

**Santa Clarita Transit
Accessibility Advisory Committee
Meeting from March 4, 2010**

Meeting Location Santa Clarita Transit Maintenance Facility

Members Present: Ken Schwartz, John Taylor, Kurt Baldwin, Ginny Smultzler, Keith Curry, Anna Martinez, and Linda Wood

Others Present: Richard Jeffrey, Raychel Martinez, Geoffrey Okamoto, Denise Ware, and Adrian Aguilar

Absent: Al Scullin and Jim Hogan

Raychel asked if there was an update with placing a bus stop off of Soledad where the Let Me Sail Organization will be held. Adrian informed her that there have been some challenges with the placement of this bus stop. The first issue being that the bus would have to stop in the middle of the lane which would interfere with the flow of traffic. This could cause safety and liability issues. Adrian will continue to try and find a solution to this.

Member Comments:

Kurt mentioned there has been some concern involving the Commuter Route 757 NoHo Route. This route can be taken throughout the day during several times and this could be considered a fixed route instead of an express route. Keith concurred with this as well.

Richard brought up the next topic which was a concern he had regarding an incident at the McBean Regional Transit Station. He witnessed a mentally challenged homeless man being harassed by a younger male. This resulted into an altercation with some of these younger kids that often hang out at the station. The concern that Richard has is that the security guard on duty did nothing to stop this attack and just suggested to the homeless man that he leave. Adrian informed the group that the City contracts out with a private patrol company at the McBean Regional Transit Station, the Newhall Metrolink, the Santa Clarita Metrolink, and the Princessa Metrolink. There have been some challenges with the company and the City will be reviewing this when their contract is due to expire in a couple of months. Adrian will be contacting the Sheriffs

Department to bring these matters to their attention. The City has also been working with the property owner of The Greens which is located by the McBean Regional Transit Station, to fence this property off eliminating the younger crowds from using this area as a hang out spot. Adrian announced that there will be a park and ride built at the McBean Regional Transit Station and there is a possibility of security cameras being installed.

John Taylor noticed in the last week his rides have been coming fifteen to twenty minutes early. He has received a phone call every time his ride is early asking that he come outside. Denise commented that she has noticed this as well and she feels the drivers aren't paying attention to the window time of the customer. Raychel informed the group she has experienced the same thing. Denise says all drivers are required to arrive within a customer's window time and they are to wait up to five minutes. She will be talking with some of the newer drivers to make sure they are aware of these policies.

Keith brought up that there is an ASI passenger who books ASI rides but is put on a Dial-A-Ride Vehicle. Adrian explained that this happens for efficiency reasons. Adrian explained that when an ASI client and a Dial-A-Ride client are being picked up at the same location a Dial-A-Ride vehicle is sent out to pick up both customers. For the ASI client this is still considered an ASI trip. Kurt mentioned that this is still very confusing for some riders. Adrian did inform the group that when a customer is scheduling their trip they are told by the reservationist what kind of trip has been booked.

Anna brought up a concern she had regarding a trip she had booked for 10:45 am one day. The driver had arrived very early and informed Anna that they were in the area and decided to pick her up. Denise commented that she will make sure she has a discussion with all of the drivers since this seems to be happening often.

Ken commented about a gentleman who is taking ACCESS rides without having a reservation. He has also mentioned to the drivers that he is Ken's friend and that is how he is receiving these rides. Adrian did get the gentleman's name and will be placing a call to this customer and will be reminding him of the proper way to book an ACCESS ride. There is also a CSA

reservationist who is not very flexible when booking rides for Ken. Denise will be looking into this issue and making some corrections with this particular CSA.

The VA provides expedite stickers to those who would be able to go ahead of everyone else when using a rideshare service to ensure the customer is seen in time before their pick up time. It was asked to the group if anyone had any ideas for this to be accomplished for Santa Clarita's medical facilities. Adrian said he would look into some of his resources regarding this matter.

Old Business

The AAC election is in June at June's meeting.

ASI Issues:

Luis updated that the Tethering and Marketing Pilot Program that has taken place the last couple of months has been going very well. Three vehicles will be inside the evaluation center. The evaluation program is for those applying to be eligible for ASI Services as well as those becoming recertified. Suzy Yoquez was recognized at the CSI Board Meeting and given the Superior Service Award. A couple of weeks ago the Dispatch Coordinators Meeting was hosted at City Hall which also went very well.

Transit Issues:

Adrian apologized for not scheduling a separate meeting for the discussing the issues with Gated Communities. He will be making arrangements to schedule this meeting soon. The past couple of months have been very busy for Santa Clarita Transit.

The AVL System for the Fixed route and Commuter Service are moving along. The installation on the Local fleet has been completed. All Transit employees will be trained with how to use the system and this should be finished within the week. Adrian then presented one of the three types of information units that will be placed throughout the Santa Clarita Valley. These Bus Finders will provide information to the passengers regarding the time a bus will arrive at a certain bus stop location. In addition to the Bus Finders, LED Signs will be placed a more of the common stops, and plasma screens will then be installed at the McBean Regional Station, Newhall Station, Santa Clarita Station, and the Princessa Station.

Transit has also been working on is the introduction of the Beach Bus Service from Santa Clarita to Santa Monica. The City will operate this service every Saturday and Sunday, one trip in the morning and one coming back in the afternoon. This service will start June 19, 2010 and run until September 5, 2010. The fare will be three dollars each way, and Disabled and Senior Citizens will pay half of this fare.

Another project that Transit has been working on is moving forward with the introduction of TAP on Dial-A-Ride fleet. Transit received some grant money to install the TAP readers on all of the vehicles. This should be up and running by this summer. The idea behind this is to ultimately eliminate the paper passes and paper punch tickets. The concept will still be the same and will be available on TAP. This will be very beneficial in terms of reporting ridership.

There are currently five locations that offer the TAP card which are City Hall, Transit Maintenance Facility, the Aquatic Center, Saugus Drugs Store and Golden Valley High School. Transit is looking into other locations such as the Senior Center. The long term goal will be that paper passes are eventually phased out, which this does not include the paper ASI tickets.

Transit has been working on improving the on time performance of the local fixed-route service. Over the last couple of years the on time performance (OTP) was averaging low eighties. As a result of the these focused efforts the systems OTP has reached the low nineties.

The final update provided was the High Speed Rail. About two weeks ago the City met with the High Speed Rail Authority and their consultant to discuss the line alignment and what is planned for the first phase. The first phase would run from the Union Station, through the San Fernando Valley, and through Antelope Valley, and up through the Bay area. In the San Fernando Valley they will be following the same alignment as Metrolink, through a combination of tunnels and bridges they essentially will be stacking the tracks. There is no discussion of a stop/station in Santa Clarita. The reason for this there is not enough flat area and room for the tracks and platforms to be built. The initial plans are to approve the environmental reports

by the end of 2010 and finalize the alignment and start construction in year 2012 with operations starting in 2020.

Adrian announced that the Cross Valley Connector opens March 27, 2010 and Earth Day is April 17, 2010 at Newhall Park and transportation should be provided.

Adrian announced that the Article 8 hearings will be scheduled sometime in April. As soon as Adrian has these dates he will let the committee know. This hearing will most likely be at City Hall.

The last question was from Ken and he wanted to know if there was going to be a bus stop installed at the food court location at the Town Center Mall. Adrian will be looking into this matter.

Denise presented that ridership is increasing, for example Thursdays have been increasing to over four hundred trips, which extra drivers have been used for these days. MV has been monitoring the situation over at the McBean Regional Transfer Station and Denise has experienced similar issues. MV will continue to monitor this area and contact authorities with any further issues.

Meeting Adjourned at 11:06 am