

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

**ACCESSIBILITY ADVISORY COMMITTEE (AAC)**

Minutes of the Committee Meeting

**9:00 a.m.**

**Thursday, June 6, 2024**

**Transit Maintenance Facility**

**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

Arcy Torres, MV Transportation

Karen Manke, Vice Chair

Michelle Rush, MV Transportation

Keith Curry, Member

David Tamariz, MV Transportation

Manel Pushparajah, Member

Adam Reyes, MV Transportation

Adrian Aguilar, City of Santa Clarita

Faustino Salvador, Access Services

Grace Ferguson, City of Santa Clarita

Brian Lopez, Access Services

Kathleen Herrera, City of Santa Clarita

Billie Curry, Member of Public

**APPROVAL OF AGENDA & MINUTES**

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

John starts the meeting with Member comments and passes the floor member Manel Pushparajah.

Manel shares positive comments on her recent experiences with Dial-A-Ride.

The floor is passed to Co-Chair Karen Manke.

Karen shares feedback on a recent issue with her scheduled ride, and thanked the Customer Service representatives for their quick action to resolve the issue.

The floor is passed to member Keith Curry.

Keith shares that founding Accessibility Advisory Committee member, Jim Hogan passed away three weeks ago, and shared information from the honorable mention and recognition at the Memorial Day service at Eternal Valley. He will share service information once he has it.

Adrian Aguilar shares with the group that the City Council did adjourn the last Council Meeting in Jim Hogan's honor. Additionally, Lillian Shaw, and active participant in the Accessibility Advisory Committee also passed away, and the Council will adjourn the next Council Meeting in her honor.

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

Jon moves on to agency updates and passes the floor to Grace Ferguson.

### **AGENCY UPDATES**

#### **Grace Ferguson, City of Santa Clarita**

Grace shares that the TDP group has been conducting outreach in the community to get feedback on service. Additionally, the online survey will close on June 24 which is available on SantaClaritaTransit.com. The fare change survey also closes on June 24. A virtual meeting will be held on Zoom on Monday, June 10, from 6:00 – 8:00 p.m. The public can participate via Zoom or via call-in. The information is on the Transit website. After all surveys and meetings have concluded, City staff will meet with the consultants to discuss all results.

May ADA trips were 2,599 with 26 no shows. Dial-A-Ride had 6,412 trips with 127 no shows.

*Keith inquires regarding shuttle service to Concerts in the Park.*

Grace confirms that Transit will be providing the shuttle service at the same pick up and drop off locations as previous years.

#### **Adrian Aguilar, City of Santa Clarita**

Adrian provides updates on new services that have begun with the summer season, including the Hotel Trolley service, which includes a new route to Old Town Newhall in addition to the Hotels, Magic Mountain and Town Center routes, the Beach Bus service, as well as the Santa Clarita Dodger Day service.

Projects on the horizon- the Hydrogen station is currently finishing up the design phase and we are awaiting the 90 percent design plans which should be done by the end of June. One hundred percent design plans are expected to be completed by end of August, early September, with plans to begin construction in October. Construction is expected to run approximately six months, with expectations to have the station finished and operational by June of 2025. For the next Fiscal Year, we have projects planned including upgrades and improvements to bus stops, additional bus purchases, including hydrogen fuel cell buses as well as CNG and Dial-A-Ride vehicles.

Grace is working on a project for an electric vehicle charger to be installed on site for the electric GO! vehicle that we purchased. The vehicle is expected to be delivered at the end of August, beginning of September.

*Keith asks if the electric GO! vehicle purchased will be a cutaway vehicle or a van.*

Adrian confirms that the vehicle is a van that will have wheelchair access and all necessary ADA capabilities.

*John asks about the Hydrogen station and if the station will be strictly internal.*

Adrian states that initially the station will be for City use only. Grants have been submitted to expand solar panels and add energy storage at the facility to use solar power to generate hydrogen. We are also looking to add electric chargers to the public lot as well. Another expansion of services available to the public is expanding our public CNG station to include a Hydrogen dispenser. This will require modifications to the station itself. We are currently looking for funding for that project which we estimate to be a \$3 – 5 million project.

The challenge with Hydrogen is that there is not a local supply for hydrogen in Southern California. Currently most hydrogen supply comes from Sacramento or Las Vegas. A facility in the Los Angeles area is being built and should come online in the next couple of years. This is part of the reason we decided to move ahead with our own production facility, so we are not limited to large facilities outside of the area. Additionally, production of our own hydrogen will reduce the carbon footprint, as we will not require the hydrogen to be brought in by diesel trucks.

### **Faustino Salvador, Access Services**

Faustino shares statistics for the month of May:

- On time performance 93.3%
- Calls on hold for more than 5 minutes 2.3%
- Average hold time 53 seconds
- Preventable incidents and collisions 0%

Additional information to share- in April, the Antelope Valley region hired a new GM, Victor Garrote. The previous General Manager for the Antelope Valley Region, Elmer Contreras, has now moved to the Northern region.

### **Michelle Rush, MV Transportation**

Michelle shares that the most recent bid, which included the Hotel Trolley and Beach Bus, took place over the preceding weekend. Minimal changes have been made on the dispatch side to accommodate the expansion of the Hotel Trolley. For Silver Ride, we currently have 12 drivers on rotation which has been helpful with the expansion of time to 6:00 a.m. – 8:00 p.m. They have provided with identification to assist with rider identification. We have received positive feedback from patrons on the Silver Ride drivers. David has pins for them and provides them with recognition when we receive the positive feedback. All dispatchers qualified for the Access quarterly incentive. MV Management team met last week to comprise an incentive program geared toward the Access requirements.

## **David Tamariz, MV Transportation**

David shares that all CSR's also qualified for the quarterly incentive from Access, which is great news to share with the team. On June 16, we are expecting one of our CSRs back from leave. Once we have her back, we will be able to resume sending out an Ambassador to the Senior Center.

*Keith asks if sensitivity training is still being conducted for new hires.*

Michelle and Faustino share that yes, they go through sensitivity training at the time of hire, and then they do sensitivity training and defensive driving quarterly.

David adds that the next safety meeting will include the workplace violence training, which is a mandatory training.

*Keith asks if MV still has road supervisors throughout the Santa Clarita Valley.*

Michelle states that yes, we have four road supervisors on rotation.

## **Adam Reyes, MV Transportation**

Adam shares that the Hotel Trolley has been running for about a week and it has been going well. For the Beach Bus, the first weekend was a little light on ridership but we anticipate the ridership increasing as the service moves forward. Dodger Day was successful with the bus arriving early.

## **Kathleen Herrera, City of Santa Clarita**

Kathleen shares that since Silver Ride drivers have been provided the identification badges, there has been a reduction in calls from patrons regarding confusion on their Dial-A-Ride trips. There has been an increase in positive calls and feedback and less negative calls and feedback, which is great.

*Manel requests that the Silver Ride drivers have the information for the rider in order to get access areas that have security guards and gates. In Friendly Valley, her driver was not given access because they did not have the necessary information.*

Michelle states that she will look into the issue and ensure that the Silver Ride drivers are aware of how to look at the trip information which includes security access information.

David shares that Michelle has created a form for the CSRs to utilize when a rider calls for an ETA- they are able to share the make/model/color of the Silver Ride vehicle to avoid rider confusion.

*Keith questions the logo that is on the Silver Ride vehicles which resembles the Access logo. He is concerned that might cause confusion.*

Kathleen states that there has been troubleshooting put in place to resolve patron concerns over the previous issues with the Silver Ride trips.

### **MEMBER COMMENTS**

John moves on to public comments after agency updates.

### **OLD BUSINESS**

None

### **NEW BUSINESS**

Adrian states the new fares are set to go into effect on July 1. The cash fare has increased, the TAP card fare has remained the same. The detailed fare structure is available on our website.

### **GENERAL PUBLIC COMMENTS**

No comments from the public.

### **ADJOURNMENT**

John adjourns the meeting at approximately 10:03 a.m.

### **FUTURE MEETING**

The next meeting is September 5, at 9:00 a.m. at City Hall, Carl Boyer Room