace informs the group that school is back in session and the school services are all running. Students make up about 30% of ridership. Phones have been busier, and the wait times are a bit longer. She also mentions that they are down 1 customer service representative, but are currently in the hiring process. Currently working on some revisions to the school schedules. A second update is that all vehicles have currently been updated with the UV light system. The UV systems sanitize the air in the vehicle up to 99%. The UV system kills viruses and bacteria, including COVID.

Keith asks if its UV light?

Grace responds that the system is a piece of equipment that is attached the already existing air system and when the vehicle is turned on the air is filtered and cleaned.

Grace also wanted to ask how the recruitment for members was coming along. She wanted to know if members were still being recruited and if recruitment was specifically happening at the Senior Center.

Keith states he knows of a couple of members who may join and is waiting to hear back.

Grace mentions Ms. Griffin has expressed interest.

John said she can make that comment during the General Public Comment section. John mentions that he believes there are a total of five openings.

Grace then asked about the following meeting in November and how everyone feels about having it be a virtual meeting?

Karen responds she won't be able to make the November meeting, and Keith said virtual is fine since flu season was coming.

Grace stated that she would make note of it and let the group know what would be happening.

Keith then asks how the Vista Canyon Project is coming along and if there is a definitive date of completion.

Grace answers that there is currently no definitive date for completion. She states construction is anticipated to be completed in middle to late January. Once completed there will be a ribbon cutting. At the same time, the new transit center will be opening. The plan is open operate the transit center at the same time of completion of the metrolink.

John also asks if the consultants would be active soon.

Grace informs the group it has been approved and is in the planning stages. This is for the Transit Development Plan (TDP).

John stated he is aware it is supposed to occur in 2023 and knows there will be some changes in routes and service.

Grace also mentioned that in order for service to operate at the Vista Canyon Center the bridge will be needed and the bridge is still in the design stage.

Keith tells the group where the bridge will travel.

Grace also mentions that the Century room is now the Carl Boyer Room.

Faustino Salvador, Access Services

Faustino presented their current performance updates, with on time performance being at 91%. Being 1 call taker short the call center is at 95%. He also stated there are more drivers to help aid.

Keith asks Faustino if there is an emergency contact for riders?

Faustino states there is no emergency contact for riders, but they can contact dispatch if needed.

Keith suggest an emergency number since dispatch may take longer to answer or other issues can arise where the riders need to get ahold of someone on an emergency basis, just a suggestion.

Arcy Torres, MV Transportation

Arcy starts by announcing that the call center supervisor, David Tamariz, has now been promoted to call center supervisor. She also announced that customer service representative Johnathon has been promoted to supervisor. Recruitment for the call taker position is currently taking place. What is being done in the meantime is approval of overtime for staff to fill in the gap. The call volume has been higher not only because of the school tripper service but also the GO! service. Unfortunately, there was a current phone outage in the call center. Due to the outage, the following day they made accommodations for patrons who were not able to schedule rides. At the beginning of August there was a driver bid that took place. This was done with the purpose of implementing the school tripper services. However, there are issues with the routes arriving late. So due to the issues adjustments to the school tripper schedules are being made and a new driver bid will take place.

John asks Arcy if MV Transportation is down drivers or still hiring.

Arcy states they are still short drivers and there are currently 9 people in training. She also mentions that they were very fortunate to currently have been transferred about 10 drivers.

Keith asked if riders can still request call outs?

Arcy said yes, they can still do that.

NEW BUSINESS

John states that the new business was address in the agency updates in regards to recruiting new board members.

Karen mentions she is actively recruiting and so is Keith.

OLD BUSINESS

John Panico, Chairman

No old business.

Keith asks about the last beach bus trip and the last concerts on the park.

Grace states this will be the last weekend for both services.

Keith asks if there will be a Holiday Light Tour this year.

Grace responds that there will be at the same location at the McBean Transit center

Keith suggests another pick up location closer to Canyon Country for the Holiday Light Tour so people don't drive clear across town.

GENERAL PUBLIC COMMENTS

Toshia "Tee" Griffin, Member of the Public

Toshia is interested on becoming a member and mentions she is new to the entire system and the Santa Clarita Valley, she was a bus driver for 24 years. She mentions the work ethic of drivers and the importance of job performance. She states that is especially important since they are working with seniors.

She is not happy because a driver who did not get off their seat to offer her help entering the bus. She should not have to ask the driver to help enforce the safety of her while entering the vehicle. Toshia mentions that acts such as these from drivers discourage people from wanting to use the system, and also mentions some members of the community have expressed concern about our service to her and told her don't take it it's not reliable.

Keith makes a comment about the different types of drivers there are and their work ethic styles. He also mentioned that he has experienced the different types of drivers himself since he has been riding for years.

Toshia also mentioned the Access driver didn't go through her gated community and expected her to come outside the gate and wait for him. This caused her to have two no shows on her record. She also mentions some experiences she has had while on the bus and having to schedule trips.

She mentions the wait time for scheduled trips and the experiences she has had when calling into the call center to figure out her wait times. She talks about the frustration when having to

wait on a ride and the long wait times when checking her estimated time of arrival. . She believes the employees have to do better and put themselves in their shoes.

John mentions he believes administrations are aware of those issues and are working on it. He also gives an example that for many businesses it is how it is when it comes to call taking. He also mentioned these are unavoidable issues that society experiences.

Keith mentions that that us why this group was created for and to help advocate for members of this community

Grace states that the feedback and comments are taken into consideration and actively trying to handle every problem or suggestion.

Keith asks Faustino about the no shows and count.

Faustino responds that “no shows” are looked into and verified before confirmed. This is a process between dispatch and the drivers, Faustino explains how drivers call out to the riders and if they don’t make contact, dispatch then verifies that the drivers are in the correct location. Dispatch then helps the driver either get to the passenger or if in fact is a no show they will make it then. This is taken seriously due to the resources that are being affected.

Toshia states that there is a problem since the drivers said they had no contact information on her and that is not accurate, so someone is not checking or entering data correctly for the driver to see.

Karen Manke, Member

Karen speaks about something that happened on the GO! Service a few weeks about where she had a scheduled trip for 9:00 am and found out it would be coming later. Karen wanted to know why that happened or has been happening lately.

Arcy explained there are many variables that affect pickups like driver call off and many other reasons.

Karen explained there was customer service rep she spoke with that went out of her way but still didn't have enough time. She also mentioned she has heard that the buses are always broken down.

Grace said she made a note to have maintenance take a look at all of the GO! buses.

Toshia asks about the rating option the app at the end of the ride. She says the drivers do not know about these ratings.

Grace said she would have an answer for her at the next meeting, on who sees the rating and if all can see.

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, January 5, 2023 at 9:00 a.m. at the Santa Clarita City Hall in the Carl Boyer Room.