

City of SANTA CLARITA TRANSIT

ACCESSIBILITY ADVISORY COMMITTEE (AAC)

Minutes of the Committee Meeting

9:00 a.m.

Thursday, May 01, 2025

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

Keith Curry, Member

Arcy Torres, MV Transportation

David Tamariz, MV Transportation

Michelle Rush, MV Transportation

Kathleen Herrera, City of Santa Clarita

Grace Ferguson, City of Santa Clarita

Faustino Salvador, Access Services

Resty Musonge, Member of Public

APPROVAL OF AGENDA & MINUTES

The meeting does not have a quorum; therefore, approval of March 2025 meeting minutes will be delayed until the June meeting. Minutes are reviewed by all attendees present. John comments on a grammatical error on page six of the March minutes. Kathleen indicates that she will make the correction.

MEMBER COMMENTS

Keith suggests calling the other three members of the board to put their name in the hat for the board nominations that will be deferred to the June meeting, holding the nominations and the vote at the June 5 meeting.

John agrees with Keith's suggestion. He asks if there are any additional member comments.

Keith indicates that there was an issue that he reported to Grace, and he doesn't have any additional comments at this time.

John continues ahead with agency updates.

AGENCY UPDATES

Grace Ferguson, City of Santa Clarita

Grace provides the ADA and Dial-A-Ride statistics for April:

- ADA rides- 2,808
- Cancellations-599
- Dial-A-Ride (DAR) trips- 6,939
- Cancellations- 1,327

She shares information on Santa Clarita Dodger Day which is being held on June 21, and Transit will be offering the shuttle to the game for \$6.00 round trip. The Beach Bus will be running from May 31 through August 31, going to the Ventura Harbor. The hydrogen Project has broken ground, and are currently doing garage modifications. It is expected to have the station up and running in December 2025, if the project timeline remains on schedule. The furniture for the Bus Stop Improvement Project (BSIP) will arriving next week and installation at local bus stops will be begin the week of May 12. Grace is already working on the list for next year's BSIP. Transit will be proving shuttle service for the Festability festival this weekend at West Creek Park. Shuttles will begin at Rio Norte at 11:00 a.m. until 3:30 p.m.

Keith requests the information again for the Festability festival, and Grace repeats the shuttle location and running times.

Grace shares updates from Adrian, he wanted her to share that at last month's council meeting, Council awarded the contract for the purchase of five CNG cutaways, and we are currently securing the purchase order. The buses are expected to be delivered before the end of 2025. We have a Council item in May for the purchase of two 29-foot CNG buses for our local fleet. Next year's budget, we have requested funding for three zero-emission fuel cell buses for the local fleet, five CNG cutaway vehicles for DAR, and six zero-emission electric buses for the GO! service. We received one new CNG cutaway this week and expect more to be delivered by the end of the week.

Keith asks Grace to email him with the fliers in English and Spanish for the Beach Bus when they are available. He also asks for her to repeat the April statistics.

Grace indicates that she will email the fliers and repeats the statistics for April.

Keith asks Grace if she has the no-show numbers, specifically for trips scheduled going to or leaving from the Senior Center.

Graces states that she will email him that information.

John asks about the Transit Development Plan (TDP). In the last meeting, it was indicated that the 799 is being reduced by two trips. John asks how many trips are currently scheduled- five or six?

Grace and Arcy indicate that there are currently five or six trips scheduled. Grace also indicates that they are going to be discontinuing trips that have the lowest ridership.

John asks about the route 796- if we are eliminating two routes, how many does that leave us with? Are there any trips after eliminating two?

Grace states that they are going to be discontinuing the trips with the lowest ridership, and Kathleen confirms that there are currently three trips scheduled for the route 796. This would mean that once implemented, only one 796 trip would remain on the schedule.

John asks about the implementation of the TDP- he understands that it will be done in three phases, over how many years?

Grace states that it will be implemented over a period of three years, and the phases are conditioned on approval by the City Manager and the City Council, so the phases can change.

John wants to confirm that in addition to reducing the 799 and 796 service, there will be service added for the Five Points and Needham Ranch areas.

Grace confirms the addition of service to those areas in the TDP.

Keith asks John to pause the agency updates to acknowledge Resty Musonge, who joined the meeting.

John greets Resty, and advises that due to not having a quorum for the meeting, most of the agenda for this meeting will be held over to the June meeting at the Transit Maintenance Facility (TMF). He states that they will continue with Agency Updates and she will have time during Public Comment to share anything she would like to address.

Resty greets the group and indicates she will be in attendance for the June meeting at the TMF.

John passes the floor to Faustino Salvador.

Faustino Salvador, Access Services

Faustino will be sharing statistics for the month of April, and notes that the numbers have not been finalized.

- On Time Performance- 91.9%
- Avg Hold Time- 67 seconds
- Calls on Hold >5 mins 3.9%
- Late trips 0.00% (none for April)

Some highlights he would like to share- Access has updated their Rider's Guide, and it is available online. We have conducted our 100% driver credentials and continuous training audit for last year. This ensures that all drivers have their updated credentials and received their continuous training. One hundred thirty-five files were audited, and there were no findings.

Keith asks Faustino if he can print copies of the updated Rider's Guide and bring it to the next meeting.

Faustino indicates that he has the guides on order, and if he receives them prior to the next meeting, he will bring some. Grace indicates that she has a PDF of the Guide and can print them for Keith.

John passes the floor to Arcy Torres.

Arcy Torres, MV Transportation

Arcy shares that Transit Miner has been having issues as of the previous day. We did get a call from the Senior Center letting us know that their board that has the trips scheduled for the Senior Center was not working. A ticket was submitted yesterday to our IT department.

Michelle indicates that the program is back up.

Keith indicates that some people are better with technology than others, and perhaps the staff at the Senior Center pressed the wrong key and it shut.

Arcy indicates that the issue is on MV's side, and was not just the Santa Clarita location, it was with all of MV. The reason she wanted to address it is that the Senior Center relies on that. It is now back up and running. All positions are currently filled. At the last meeting, she shared that they had hired a new ambassador and call taker, and they are still with them. There will be an open position as of next Monday for a Fixed Route Operations Manager, as the current Manager put in his two weeks' notice. He was not with them for very long, but was doing a really good job. Unfortunately, he is returning to Arizona so that position will become available as of Monday and they are already reviewing resumes and will be holding interviews soon. A driver bid will be taking place on May 31. That schedule will go into effect on June 8, and that bid will only be in effect for approximately two months when the students go back to school.

John asks why they would do a bid for only two months?

Arcy indicates that there is a schedule change. They remove the School Trippers and add the Hotel Trolley and Beach Bus services. Any time there is a schedule change, they have to have a driver bid.

John passes the floor to Michelle Rush.

Michelle Rush, MV Transportation

For Silver Ride, we are in a pilot program testing the TAP machine in one of the vehicles. Using a TAP card was not an option previously when using the Silver Ride vehicles for DAR, so they are testing it out and it has been going well. If it continues to work, they will consider adding more to the Silver Ride vehicles.

Keith asks if riders are able to pay cash if they do not have TAP cards?

Michelle indicates that cash fares are accepted.

Keith states that there were a few riders that did not see a farebox and didn't have their TAP card on them so they thought they couldn't ride.

Arcy states that with Silver Ride, they were cash only because they did not have TAP readers in their vehicles. Unfortunately, they encountered many riders becoming aware of that and indicating to their driver that they only have a TAP card, resulting in a free ride. Because of this, they decided to test putting a TAP reader in a Silver Ride vehicle.

Michelle states that all Silver Ride drivers were issued money bags to accept and transport the cash fares back to our facility. Regardless of what vehicle shows up, they can pay cash or TAP.

Keith states that he raised the subject because it wasn't the driver not taking cash, but the rider being unaware that they were able to pay with TAP. He was able to clarify with some of the seniors that were confused.

John asks about the money bag and if there is an audit.

Michelle states that the payment details are included in the booking. The cash rides that were scheduled are matched to what cash was received by the front desk to ensure it matches what should have been given.

John thanks Michelle for clarifying and passes the floor to David.

David Tamariz, MV Transportation

David shares that they are fully staffed and the CSR out on leave has returned. Because they are a small call center, service is impacted when they are understaffed. He is very happy that they are back to being fully staffed in the call center as well as the ambassadors.

Keith states to Grace that he was at the Celebrity Waiter event for the Senior Center last Saturday. He noticed that there was representation from many organizations. Dial-A-Ride has been very instrumental to the Senior Center, and there was no representation for DAR. He recommends that DAR have representation at the Celebrity Waiter events, because they have done a lot for the Senior community. Seniors are able to get to these locations via DAR because many of them do not have alternate transportation. He would like DAR to have a table at the event because they have done more for the senior community than a lot of other organizations. The Senior Center would not exist if DAR wasn't able to take the seniors there. He suggests that Adrian Aguilar speak with Ken Striplin to ensure that there is a table and representation for DAR at next year's event.

OLD BUSINESS

John asks if there is any old business to discuss.

Keith asks about any updates on the construction of the bridge in Lost Canyon and any routing for Lost Canyon up to Golden Valley Road.

Grace states that the bridge is still under construction and is expected to be complete in the Spring of 2026. Once the bridge is complete they will be able to reevaluate routing. And the routing will also be dependent on budgeting.

Keith asks about service to the new Sand Canyon Village development on Soledad and Sand Canyon. Will the existing routing that goes up Soledad will service that will accommodate that development?

Grace states that yes that route will accommodate that area and there is a bus stop built on the corner where the new Sprouts is. It is still under construction.

John moves to general Public Comment.

GENERAL PUBLIC COMMENTS

John inquires on the issue that Resty raised at the last meeting with the issue of the driver not opening the door.

Grace and Michelle state that they did look into the incident and were unable to identify a trip that she had scheduled within the timeline that was assigned to a vehicle that she would need to pull open the door.

Resty states that in the future if she has an issue like that, she will make sure to write down the information for the vehicle. Additionally, she states that she has much appreciation for the services available. She raises a concern- the drivers are doing a great job, however, there are riders that will engage in conversation with the drivers while being dropped off at their destination. She would like the riders to indicate to these riders that they do have other people on board and they must continue with their route. Additionally, she suggests being able to prioritize rides based on destination. There are riders that are returning home and do not have an urgent need and riders that have medical appointments or are going to work, and often the non-urgent riders are taken to their destination before the riders with medical appointments or are going to work. Giving priority to people who are going to medical appointments or work over people returning home or going shopping would be helpful. She also mentions an additional concern for the GO! Santa Clarita service. She has scheduled rides and is waiting for her ride. She reaches out to get an update on the arrival of her ride and she is notified that the ride has been canceled. When she asks who canceled it she is not provided with an answer.

John requests a representative with MV address that issue.

David states that there are instances where the ride may be canceled due to the rider not being ready at the pick-up location. The driver has a two-minute waiting period before they mark the trip as a no show and is canceled. He is not sure what happened in her case, but asks if she has the date.

Resty indicates that she doesn't have a date, and it happened a while ago but it is an issue she has experienced.

Michelle indicates that if she has issues with DAR or the GO! service, she will be able to review the tracking information if they have the date to research. She also shares that if she does miss a ride that they will send out another vehicle to pick her up. Grace adds that Resty can email her the information and she can pass it along for investigation and someone will call or email with their findings.

David states that he understands her request of prioritization. The CSRs do remind riders that the timeframe that they can be on the bus. Unfortunately, their system is not able to identify or prioritize trips based on recreation or shopping trips versus medical appointments.

Resty thanks David for the information and appreciates the collaboration of looking at the issues from both the rider's and the service's perspectives to make the service better.

John asks Resty if she is still interested in becoming a member and if she has submitted any information.

Grace states that she did submit a resume and it is now with Adrian.

John thanks Grace and Resty.

Keith asks Faustino about the funding from the federal government for Access considering the uncertainty.

Faustino indicates that they are fully funded for the current fiscal year. Any changes with funding will not be known until the information for the upcoming fiscal year.

Keith thanks Faustino and states that as long as there isn't a fare increase for the riders then they're good.

Faustino states that any possible changes in fares are publicly noticed, public hearings are conducted. At this time there is no discussion of a fare increase. If he comes across anything he will share with the committee.

John moves on to new business.

NEW BUSINESS

Nominations- two officer positions are up for nomination. John asks Keith if he will be running for Chair or Vice-Chair.

Keith indicates that he will take Vice Chair so long as John intends to run for chair. He states that John is present at the meetings, and is rarely absent. So, he will do Vice Chair so long as John or one of the other ladies are chair so he can assist at his own volition.

John asks Kathleen if she has any updates to share.

Kathleen shares updates on community outreach that Transit has done recently and will be doing in the near future. Last Saturday the City held a ribbon cutting for the mobile library, which Transit and MV was a key component in completing. Additionally, on Saturday, Transit was present with a bus at the Five points Valencia Earth Arbor Day event. Both events were a success and well attended despite poor weather. The Sumer Trolley will be running from May 24

through September first. The Transit division is conducting a TAP Card Art Contest for artists to submit original artwork to be featured on the City's first custom TAP card. Internally, Transit will be highlighted in the City's This Week in Santa Clarita campaign as well as their You've Got a Friend at City Hall campaign.

John thanks Kathleen for the updates.

ADJOURNMENT

The meeting is adjourned at 10:08 a.m.

FUTURE MEETING

The next meeting is June 5, 9:00 a.m. at The Transit Maintenance Facility