

**Santa Clarita Transit**

**Accessibility Advisory Committee Meeting**

**June 4, 2015**

**Meeting location:** City of Santa Clarita, City Hall, Century Room

**Members Present:** Keith Curry, John Panico, Jim Hogan, Line Paquin, Lilian Shaw, John Taylor, Kurt Baldwin, Linda Wood

**General Public & Agency Representatives:** Adrian Aguilar, SCT, Transit Manager, Jenni Martin, MV Transportation, Jessica Thompson, Vicki Sokolik, Billie Jean Curry, Ella Clark

**Meeting called to order**

**Corrections made to Minutes**

**GENERAL PUBLIC COMMENTS**

**Linda Wood**

Needs to be moved to members present

**John Taylor**

Did not cancel his morning subscriptions with DAR.

**Kurt Baldwin**

Corrected his comment about training the drivers for different types of wheel chairs, not just “one type”.

**Ella Clark**

Made a correction about having to often wait “over an hour” to “a long time” instead.

**Minutes for June 4, 2015 were approved.**

**Motion was carried.**

**GENERAL PUBLIC COMMENTS**

**Ella Clark**

No Comments

## **Vicki Sokolik**

Access card application issues that should be addressed

- Application was sent to the wrong address
- Was not told that she needed a new passport picture
- Was without card for two months
- Had to pay \$2 each time because no one ever told her that she could get a temporary card

Too many issues that need to be brought up to the riders, for example: The entire application process, more people should be made aware of temporary cards, transferring the money to another card, writing down the number of the card in case you lose your card. It took months for this issue to finally be resolved.

## **MEMBER COMMENTS**

### **Keith Curry**

No Comment

### **John Panico**

No Comment

### **Jim Hogan**

Introduced his new Guide Dog

### **Line Paquin**

No Comment

### **Lilian Shaw**

She is finding that by riding the Transit buses, some of the drivers do not have a clue about what the yellow tabs are for. One time she was hooked up very oddly, he pulled the strap out in the front and hooked it around the arm rest, and did the same thing with the back over. The Drivers need more training.

### **Kurt Baldwin**

On Tuesday, I was at the Para Transit Riders Coalition meeting and the topic of negotiating pick-ups came up again. If we hear from people in SF Valley, they are only offering a “one time”. Kurt is curious

about what's going on. It has never been consistent throughout all the regions; San Gabriel and West LA are still doing it the other way, offering two times, one on each side.

- Jessica Thompson responded that Santa Clarita offers two times on either side. Implemented a new script a couple of months ago to try and get more in line with that. We are trying to get to the bottom of it, and make sure that they are offering the two times. What was happening in SF Valley was that if a customer asked for an AM pick up, they would offer a one time. And if the customer didn't want that time, then they would ask for 7 O'clock, or offer a different time. What should be happening is that if they offer an 8 O'clock, they should offer on either side. It was a little bit of a mix up but they are working on that.

### **Linda Wood**

She scheduled a ride with Access to the Hyatt hotel for an auction event. When she called to schedule it, she could not remember the address to the Hyatt, she couldn't read the address off of the phone book. The female scheduler told her that she needed the address. The scheduler said "Linda, I need to know the numerical address". She called back again in the evening, spoke to a gentleman instead, and asked to book the ride with him. He was very efficient; he didn't give her a hard time about not having the address.

- Kurt Baldwin: Commented that we may have to modify the policy of requesting/requiring customers to provide an address.

### **John Taylor**

Asked if Jenni Martin worked out the situation for him now that school is out.

- Jenni responded with "it will be better now". Gina from Access had come in the week following. Jenni left him a message, but Gina said that they had taken over in getting him the application for the Ride to Work. John said he never received it, but Jenni said that it takes a few weeks, but she will check with Gina and get those mailed out. Gina looked at the schedule with Michelle. It's bad Traffic by Golden Valley High School, there's a lot of traffic there which made him 15-20 mins. late to work. It will be much better in the summer, but it will be a lot better option for you to use Access to get to work. We are bidding on June 20<sup>th</sup> for driver's new routes. With Para Transit, we have the luxury of creating new routes. Recent changes with some of services like day cares. One trip will start earlier. And that might be something to consider.

### **Jim Hogan**

Asked about the Application for Access to Ride to Work Program. Does it supersede the steady ride?

- Adrian responded with "The difference between Access to work and regular Access trips is Access to work trips are scheduled to guarantee an arrival time as opposed to just a pick up

time. Essentially they are scheduled backwards. So if John has to be at work by 8 o'clock, we work backwards to create a pick up time, and we guarantee his arrival time by 8 o'clock."

## **Jim Hogan**

Why do you have to list your income on the Application?

- Adrian, I don't know all the details, but I believe the grant funded program is designed for lower income riders. There is an income threshold to be able to qualify for the program.
- Jim Hogan says that the application is a discrimination of income. Ron Sherwood was brought up. Wanted to know why Mr. Sherwood did not have a regular scheduled trip.
- Jenni responded with that Mr. Sherwood does have a standing reservation.
- Adrian responded "The Program is funded through a Federal Grant called JARC, Job Access and Reverse Commute Grant. Basically, what the funds are designed to do is to provide increased Access to people re-entering the work force or income jobs, so that basically transportation serves as trying to eliminate transportation barrier into the work force. The idea behind the grant is that we guarantee the pick-up time. The grant funded a dedicated vehicle that allows us to schedule these trips separately from demand trips, in order to qualify for that program. People who were traveling to work were notified. We encouraged them to apply; we didn't make it a requirement, we offered the information to folks that we knew were traveling to work on a regular basis. Weather he chooses to apply is entirely up to him. The rant is funded for a specific period of time. The grant was applied for, and funds were awarded to grant Access services. It was rolled out in phases. The First phase was to identify the folks that could benefit from the program. Then they started expanding the availability of the service, and then there was the purchase of the vehicles and the ability to schedule the dedicated trips.
- Jim asked if Access to Work Program would allow customers in the LA Basin to book direct trips to Magic Mountain for work.
- Adrian responded, "No, I don't think so" based on the way the system is strictly transfer trips.

## **OLD BUSINESS**

Metrolink Fare Updates

- Adrian: Questions about Metrolink and fares at the last meeting, beginning July 1<sup>st</sup>. Metrolink is rolling out a pilot program, on the Antelope Valley line as part of that, what they will be doing is that they will be reducing the fares (it applies only to Antelope Valley line) on the fares by 25%. They will also be introducing a new off peak station to station fare where if someone is in Santa Clarita, and they want to travel from Newhall to Sylmar, they can do so for \$2 per station.

- The 6 month pilot program that is actually being funded by Metro. This means that Metro is making up the difference in terms of the fares. The current fare depends on how far you're traveling.
- The one thing that will not be changing is that the weekend day pass will remain \$10. You can ride the train all weekend long. The idea is they will monitor ridership and the hope is that this will encourage increases in ridership. If the numbers are there, chances are that there will be a big push to keep these fares, or to lower the fares system wide to boost ridership numbers to where they were a few years ago. Supervisor, Michael Antonovich is also pushing. He would like to see that happen on a permanent basis. Advertising has been made for it, media events, there haven't been any radio spots, but Metrolink has a radio campaign going on right now. As we get closer to the July 1<sup>st</sup> effective date, we will start seeing more and more of a push to market that.

### **NEW BUSINESS**

Election Nomination of New Officers for positions.

- Keith Curry for Chair
- John Panico for Vice Chair

All were in favor

### **Ending Comments:**

Denise Ware's position is vacant and will need to be filled.

### **Motion to Adjourn**

### **Motion Approved**