

Santa Clarita Transit
Accessibility Advisory Committee Meeting
June 3, 2010

Meeting Location Santa Clarita City Hall, Century Room

Members Present: Ken Schwartz, Ginny Smltzler, Kurt Baldwin, Anna Martinez, Linda Wood, Keith Curry, and Geoffrey Okamoto

Others Present: Richard (Dick) Jeffrey, Lucinda Culpepper, Primitiva Lim Tiu, Raychel Martinez, Adrian Aguilar, Brian Overstreet, and Suzy Ochoa

Absent: Al Scullin and Jim Hogan

General Comments:

Primitiva commented that she is overall very pleased with ACCESS and Dial-a-Ride Services.

Lucinda is a Dial-a-Ride client and she is okay with the concept of the service but feels that the service operates unprofessionally. She has also pointed out that on several occasions she has been placed on dirty buses. She feels the services need to improve. Lucinda being a wheelchair passenger does not use ACCESS because the vans are too small and she feels more comfortable on the Dial-a-Ride vehicles.

A break was called for discussion of these issues. Adrian will be looking into these concerns and will report back to Lucinda at a later date.

A motion was made and it was agreed that the same individuals on the committee will be appointed to the same positions they are currently assigned to.

Member Comments:

Anna pointed out earlier that she noticed not all ACCESS and Dial-a-Ride vehicles had the safety strap to prevent wheelchairs from rolling when on the wheelchair lift. Adrian did comment that all of these vehicles are required to have this strap and he will look into this matter. Linda suggests to all new passengers using the services that they allow themselves time for travel since Dial-a-Ride and ACCESS is a shared ride.

Kurt and Linda have had some confusion involving the new policy with punch ticket distribution per month. Adrian informed the group that the punch tickets are still being offered at the Senior Center however the amount of punch tickets to be purchased per month has been limited. This policy was developed in March and since this time only two individuals have been authorized to purchase more than 4 tickets per month. On average a person uses 30 to 35 rides per month. This policy has helped with passengers understanding the purpose of the program. Eventually the punch tickets will be phased out to the TAP card once the machines that read the card are installed on the ACCESS and Dial-a-Ride vehicles. The punch ticket program will still be available once this transition is made. Kurt brought up a concern he has with the disabled TAP card being a different color than the regular TAP card. The disabled card is in fact orange and the

regular TAP card is a teal color. This was part of the TAP card program design. This could cause disabled to be singled out when showing their card to the driver. Adrian informed the group that when using the TAP card one does not have to take it out of their wallet or show the actual card when tapping it on the fare box machine. Adrian will bring up this concern at the next Regional Tap Meeting. Kurt asked why is it ACCESS is asking for Identification when boarding the bus? Geoffrey informed him that this has been a requirement and this has created issues in the past with some ACCESS riders not wanting to show their ID. Kurt does think that this is perhaps an issue because some individuals might forget their form of identification, however this is a requirement.

Old Business:

Geoffrey updated the group regarding the on going concerns with the gated community restrictions. There has been a discussion held ACCESS will evaluate the gated properties in the Santa Clarita Valley and will work with the property staff at finding a solution. There are 10 locations within the Santa Clarita Valley.

Ken updated that the van arrival display for the Senior Center is ready to be installed. Adrian will be meeting with Ricky from MV who will be assisting with this process.

Raychel asked Adrian about an updated regarding the placement of a bus stop at the mall where the old food court was located. Adrian will be looking into this request further.

Transit Issues:

Adrian reported that the service in May, the on time performance overall was at 91.18 percent. ACCESS was at 91.4 percent and for fixed route service on time performance was at 90.32 percent. The call volume for last month was 14,712 calls come in to the call center. This volume is slightly higher then last month. The average hold time was 53 seconds. The summer beach bus service starts on June 19, 2010 and will operate on Saturdays and Sundays. LA County will also be providing a beach bus. For more information you can visit the City website at SantaClaritaTransit.com. Commuter buses will be used for this service. There will be a community meeting on July 1, 2010 at the Valencia Library at 11:00 am.

MV Issues:

Brian reported that he is working closely with dispatchers to make sure Dial-a-Ride and ACCESS is running accordingly and maintaining good on time performance.

Meeting Adjourned at 10:50 am.