

**Santa Clarita Transit
Accessibility Advisory Committee Meeting
June 2, 2011**

Meeting location: Santa Clarita City Hall, Century Room

Members Present: John Taylor, Sam Sammons, James Hogan, Ken Schwartz, Keith Curry

Others Present: Chuck Zoteway, Denise Ware, Adrian Aguilar, Luis Garcia, Alfredo Torales, Mary Siegel

Approval of Minutes:
Ken Schwartz

General Public Comments:

Chuck Zoteway expressed his concern about a passenger in an electric wheelchair which has trouble operating her wheelchair on the minivan due to her hand. She insisted that he help her operate the wheelchair controls in order to get her off of the van. He tried to explain that he wasn't allowed to do that and she insisted that all of the other drivers will assist. He would like to know what the rules are and why aren't the other drivers abiding by them. He would like some consistencies to where these other drivers are cognizant of the potential liabilities.

Luis Garcia stated that the position of Access is that we are not to touch the mobility device at all. If a passenger is unable to maneuver the device then protocol would dictate to an incident report and at that point as service side we could suggest PCA to assist. If a pattern develops and the passenger is constantly boarding and it becomes a strain on the operation then it can be shifted over to a conduct issue.

Cecille Marfori spoke as an advocate on behalf of her sister who is an Access/Paratransit rider. She addressed the gaps in service with Dial-A-Ride and Access, explained that improvements are made in the service but then things go back to the way it was and stressed improvement must be sustained. She stated that more compassion should be shown towards the passengers and that they should be picked up on time due to their medical needs.

Election of Officers

James Hogan made a motion that the last meeting nominations be voted and approved by the attending members with Ken Schwartz as Chair and John Taylor as Vice Chair.

Motion was seconded and approved.

Keith Curry requested that the minutes of the last meeting be amended to show him in attendance since his name was not listed.

James made a motion to correct the minutes to show Keith Curry in attendance.

Ken stated that the minutes stand corrected.

Member Comments:

James discussed about having to ride on the van for a long distance before being taken to his location which was close to where he'd been picked up.

Ken stated that he had been picked up close to his drop off destination but had to be taken for a long distance before being dropped off. He posed the question as to what happens if a passenger would like to get off the bus and walk to his destination.

A citizen stated that it is unacceptable to make a passenger stay on the van for a long drive when they are close to their location. She feels that managers should ride on the vans to see exactly what is happening on them.

Ken commented that this will be brought up at the CAC. This was done a couple of years ago where all of the managers and mid-managers at Access were issued Access ID cards and went incognito as passengers which resulted in numerous reports.

Mary Siegel commented on the lack of sensitivity from the drivers towards the patients of the Santa Clarita Adult Day Care. There is a big rush to get the passengers off of the bus and sometimes in the morning they will piggyback and start unloading passengers from one bus while another bus is still being unloaded. They are short staffed right now and if only 1 person comes out to assist the patients then the drivers need to wait because the patients are very frail. Her priority is the patients and their safety on and off of the bus and into the facility. She doesn't understand why one day the drivers are in a big hurry while at other times they will be visiting with each other.

Ken commented that this situation should be better when the Day Care is at their new location because he understands that it can handle more than 1 van.

Adrian stated that he has viewed the new location and that the parking is very similar to the existing location therefore it will not make a difference. He also mentioned that right now we are in the process of rescheduling approximately 300 trips.

Denise Ware explained that they are leaving a 15 to 30 minute gap between drop times and that a driver stated that there isn't many staff coming out to help.

Luis explained that by only providing a 3 day notice about the facility relocation has an effect to the operations and may cause problems for customers with standing order trips.

John Taylor followed-up with what Chuck said and agreed that it is common sense for a driver not to touch the toggle switch on a wheelchair because it could result in a bad accident.

Chair Report

Ken welcomed Alfredo Torales.

Ken advised that he would like to revisit the 9 o'clock trip position and explore it to see if it's feasible. He questioned if it would be possible to divert 1 of the 3 vans to a later time as a pilot type of program. He explained that it wouldn't cost more because it will be using the same source of equipment/drivers as using the earlier run.

Denise pointed out that there are not always 3 vans, sometimes it's 1 or 2.

New Business:

There was none.

Old Business:

Ken stated that he was informed yesterday that the Senior Center Video Annunciator still does not have a direct connection to the internet. Jim Morgan at the Senior Center advised that they have been using Wi-Fi but it goes in and out so they lose the connection. This should be fixed by tomorrow.

MV Issues – Denise expressed concern about the Day Care moving and the major change it presents.

SC Transit Issues – Adrian provided an update to the Ambassador Program. He said that the first training session went well as a group of 14 ambassadors and trainees took the bus from the Transit Center on Route 1 to Newhall for lunch and a tour of Old Town Newhall then rode the Route 5 bus back to the Transit Center. We are seeing a lot of interest in the program and a field trip is being planned for the month of August.

Adrian announced that this weekend we will be kicking off the Beach Bus Service which will run through Labor Day weekend. Based on the demand from last year we will have two routes this year. On Saturdays one route will start in the Valencia/Saugus area and go to Santa Monica and a second route will serve the Canyon Country area and serve Canyon Country Park, Via Princessa Metrolink and then head south on the 14. On Sundays we will be operating one route that will serve all of those locations. The cost will be \$3.00 each way, \$1.50 if you have your ASI or LACTOA card or if you are a senior over the age of 60.

Technology Updates: Adrian advised that this past month we do our final acceptance of our AVL vehicle tracking system for our fixed route and our commuter. This system allows us to monitor the service performance of the vehicles in the service overall and allows our riders to see what time the bus will be at any bus stop in our system. This can be done by using a link online, or access the information on your phone if you have a smart phone with internet access. We are in the process of installing QR codes at every stop in our system which will be done in about six months. We will also be installing 10 LED displays at key locations and installing 25 battery-powered bus finders.

Adrian also advised that today we are kicking off the shuttle service that will be operating to the Farmer's Market and Old Town Newhall. There will be one route that serves the Newhall area serving a number of the senior living facilities and larger complexes and a second route serving the Saugus area. Service will be running every 15-20 minutes in a continuous loop starting at 3:00 and to 7:30 every Thursday.

Access Issues: Luis thanked everyone for their attendance at the community meeting and explained about the several tiers of how they gauge efficiency and how the service is.

Luis also commented that this will be the last time he will be attending the AAC meeting and transitioned to Alfredo Torales, the new Project Administrator for the Antelope Valley and the Southern Region.

Meeting adjourned at 11:00 a.m.