

**Santa Clarita Transit
Accessibility Advisory Committee Meeting
May 5, 2011**

Meeting location: Santa Clarita City Hall, Century Room

Members Present: John Taylor, Luis Garcia, James Hogan, Michael Williams, Linda Wood, Kurt Baldwin, Nancy Agosto, Ken Schwartz, and Keith Curry

Others Present: Chuck Zoteway, Arnetha Pierce, Adrian Aguilar, Densie Ware, and Raychel Martinez

Approval of Minutes:
Ken Schwartz

Tribute to Al Scullin

General Comments:

Arnetha Pierce had a comment. She is concerned because she feels that Dial-A-Ride does not provide enough information to the community. Anywhere she travels in Santa Clarita, she is always approached on how she gets service. Many citizens do not know enough information about this service.

Citizen brought up that Van 047 there was a bad gas smell, driver stated it comes and goes. She is concerned about that problem.

Nancy Agosto is concerned about incident that occurred a day prior with the DAR service, when one of the members was a patient and wandered off, and was found by a neighbor's house. Says the incident has occurred in the past few weeks, since the schedule has changed hours of operation. She has been receiving a lot of complaints about drivers who are leaving their customers at their location and leaving right away. Also, she has receiving complaints that drivers are rushing them out of the bus, and witnessed it on an occasion.

James Hogan agrees with Nancy's complaint, he feels that he noticed in the last month that some of the drivers need sensitivity training, because it's starting to get poor. He feels like the drivers do not show any kindness or care towards to passengers who board the bus. Feels there should never be any incidents with the adult day care or any bad service.

Member Comments:

Adrian stated to Arnetha that one way we have been doing to get more information out to the community is that they really stepped up the outreach over the last 12 months, doing outreach at the senior center, community or group living facilities, monthly radio visits with local radios, about senior service, DAR service, senior access, anything that is senior related, took opportunities to promote our services.

Ken is proposing to citizens who are under the age of 60 have been denied by ACCESS, all they would need is a Doctor to sign the application and they fill out the application as well and they can submit it to LACTOA so they can receive transportation around the City of Santa Clarita.

Ken brought up a point about citizen who is under the age of 60 being denied ACCESS due to eligibility, and has no driving service. Ken wanted to put together a committee to certify people. Adrian pointed out that it isn't necessary to certify people, because all these citizens need is a LACTOA card and they will be given usage of the Dial-A-Ride system, since they have been denied ACCESS.

New Business:

Ken brought up how the Senior Center internet server is not currently operating and he is in the process of correcting the problem.

MV Issues-Denise: talked about routing issues. Says that they Upgraded software to a newer version, and it's been a painful process.

Luis Garcia announced the community meeting that is being held June 1st, Wednesday, 2:00-4:00pm, at the Senior Center.

Old Business:

Citizen would like to know why the Dial-A-Ride system has changed. Says that in the past, when they would drop off their passengers, they would make sure someone was home, and if nobody was, they would call their emergency contact just to be safe. Feels it is very unprofessional now because lately they have just been leaving them there without making sure they are safe.

City Updates

Adrian made an announcement that they are pushing the free fare program in the local service. He announced the Senior ambassador program, which is a program where they train seniors on how to use local fix routes services, train other folks on how to read a schedule, how to ride a bus, how to pay the fair, and where to get info, to expand our reach. First training scheduled set for this month. Had a couple of recruiting event and had great responses. The new paper has also written an article promoting this few weeks prior.

Adrian made an update announcement regarding the beach bus. Beach buses will start June 4th and will run through Labor Day weekend, September 4th. Will run Saturdays and Sundays. Saturdays there will be two buses, one will leave the canyon country area, the other Via Princessa metro link station. Adrian stated that they are trying to identify a second pick up location at the Valencia area. Says they will send out information to promote the service.

Adrian says that they will be adding additional commuter bus space at the transit center and parking space. Many citizens who ride the early bus in the morning cannot find enough parking spaces.

Technology updates: Adrian stated that they did the final acceptance for the AVL system. System allows us provide real time information for any bus, and let's folks know what time a certain bus is coming. System can be accessed from a computer through the website, a phone with internet

Nancy Agosto made an announcement that the Adult Day Care is being relocated to Calgrove next month. They will be moving in the first week of June.

Meeting Adjourned at 11:02 am