

**Santa Clarita Transit
Accessibility Advisory Committee Meeting
October 6, 2011**

Meeting location: Santa Clarita City Hall, Century Room

Members Present: Jim Hogan, Kurt Baldwin, Keith Curry, Sam Sammons, Ken Schwartz

Others Present: Suzy Ochoa, Philip Garth, Georgenia Bettencourt, Adrian Aguilar, Jim Schultzman, Billie Jean Curry, Alfredo Torales, Monique Alice Fester, Laura McKee, Primitiva Lim Tiu, Chuck Zoteway, George Gamboa, Line Paquin

Approval of Minutes:
Ken Schwartz

Adrian Aguilar introduced the Maintenance Manager, Jim Schultzman, and advised that he was there to hear any comments or answer any questions that they may have.

Ken advised that van 048 has always had radio problems even the new radios don't work so he suggested that Jim Schultzman take a look at the antenna on the vehicle.

Ken also asked Alfredo Torales if Access can get them some extra vans while they have so many in maintenance.

Alfredo advised that he'd just received an update this week with the new replacement schedules and they are going to replace a few of the cutaways with new vehicles and let us keep one which will ultimately be an extra vehicle.

Jim Schultzman provided an update on the two vehicles that are down vehicles from Access services right now. Van 047 had been involved in an accident and is expected back within 1 – 1 ½ weeks and van 046 has been spitting coolant back up the engine so they are in the process of identifying the problem.

An unidentified DAR driver advised that there is a problem with the mirrors on the right hand side/passenger side of the van which starts to vibrate when the van gets to 20-25 mph and the driver can't use them to see.

Jim Schultzman said that this is a design flaw and that although they keep tightening the bolts they eventually come loose. He will look into other ways to enforce the mirrors to try to eliminate this problem.

Chair Report

Ken stated that this committee has been in operation for 10 years and there has always been a problem with the transfer trips. When on a transfer trip you have to make it to Olive View to meet another van and it causes a stressful situation. In Santa Clarita some

the vans are getting local add-ons. The vans have to be at Olive View at a certain time and they're running around Santa Clarita picking up and dropping off people. This practice should be stopped because people are paying \$6.75 for a premium service and should be entitled to a direct ride to Olive View. What do we have to do to get this put in place?

Adrian replied that he is not aware that the vans were picking up and dropping off and he would have to look into this. His understanding is that most of the trips are picked up and taken to Olive View and he doesn't think that it is a regular practice.

Ken stated that at this time he was going to turn the meeting over to a community meeting and he would like the subject of the conversation to be on what improvements we have seen in the last month.

George Gamboa commented that he hasn't seen any improvement except for the seatbelt issue. The drivers seem to be more caring and respectful. He also asked why there isn't a pick-up at Olive View every hour instead of making the passengers wait 2 ½ hours for a ride. He thinks that the commuter bus should be brought back in service.

Adrian thanked George for his comments in terms to the seatbelts and stated that based on his comments from the last meeting this issue was addressed with the Safety Manager. In terms of the hourly service to Olive View, it is a policy issue of Access and is a decision to be made by Access and the Access Board.

Alfredo advised that Access looked at the transfer times and felt that the current times worked best. There are no plans in terms to the commuter service to Olive View at this time.

Kurt Baldwin commented on the transfers being a frustration for the people in the Santa Clarita Valley as well as those in the San Fernando Valley and he believes that the concern about the transfers is well founded.

Primativa Lim Tiu advised of an incident she experienced on September 17 when it took the driver 30 minutes to find a location on Arroyo Park Drive because the street names are hard to see.

Adrian replied that he will discuss this with the Public Works staff to see about approving the signage for the street names and will look into the issue of the drivers taking 30 minutes to find a location.

Kurt advised that a past Board of Directors of Access Services, Sandy Varga, passed away two weeks ago and will be sorely missed; commented on the elimination of the current CAC and the system that is going to control the membership of the Community Advisory Committee to Access Services; stated that DOT revised the Regulations on Transportation Vehicle Standards and removed the definition of the common wheelchair which opens up the possibility of different types of wheelchairs and scooters being able

to be transported on public vehicles. He also commented on putting off a final rule of reasonable modification of policies but restating the obligation to follow the guidance on origins and destination that he believes Access Services is ignoring.

Alfredo replied that in the operations they would take anybody on a trip as long as their wheelchair will fit in the vehicle. Regarding the origins and destination their definition at this time is still curb to curb.

Adrian replied that the common wheelchair will not have an impact on us because as long as it fits we do not have restrictions and when we register a customer we take into account the size of the wheelchair.

Phil Garth explained that recertification is a process to provide transportation for the most people as possible.

George asked about TAP and how the coordination is going because he feels that it is confusing.

Adrian replied that all of the vehicles in the fleet have the equipment installed and that the TAP readers are working, the drivers are trained on how to use the equipment; we are doing a campaign to encourage people to get the TAP card; we are working with the Senior Center in education and in assisting them in getting their TAP cards; and have been monitoring the use for the past 4-5 weeks to work out the bugs. He also advised that we plan to phase out the paper version of the punch tickets and will be switching over to TAP.

New Business:

There was none.

Old Business:

Adrian advised that we are seeing a large volume of calls coming in to the call center and that last month we received 18,000 calls so they are continuing to increase; there is a push on for people to get TAP cards; there is a push for the use of our technology; AVL/GPS has been installed on all local/commuter buses and we are doing an educational campaign by showing people how to use this information so that they can find out the information they need.

He also advised that we will be installing QR codes which are like a scanner bar and people with a smart phone will be able to take a picture of it and it will link them to our website and give them real time information for that stop location. We are also rolling out a feature for people without smart phones that can text the stop number and it will send back the real time information to their phone.

He also stated that we are in the process of planning the next field trip for the Senior Ambassador Program.

Phil commented that the month of September was not the greatest month of service that MV has provided because of vehicle breakdowns and extreme heat but they have turned that situation around and this month they are back to normal.

Adrian advised that during the last few months the CNG fleet had some issues regarding higher than normal amount of breakdowns. Phil and Jim and their team have done a great job in terms of identifying the problems and solutions to these issues. We are in the process of replacing the engines in the fleet doing one engine a month and will hopefully have new engines in the entire fleet by January.

Meeting adjourned at 11:00 a.m.