

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

ACCESSIBILITY ADVISORY COMMITTEE (AAC)

Minutes of the Committee Meeting

9:00 a.m.

Thursday, May 2, 2024

Carl Boyer Room, City Hall

CALL TO ORDER

Chairman, John Panico called to order the meeting of the Accessibility Advisory Committee at 9:10 a.m.

MEMBERS & GENERAL PUBLIC PRESENT

John Panico, Chairman

Manel Pushparajah, Member

Keith Curry, Member

Toshia Griffin, Member

Karen Manke, Vice Chair

Adam Reyes, MV Transportation

Arcy Torres, MV Transportation

Michelle Rush, MV Transportation

David Tamariz, MV Transportation

Adrian Aguilar, City of Santa Clarita

Grace Ferguson, City of Santa Clarita

Danielle Watts, City of Santa Clarita

Kathleen Herrera, City of Santa Clarita

Faustino Salvador, Access Services

Brian Lopez, Access Services

Billie Curry, Member of Public

APPROVAL OF AGENDA & MINUTES

John Panico calls the meeting to order at 9:10 a.m.

March 2024 Accessibility Advisory Committee meeting minutes are reviewed by Committee and attendees. Motion to approve March minutes is passed.

John starts the meeting with agency updates and passes the floor to Arcy Torres with MV Transportation.

AGENCY UPDATES

Arcy Torres, MV Transportation

Arcy introduced the new Operations Manager with MV Transportation, Adam Reyes. She also shared that they will be starting with a new ambassador at the Senior Center to assist with communications between MV Transportation and the seniors using Dial-A-Ride and Access while on site at the Senior Center. A new dispatcher has completed training and will be released soon, which will improve operations in dispatch. A new bid will be held at the end of May to reflect the removal of the School Tripper routes and the addition of the Beach Bus and Summer Trolley routes.

Michelle Rush, MV Transportation

Michelle shares that the Silver Ride contract for Dial-A-Ride is in full operation and they are waiting for Access to complete their inspections and approve Silver Ride for dispatch to Access rides. Ridership for paratransit continues to be unpredictable and vary on a daily basis. They have not been able to identify a particular trend that can be attributed to the variances in ridership.

Faustino Salvador, Access Services

Faustino shared statistics from April:

- On-Time Performance- 92.7 %
- Excessively Late Trips- 0.04%
- Calls on hold Exceeding >5 Minutes- 2.1%
- Average Call Hold Time- 47 seconds

Additionally, for the month of April, there were zero collisions.

Grace Ferguson, City of Santa Clarita

Grace shares that the City's Transit division will be holding an open house as well as "pop-up" events to get community input and feedback on the Transit Development Plan (TDP) update. Representatives from Transportation Management & Design (TMD) along with City Transit staff will be on hand to engage with the public to gain feedback on their transit needs as well as to answer any questions that the public may have regarding the TDP. The public outreach will be held on May 22 & 23, 2024 at various locations, including College of the Canyons and the McBean Regional Transit Center (MRTC). There has been a reduction in "no-show" incidents for our paratransit services, which we believe to be attributed to the updated on-hold messaging as well the seat drops in paratransit vehicles. The Summer Beach Bus will be returning to the Ventura harbor this year, and will operate from June 1 through September 1.

Member Keith Curry requests that Grace email him the schedule for the TMD pop-ups for the TDP outreach, as well as copies of the Beach Bus information in both English and Spanish.

Adrian Aguilar, City of Santa Clarita

Adrian shares that Transit has welcomed two new Administrative Analysts to the division and we are now fully staffed. He introduces Danielle Watts to the group, and also shares information on Sarah Carey, who will be in attendance in the next AAC meeting. Additionally, Adrian provides updates on the recent City Council approved items and projects for the Transit division, including the approval for the purchase of two CNG cutaway buses, one zero-emission electric van, as well as the approval to move forward with canceling a contract with El Dorado National and replace that contract with New Flyer for the purchase and delivery of four hydrogen fuel cell buses. City Council also approved funding for the construction of the bridge that will allow for public transportation access to the Vista Canyon Development. Adrian provides the status of the Via Princessa Metrolink station, confirming that there is still no anticipated date of discontinuing operations at the Via Princessa Metrolink station. That decision will be made based on ridership data for both the Vista Canyon and Via Princessa Metrolink stations.

Kathleen Herrera, City of Santa Clarita

Kathleen shares that there will be changes made to the composition of the AAC meeting minutes in an effort to align with current City standards for compiling meeting minutes.

MEMBER COMMENTS

John moves on to member comments after agency updates.

Karen Manke, Vice Chair, Accessibility Advisory Committee

Karen addresses her recent experiences with consistently late Dial-A-Ride and Access Trips, and asks if there is a reason this issue is happening. Additionally, Karen addresses her concerns for herself as well as the senior and disabled community regarding the use of Silver Ride to bolster the City's current paratransit operations, including the potential problem for patron's with mobility issues being able to maneuver entry to smaller vehicles, and the issue of patrons feeling comfortable with a vehicle arriving for their trip that they do not recognize as a Dial-A-Ride or Access vehicle and/or driver.

Michelle Rush and Adrian Aguilar note and address Karen Manke's concerns.

Manel Pushparajah, Member, Accessibility Advisory Committee

Manel shares that she feels that there have been improvements to the paratransit service and that she is appreciates those improvements.

Toshia Griffin, Member, Accessibility Advisory Committee

Toshia states that she has noticed rides arriving later than normal, and inquires about an increase in ridership as being the potential cause. Additionally, she states that when she calls to get an estimated time of arrival for her scheduled ride, she has to go through several prompts and sit through a long hold message. This delay can cause a potential issue with the ride arriving while

the patron is away from the pick-up location and cause a no-show. She also requests updates on when patrons will be able to use their debit cards to load her Access TAP card, as well as inquiring as to why she must go to a City facility in order to load her TAP card that provides her with the reduced fare rate. Toshia also asks if there it is possible for patrons to make a request for accommodation to ensure that smaller vehicles that may be difficult to maneuver for patrons with mobility challenges are not sent for their ride requests. Lastly, Toshia asked if drivers with Paratransit are required to stand up when they pick up passengers in order to be available to assist if necessary.

Faustino Salvador, Michelle Rush and Adrian Aguilar note and address Toshia Griffin's concerns.

Keith Curry, Member, Accessibility Advisory Committee

Keith shares an update on a founding member of the AAC, Jim Hogan, who is currently battling cancer. Additionally, Keith suggests that Silver Ride vehicles and drivers have signage and badging that identifies them, which will assist with seniors and the disabled community's comfort level when using the service.

OLD BUSINESS

None

NEW BUSINESS

None

GENERAL PUBLIC COMMENTS

Billie Curry, Member of the Public

Ms. Curry expresses her excitement for the return of the Summer Beach Bus. She requests that the drivers for the Beach Bus be encouraged to allow passengers to board the bus early prior to departure if the bus arrives for the return trip early. The previous year, when she utilized the service, it was incredibly hot and there were several seniors and young children that were forced to wait in the pick-up area without shade. The bus was at the pick-up location but the driver did not allow patrons to board.

Member Toshia Griffin asks if it is possible to have some form of shade or shelter installed at the Beach Bus drop off/pick-up location.

Adrian Aguilar advises that installing a shade structure or shelter is not feasible.

ADJOURNMENT

John adjourns the meeting at approximately 10:36 a.m.

FUTURE MEETING

The next meeting is June 6, at 9:00 a.m. at the Transit Maintenance Facility