

Santa Clarita Transit  
Accessibility Advisory Committee Meeting  
November 4, 2010

Meeting Location Santa Clarita City Hall, Century Room

Members Present: Ken Schwartz, Kurt Baldwin, Ginny Smultzler, Anna Martinez, Sam Sammons, and John Taylor

Others Present: Joan Howill, Arnetha Pierce, Ray J. M, Denise Ware and Adrian Aguilar

Absent: Al Scullin, Jim Hogan, Linda Wood, and Geoffrey Okamoto

**General Comments:**

Arnetha Pierce does not understand why she is not eligible for ACCESS when she should be. She also feels there are individuals misusing the services as well. She is still waiting on the results of her appeal from ACCESS. Since there were no individuals present at the meeting on behalf of ACCESS, this issue was not discussed.

Joan would like to know why ACCESS clients are being placed on Dial-a-Ride vehicles. Adrian responded that when using the shared services Dial-a-Ride passengers can not ride on ACCESS vehicles. ACCESS clients can in fact ride on Dial-a-Ride vehicles. When ACCESS and Dial-a-Ride passengers are traveling together they have to be placed on a Dial-a-Ride vehicle to abide by ACCESS policy. Joan does feel she is on the vehicle too long because of this however. This possible scheduling issue will be looked at by Denise; perhaps some changes can be made. Denise did point out that ride requests have increased tremendously. This could be a factor for why individuals have to be on the vehicle longer than usual. Kurt is also concerned with the matter as well. Adrian does agree that the pick up times and drop off times should be looked at with each passenger. Currently ACCESS only evaluates pick up times.

There are currently five ACCESS vehicles and the City is waiting on an additional vehicle from ACCESS. Ken asked Adrian why this was taking so much time and Adrian responded that the manufactures were delaying this vehicle.

**Member Comments:**

Kurt inquired about some information regarding TAP to be cleared up. He is confused the difference between LACTOA and the disabled TAP card. Adrian explained that when the disabled TAP card is given out, the same LACTOA standards are used for qualifying an individual. TAP and LACTOA are two different programs however. Also Adrian did clarify that when TAP is eventually transitioned to Dial-A-Ride an ACCESS, this will not affect the low income program. This program will still pertain to Dial-A-Ride. Ken asked when this would all be going into effect and Adrian does not have a clear date, but thinking some time in April or May of 2011. Kurt commented that he does not understand why the disabled TAP card has to be orange instead of the regular TAP card

teal color. Adrian did bring this up at the last TAP meeting but did not receive an answer. Although this issue is frustrating, Adrian did mention that with the TAP card you do not have to remove it from the holder to use the card on the farebox.

Anna has some concerns regarding the wheelchair lifts on the Dial-a-Ride and ACCESS vehicles (vans). She has witnessed two lifts in particular that are slanted, and one of the lifts has no strap. She feels some of these lifts still do not work correctly. Adrian assured her that these ramps are checked consistently every day; however he will make sure they are evaluated again. Anna also thinks that the straps that are installed inside the vehicles are not as secure as they should be when holding a wheelchair in place. These straps will be looked at as well.

Adrian reported that the Wheelchair Marking Program through Metro will be brought to Santa Clarita. This event will be held at the Senior Center. Those customers in a wheelchair can come out and have their chairs marked and straps installed. This will be beneficial to drivers and customers with faster loading time.

Adrian also commented that ridership has increased from last year's daily average number of 380 passengers to currently over 400 passengers. There has also been an increase with PCA's using the Dial-a-Ride and ACCESS services.

Ken asked Adrian for an update with the implementation of community service workers being utilized at the Transit Maintenance Facility. Adrian did inform the group that there have been 9-12 individuals that come out on the weekends to help clean and detail the transit fleet.

Ken inquired about the Dial-a-Ride, rider guides. These brochures have been out and available to the public since February 2010. There are several locations that you can find these brochures at including the Senior Center. This information is listed online as well at [SantaClaritaTransit.com](http://SantaClaritaTransit.com).

Ken brought to Adrian's attention that a few individuals using Dial-a-Ride have been charged when traveling to the Metrolink stations in town. Adrian did confirm that Dial-a-Ride services are free to passengers when they are traveling or picking up from the Metrolink stations.

Ken update that the video annunciator for the Senior Center is in its final stages. This will show all the customers at the Senior Center using Dial-a-Ride and ACCESS when their vehicle will be arriving.

#### **New Business:**

Ken asked for the group's opinion with making a bi-law revision so a driver from transit can be put on the committee. Many individuals feel this is a great idea. This topic will be discussed further at the next meeting.

#### **Old Business:**

*MV*- Denise provided the on time performance results for the month of October which was 92 percent. She did admit that the on time performance for the end of September, beginning of October was much lower. This was due to a combination of issues that arose during this time in Transit.

Ken asked what the City's plans would be if the drivers did go on strike. Adrian did inform the group that the City would still try to run as much service as possible. The first priority service would be ACCESS and Dial-a-Ride. Local routes such as the 1 and 2, 5 and 6 would be serviced first as well. ACCESS has been notified and they are aware of the possible strike.

Adrian reported that transit did receive 7 new transit vehicles and they are in the process of getting registered. They have all been equipped with the AVL System.

The Annunciator installation has been started. These annunciators will be placed on the inside and outside of all transit fleet. The next phase of this project will be the passenger counter system. This data collected can then be used for planning purposes. A new radio system will be installed in all buses as well. This project should be completed around June or July of 2011.

Adrian updated the group regarding the on going gated community matters. He was able to contact the property manager for Circle J Ranch.. The executive board have been made aware of the issues. A meeting has been proposed and currently this will be scheduled for some time after the new year in 2011. Unfortunately for the second property in question, no one has been able to reach a property manager. Adrian will continue to pursue this property with contacting an individual.

Lastly, a Road Supervisor visited the Sprouts parking lot and was able to identify a safe pick up and drop off location outside of this store. All Dial-a-Ride and ACCESS vehicles will park on the side of Sprouts to load and unload passengers. This location also has tables, chairs, and a cover.

Meeting adjourned at 10:37 am.