

**Santa Clarita Transit**  
**Accessibility Advisory Committee**  
Meeting from September 3, 2009

Meeting Location Santa Clarita City Hall (Century Room)

**Members Present:** Ken Schwartz, Jim Hogan, John Taylor, Kurt Baldwin, Linda Wood, Ginny Smutzler, and Sam Sammons

**Others Present:** Richard Jeffery, Luis Garcia, Raychel Martinez, Adrian Aguilar, Denise Ware, and Sara Smith

**Absent:** Al Scullin, Keith Curry, and Anna Martinez

**General Comments:**

Dick Jeffery joined this meeting involving the Santa Clarita's local fixed routes.

**Member Comments:**

Jim introduced Dick Jeffery to the board and suggested he be a member of the AAC Committee representing the fixed route agency.

John wanted to know why he was picked up in a Dial-A-Ride van when he is an ASI client. Denise explained to him that and Dial-A-Ride van can pick up and ASI client but ASI vehicles may not pick up Dial-A-Ride passengers. If a ASI client is going to the same location as a Dial-A-Ride client at times a Dial-A-Ride vehicle is sent to pick up these passengers.

Sam asked about Dial-A-Ride's pick up window time. He thought it was an hour window but Denise did clarify that it is a thirty minute window for Dial-A-Ride and twenty minutes for ASI.

Kurt brought up an issue involving a woman that was denied Dial-A-Ride services because she is not 60 years of age or older. Kurt finds that this is illegal to deny these services to those that are younger then 60 years of age. Adrian explained to Kurt that prior to ASI, Dial-A-Ride was available to seniors and those with disabilities. When ASI was introduced into the Santa Clarita Valley these services were then separated, Dial-A-Ride being primarily for seniors and ASI being only for those with disabilities. Adrian did also point out that general public may use Dial-A-Ride after six in the evening, seven days a week. Kurt is requesting this in writing. This issue with be put on the Agenda for the next AAC meeting.

Jim passed around his Para-transit ride information from Denver, Colorado. He attended the National Disabled American Veterans Convention. Jim shared that he had a wonderful experience using their transportation services and that all of Denver's routes including their flyaway were free of charge for ASI clients.

Jim provided an update with the complaint presented to FTA. A response letter from Buck McKeon was discussed. More information involving this complaint will be provided at the next AAC Meeting.

The committee allowed Raychel to share something involving the new TAP cards. She noticed while riding Santa Clarita's fixed routes that some passengers were having issues with their TAP card. The fare box wasn't accepting some of the cards although the passengers stated they had money on their card. Adrian replied to Raychel that although some there were some minor glitches with the TAP card these have been worked out. He also stated that most of the time when a TAP card is not being accepted this means the passenger may have money on the card but not enough for a particular trip. Adrian assured everyone that retraining has been issued to all drivers. The balance on your TAP card can be checked by calling the number listed on the back of the card and also at the fare box.

#### New Business:

Jim presented the changes made to the Santa Clarita Transit Accessibility Advisory Committee By Laws. Twelve member positions have been created for the Agencies. Two new positions are a member from the Hart District and a member for the local fixed routes in Santa Clarita. Discussion was held involving changes made to the By Laws by article. Changes made were in articles III, IV, and V. Additional changes were made in Article IV during this discussion. Adrian did document this change and will have the By Laws finalized. A motion was held by Jim to accept the By Law changes. All members were in favor.

Jim then made a motion to have Dick Jeffery as a representative for the City of Santa Clarita's fixed routes. John Taylor seconded this motion. Ken would like any possible new members of the committee to attend at least three AAC meetings. Dick Jeffery will also need to turn in his resume and have it approved by the Director of Service. Once these requirements have been met a vote will be made by the AAC Committee. Kurt pointed out that Raychel has applied to be a committee member and she was denied this year. Adrian did offer to get together with Raychel to work on her resume.

Ken presented the next issue which involved ASI vehicles not being allowed to enter into gated communities. Dial-A-Ride vehicles are allowed to enter gated communities, however there is a policy written in the ASI Rider's Guide excluding ASI from this. Ken spoke with Steve Chang from ASI and he did confirm this policy. Luis mentioned that ASI is in the process of revising the Rider's Guide. He advised that now would be the time to present this concern to ASI. In the meantime Luis suggested that Road Supervisors in Santa Clarita find alternative locations outside of these gated communities to pick up ASI clients. Ken also suggested that when ASI clients that are located in a gated community call for a ride they request a Dial-A-Ride vehicle. This however could cause major operational restraints. Kurt will be following through on behalf of the committee and bring this concern up to the CAC.

#### Old Business:

ASI Issues: Luis informed the committee that due to the fire burning down a tower at Mount Lucas, data communication has been lost in the San Fernando and Southern Regions. There has not been any interference with transfer trips through Antelope Valley or Santa Clarita Valley at this time.

MV issues: Denise commented that they are continuing the process of installing ranger in all vehicles; this should be complete by the end of September. MV is also working with the new TMS scheduling software and the TIN System which is GPS.

Transit Issues: Adrian provided hold times for each service which was fifty-two seconds for Dial-a-Ride and just over a minute for ASI. Adrian also discussed some major projects that have been going on over this past month including the new service changes made. The North Hollywood Route 757 is a new service and the ridership for the month was 11,421 trips. Toward the end of the month the Route 757 has averaged 460 riders a day.

Another campaign introduced in August was a program which allowed full-time College of the Canyon students to receive free TAP cards and ride the service free during the first three weeks of the semester. Approximately 900 TAP cards were issued and resulted in 2,400 rides being issued during this time. College of the Canyons will be allocating some of their parking fee money to continue this program in the future. Adrian also announced that Santa Clarita Transit did hit a milestone this last physical year. 4.2 million rides were documented, which was a 10 percent increase compared to the last year. Adrian also announced there has been a huge jump in ridership with the start of the school year due to funding cuts within the Hart District's transportation services. Jim asked Adrian if security has increased because of this. Adrian responded that although there has been no increase provided by the Hart District, City Transit has been taking the time to monitor cameras more often as well as send out Road Supervisors and Ambassadors on these school trippers.

Meeting Adjourned at 11:00 am