

City of SANTA CLARITA TRANSIT



ACCESSIBILITY ADVISORY COMMITTEE (AAC)

Minutes of the Committee Meeting

9:00 a.m.

Thursday, November 6, 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

John Panico, Chair	Manel Pushparajah, Member
Karen Manke, Member	Toshia Griffin, Member
Arcy Torres, MV Transportation	Michelle Rush, MV Transportation
David Tamariz, MV Transportation	Faustino Salvador, Access Services
Grace Ferguson, City of Santa Clarita	Kathleen Herrera, City of Santa Clarita
Lily Martinez, City of Santa Clarita	Resty Musonge, Member of Public

APPROVAL OF AGENDA & MINUTES

September meeting minutes were reviewed and approved.

MEMBER COMMENTS

Manel Pushparajah provides feedback on the Spare system that she has heard from members of the public. One issue she raised was regarding the text notifications that she is receiving several days in advance, and they are being sent at all hours of the day and night. Manel also shares that the multiple text message reminders for different days has been very confusing for many of the patrons she has spoken with, and feels that a training that provides guidance for seniors using the system would be very helpful. Michelle notes the information Manel provided, agrees that a training would be a great idea to help clarify the system's processes and shares that she will address the issues in her upcoming meeting with Spare representatives.

Toshia Griffin confirms the information that Manel has shared, and she can see how the multiple text messages that are received for each trip the rider books could cause confusion. She also shares that the Access Where's my Ride app is not coinciding with the Spare application. Toshia

shares issues that she experienced with her Access ride that was scheduled for this morning. There was significant confusion caused by the driver arriving early, which is not supposed to happen with Access, and leaving without waiting the necessary timeframe, was not provided a callout, and received conflicting text messages regarding the status of her trip arrival. When she called into the call center, she was kept on hold for an extended period of time, disconnected, and was eventually called back by the CSR. While she appreciated the call back, the extended hold time and issues with her trip that left her without a ride for this morning's meeting caused her to be late and delayed any kind of resolution. Additionally, the drivers have shared with her that they can't see what the next trip is until they complete a trip, which can cause increased inefficiency and confusion for the drivers as well. Michelle makes note of Toshia's concerns and states that she will address those with Spare, as well as using the upcoming safety meeting to clarify with drivers how to read the information regarding the different guidelines for Access vs. Dial-A-Ride on the new system. David indicated he will discuss this issue with the CSR and apologized for the issue.

Karen Manke echoed the confusion caused by the immediate and redundant text messages received at the time of scheduling and leading up to the date and time of the trip. Michelle offers to change her notifications from text to phone call, and Karen confirms that she would like the change made.

John asks Grace for updates on the Senior Ambassador Program and for any TDP updates.

Grace states that she and Kathleen conducted outreach at the Senior Center and have received a few applications from interested volunteers. Each member will receive merch for their role, and they will be providing stand alone assistance in the community for seniors that need or want assistance on utilizing the City's transit system and also share information on the services offered. Regarding the TDP, the recommendations have not been finalized and implementation is dependent upon funding. Twice per year, services are reviewed and any expansion or service reallocations are dependent upon funding available.

AGENCY UPDATES

Grace Ferguson, City of Santa Clarita

Grace provides updates on the Hydrogen Project and the milestones achieved thus far, with anticipated completion in the Spring of 2026. A hydrogen bus will be delivered to the TMF on November 10 to allow staff to test and become familiar with the vehicle. She also shares updates on the upcoming Holiday Light Tour, happening on December 12 – 14, and credit cards will also be accepted as payment for riders. The Golden Ticket Raffle will also be happening at the light tour where a rider will win a year's worth of free rides on a special TAP card. Grace is also working on adding 1-3 additional EV chargers for Transit vehicles at the TMF, and is also looking into the feasibility of adding an EV charger in the public parking lot at the TMF. A bid has been made public for the lighting project at the MRTC, with a hopeful completion date of Spring 2026. In October, Council approved the purchase of five CNG cutaway vehicles, and seven zero-emission vehicles for the GO! service.

Toshia asks about extending the time that paratransit services are available to enable patrons to remain active and participate in activities that extend later than 9:00 p.m. Grace shares that the

service has been reduced due to funding, but she will ensure her feedback is shared and included in the annual review of Transit requests and feedback.

Faustino Salvador, Access Services

For the month October:

- OTP- 91.5%
- Hold Time- 155 seconds (35 seconds above standard)
- Calls on Hold >5 Minutes- 10.6%

On November 11, Access will partner with LA County to host a workshop on best practices for sensitivity with paratransit riders.

Arcy Torres, MV Transportation

Arcy thanks members for their feedback on the Spare app. She shares updates on staffing, welcoming a new dispatcher to replace a recently retired dispatcher, and MV is currently fully staffed in all departments.

David Tamariz, MV Transportation

David shares some clarity on the increased call rates and challenges that the call center is experiencing with the onboarding of Spare but staff are working through them the best that they can.

Michelle Rush, MV Transportation

Michelle reiterates the importance of outreach that she has made with the Senior Center to share the knowledge and education on the new Spare platform to reduce confusion. She also addresses member of the public, Resty, and the issues that she has had with her trips. She shares that she did look into it to try to figure out why the trip was routed the way it was to increase the efficiency of the trips and optimize the routing. She has requested additional feedback from Spare representatives to clarify why the routing was done the way it was which caused significant delays, and how it can be avoided in the future.

Kathleen Herrera, City of Santa Clarita

Provides updates from the support staff side at the City.

OLD BUSINESS

John asks for an update from Grace on Resty Musonge's application to become an AAC Board Member.

Grace indicates that the Director of Economic Development is requesting additional references to complete his review. Resty indicates that she will provide additional contacts as soon as possible.

GENERAL PUBLIC COMMENTS

Resty Musonge addressed her concern regarding the late trip that she shared with Grace. She explained that the representative that was helping her was refusing to listen to the information that she was trying to share that was provided to her via text. Her trip was scheduled for 12:45 p.m., which was confirmed in her text messages, and she was to be picked up by 1:15 p.m. The CSR kept insisting that her trip was scheduled for 1:45 p.m. and the vehicle would be there at 2:02 p.m. She felt very unheard and frustrated, and ended up being ready and waiting for her ride for over and hour and fifteen minutes. Resty also asks if there has ever been consideration to having a representative for the drivers in the AAC meetings to be able to have the viewpoint from the drivers. And finally, Resty shared that she has heard from drivers that they are often working for long periods of time without taking a break. She believes this causes issues for both the driver and the rider as the experience while riding suffers.

Michelle indicates that she will be reviewing the incident with the ride time issue and will be addressing the issues. Additionally, she adds that if the drivers are employees of MV Transportation, their breaks and their lunch periods are input to their schedule and they are to take them. If the drivers are employed by Silver Ride, the drivers must request their lunch and break periods be added to their schedule as they are subcontractors and not employed by MV. Grace also indicates that the phone call will be pulled for review. Arcy states that the feedback provided in the meetings are taken back to the drivers and shared, and that having a driver or representative for the drivers has not been a previous practice.

NEW BUSINESS

Grace introduces Lily Martinez as Transit's newest Office Assistant.

ADJOURNMENT

John Panico adjourns the meeting at 10:42 a.m.

FUTURE MEETING

January 8, 2026, 9:00 a.m. Carl Boyer Room, City Hall

