

Santa Clarita Transit  
Accessibility Advisory Committee  
Meeting September 2, 2010

Meeting Location Santa Clarita City Hall, Century Room

Call meeting to order at 9:02 am

**Members Present:** Ken Schwartz, Ginny Smultzler, Keith Curry, Kurt Baldwin and Linda Wood

**Others Present:** Richard (Dick) Jefferey, Geoffrey Okamoto, Raychel Martinez, Adrian Aguilar, Lucinda Culpepper, Arnetha Pierce, Denise Ware, Leroy Sammons, and James Hogan

**Absent:** Al Scullin, John Taylor, and Anna Martinez

**Approval of June Minutes:** Motion was called by Ken, made by Kurt to approve minutes, and seconded by Ginny It was approved by all.

Arnetha Pierce joined this meeting to voice her opinions regarding the Dial-A-Ride and Access Services, Inc. Arnetha mentioned that she has a big problem. She has just recently moved into this area, into Stevenson's Ranch. She uses the DAR Services, but this service will only take her so far. She applied for Access Services, and was not eligible for their services. Prior to moving into Santa Clarita she would visit her daughter in Valencia and use Access all the time. She would like to know why she is not eligible now.

Geoffrey disagrees with how ACCESS has been running their eligibility screening. He also stated that when using service they provide a Rider's guide. Arnetha was eligible to use ACCESS prior to moving into the community and now that she is living within the community she is no longer eligible. Arnetha is aware that she is able to use our local fixed routes. Kurt suggested that she should file a complaint with the FDA.

Ken asked Adrian for the DAR and ACCESS vehicle on time performance statistics for July. Adrian responding it was at 92.8 percent for DAR and 93.7 percent for Access.

Kurt mentioned it would be interesting to find out on time performance in different areas. Denise response was she wasn't sure how this could be accomplished.

Ms. Pierce feels the city is unprofessional. She's suggesting that the DAR management employee's test out their own services, this way they can be aware of all the problems. This will allow them to leave their cars at home and save on gas, allowing them to get hands on experience, and see what's not working. Ms. Pierce also commented that the biggest issue with DAR is the scheduling service.

Ken called for member comments:

Kurt commented that I learned that drivers are not allowed to listen to passengers. Kurt is confused as to why every now and then he gets calls and is told that citizens cannot apply with DAR and will have to apply for ACCESS. Adrian responded that he did hear about this incident and that was a matter of miscommunication. He sat down with Suzy and the ladies from call center to review policy and riders guide, and reiterated to them that this is the way the policy is. Once done with reviewing all misconceptions they have not had any issues since then.

### **Old Business:**

Adrian reported that they have looked into this and found that there are some issues with changes that the mall has made recently. They have blocked off the area where vehicles would stop, with barricades and planters near the food court. Currently there is no real safe location for vehicles to stop. There is however a new stop at JC Penney that was added with the recommendation of the AAC committee.

Keith mentioned that he was at the Sprouts grand opening and an ACCESS vehicle drove up and dropped off a wheelchair passenger right in front of the door. This particular location appears to be very congested and perhaps there is a safer location that can be a designated drop off and pick up location. Adrian will look into getting a road supervisor out to monitor and evaluate this location.

Ken mentioned that he has always been a component of installing amber lights in back of all vehicles, which would help with the safety of the vehicle. He suggested that these lights be installed in both DAR and ACCESS vehicles. They would work great especially at the railroad crossings. Adrian mentioned for railroad crossings, drivers legally are not required to stop because of the vehicles they drive. All drivers do in fact stop at the railroad crossings because this is part of a policy MV has. Keith offered his services to Adrian and Denise to look further into this matter.

Ken made a comment on all of the issues that arose today with reference to clean vehicles. He added that all drivers should be walking through their buses to ensure it's in its best condition prior to heading out on their routes.

Adrian met with Jim Hogan and the Assistant to the City Manager regarding the concerns with the route 757, if it should be considered a local route instead of a commuter route. Adrian commented that he has asked for some additional clarification from the FTA in terms of how funding formulas are calculated and how these designations would affect those. Adrian with contact Matthew from ACCESS to let him know this is going on.

### **Santa Clarita Transit Issues:**

Adrian announced that prelim time for on time performance was 90 percent and that there has been a huge increase of riders. There were over 8,500 trips where as last year there were 7,100 trips, which is a 100 percent increase.

Adrian also informed the group that some changes have been made such as eliminating paper manifests. This gives dispatchers more responsibilities in terms of changing vehicle assignments and in terms of road trips with messages those trips around when one cancels. Initially the drivers were concerned about not having that manifest, but the feedback given back shows its working and drivers are pleased.

Adrian also mentioned that in July the City received four new buses and they have since been placed in service. The City is expecting to take delivery of 7 new transit local buses. They should be arriving in the middle of the month.

Adrian shared that the next form of technology is the city has a RFP out on the streets for a passenger counting system. The goal is to get counts on passengers boarding on and off the buses, where the vehicles track the data. This data would then be pulled to report to FDA on an annual basis.

Adrian wrapped up with reporting that the summer beach bus was a huge success this year. This past weekend ridership broke pass the one thousand mark.

### **ASI Services: Geoffrey Okamoto**

Geoffrey brought up an issue regarding the gated communities there were 7-8 locations of concern. After investigations ACCESS found that there are only 2 locations of major concern

- 1- Circle J Ranch – where customer resides the entrance distance is about .8 miles.
- 2- Canyon Gated Community – there are about .3 miles

Drivers have to key in number to get access in gated community.

Geoffrey commented that there needs to be focus with trying to find a solution with these two communities. Adrian and Geoffrey have met to discuss challenges that they face. What Adrian would like to do is set up a meeting with the property manager of these locations to discuss this matter.

### **MV Issues: Denise Ware**

Denise reported that there will be a new call taker in the call center Monday-Saturday until 10pm, and Sunday until 8pm.

Meeting was adjourned at 11:05am.