

City of SANTA CLARITA TRANSIT

ACCESSIBILITY ADVISORY COMMITTEE (AAC)

Minutes of the Committee Meeting

9:00 a.m.

Thursday, September 4, 2025

Carl Boyer Room, City Hall

CALL TO ORDER

Chair John Panico called the meeting to order at 9:05 a.m. and led the Pledge of Allegiance

MEMBERS & GENERAL PUBLIC PRESENT

Jaohn Panico, Chair

Keith Curry, Vice Chair

Karen Manke, Member

Manel Pushparajah, Member

Arcy Torres, MV Transportation

David Tamariz, MV Transportation

Michelle Rush, MV Transportation

Beatrice Lara, MV Transportation

Faustino Salvador, Access Services

Grace Ferguson, City of Santa Clarita

Kathleen Herrera, City of Santa Clarita

Billie Jean Curry, Member of Public

Sheila Geriminsky, Member of Public

APPROVAL OF AGENDA & MINUTES

June meeting minutes were reviewed and approved.

MEMBER COMMENTS

Member Manel Pushparajah provides feedback on SilverRide vehicle #317 or 307, and the operator of the vehicle. She indicated that this driver does not accept her TAP card and demands cash for the fare. She has witnessed this with other riders with the same operator. Michelle Rush and Arcy Torres with MV Transportation indicate that they will address this issue, as the operators are not to require cash if they do not have their vehicle equipped with a TAP reader.

Karen Manke states that she has had customer service related issues with the same operator, and Keith Curry requests that the issues with this operator be addressed as there are two complaints with the same operator. Michelle confirms that MV will contact the contractor regarding this operator. Karen also requests that her account be updated to reflect that she needs to be placed on a transit bus for her Dial-A-Ride and Access trips, as her mobility is decreasing and it is difficult for her to get into a SilverRide vehicle which is not equipped to accommodate her mobility

needs. Karen requested clarification on the policy for securing items on board Dial-A-Ride and Access vehicles. Michelle provides Karen with the policy, and indicates that items such as shopping carts and walkers, brought on board are not to be secured; the passenger is required to maintain control of the items to ensure rider safety.

AGENCY UPDATES

Grace Ferguson, City of Santa Clarita

Grace provides an update on the bridge construction on Sand Canyon, which has made significant progress and is anticipated to be open for use in the spring of 2026. The hydrogen station at the TMF is now anticipated to be completed at the end of January 2026. City staff will be onsite at the Senior Center on September 10, from 10:00 a.m. to 1:00 p.m. to promote the Senior Ambassador Program. Interested seniors can also go onto the City's volunteer's website to volunteer for the program. The Bus Stop Improvement Project (BSIP) has been completed, with 25 bus stops being updated with new furniture. The next BSIP for 2026 is being worked on now. The pilot program for the OTN Trolley Service provided shuttle service in the OTN area beginning July 11, and concluding on August 1, with 87 participants. There are hopes to continue and possibly expand the service.

Keith inquires about the beach bus numbers, transit service to the subdivision behind Magic Mountain and the Skyline community.

Grace confirms that the beach bus service was successful and she is awaiting final numbers. At this time she is not aware of a developer working with the City to expand transit services to the community behind Magic Mountain, and transit service for the Skyline community is in consideration for potential implementation as the developer constructed bus stops in the community.

Keith asks about transfer trips provided by Access over the weekend.

MV and Access reps confirm that there is service for the weekends at 7:30 a.m., 12:00 p.m., 3:00 p.m. and 4:30 p.m. There is consideration of having a later timeframe option, should a patron request it.

John asks about the Spare platform, and Grace indicates that Michelle will provide an update on the implementation of the new Spare platform.

Faustino Salvador, Access Services

For August:

- OTP- 90.8%
- Excessively Late Trips- .11
- Calls on Hold >5 minutes- 5.2%
- Outreach was conducted at LARC on July 29 and Virtual Community Meeting on August 3

Arcy Torres, MV Transportation

Arcy introduces Beatrice “Betty” Lara, the new Fixed-Route Operations Manager, shares updates on open positions with MV Transportation.

Keith asks about the operators requirement for sensitivity training, and if the operators contracted with SilverRide are required to have the same training.

Arcy confirms that the training is provided in conjunction with the bi-monthly safety meetings operators are required to attend. The initial training for SilverRide operators is provided by MV transportation, but their ongoing training is the responsibility of SilverRide.

Michelle Rush, MV Transportation

Michelle shares that there are five new Dial-A-Ride vehicles on the road. Spare was launched for the on-demand service in August, with the remaining paratransit services to be launched in October.

Betty Lara, MV Transportation

Betty shares her past experience with public transportation.

David Tamariz, MV Transportation

David shares that the call center is fully staffed, and both ambassador positions are staffed.

Karen asks David about the issue with her ride the previous day, which was excessively late.

David said he recalls speaking to her and providing an ETA but is not sure what happened. He will look into the issue and provide her with a resolution.

Keith asks Grace for an update on the Lost Canyon and Golden Valley routing, and the Vista Canyon and Via Princessa Metrolink stations.

Grace states the TDP recommendations will not be implemented any time soon, with the earliest anticipated timeframe of summer 2026, with it being dependent on the completing of the Sand Canyon bridge and funding. The Vista Canyon station is doing well, although ridership has not really increased. The Via Princessa station will be addressed based on ridership and usefulness.

Kathleen Herrera, City of Santa Clarita

Kathleen provides updates from the City’s customer service side, including increased call volume due to school resuming and changes to some of the school routes.

OLD BUSINESS

John asks for an update on the status of Resty's application for membership to the board. Grace indicates that she will have an update at the November meeting.

GENERAL PUBLIC COMMENTS

Sheila Geriminsky provides feedback on the paratransit services that she has utilized and also indicates that she wants to be more active within the community surrounding transit. She also asks questions about traveling with transit outside of the Santa Clarita. Faustino provides her with information on how to travel with Access to other locations outside of the Santa Clarita valley. David also provides her with information, and encourages her to call the call center should need additional assistance. John provides her with information on potentially becoming a board member.

NEW BUSINESS

None

ADJOURNMENT

Meeting is adjourned at 10:25 a.m.

FUTURE MEETING

November 6, 2025, 9:00 a.m. Carl Boyer Room, City Hall

