

**FAX ADA ADVISORY COMMITTEE MEETING MINUTES
FRIDAY, APRIL 21, 2006
CITY HALL, PUBLIC WORKS CONFERENCE ROOM (4017N)**

PRESENT:

Ed Eames, Chair	Bill Hyatt, CVRC
Toni Eames	Mary Beth Randall, CCB
Mary Kasson, Vice Chair	Tom Randall, VCB
Bertha Hansen	Jose Luis Barraza, CIL Fresno
Bill Sheen	Mary E. Perez-Daggett, UCAN
Steven Bedrosian	Alberto Lucero, IHSS
Robert Rogers	Lizito Okoroanyanwu, FCEOC Transit
John Ramirez	
Dorothy Hoefling	John Siragusa, MV/Handy Ride
Lillie Glass	Don Johnson, MV/Handy Ride
Susan Smith	Paul Kwiatkowski, MV/Handy Ride
Marilyn Jost	
Alexis Christopher	
Alicia Solis	Richard J. Diaz, FAX
Emma Artin	Arnold Napoles, FAX
Michael Davis	Robert Brzezinski, FAX
Carol Casey	Carlos Duarte, FAX
Rudy Rivera	Debbie Garcia, FAX

• **INDICATES ACTION ITEM**

I. CALL TO ORDER

Chair Ed Eames called the meeting to order at 10 a.m. Introductions followed.

II. APPROVAL OF MINUTES – MARCH 17, 2006

- **On motion by Toni Eames, seconded by Dorothy Hoefling, the minutes of March 17, 2006, were approved as mailed.**

Chair Eames said the meeting would begin with a MV update. Time permitting, questions would follow. Chair Eames asked that all questions pertain to items being discussed, not personal issues or questions.

III. MV UPDATE (1 HOUR)

A. System Update

John Siragusa introduced Paul Kwiatkowski as the new Handy Ride General Manager, and gave an overview regarding his position and how he would be working with MV staff and the community. Paul Kwiatkowski distributed a handout of new phone numbers for MV. He

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was excited about working at Handy Ride and was personally committed to make the system better. Any concerns and/or problems could be e-mailed to him personally at FresnoHandyRide@mvtransit.com, and he would respond to them. Chair Eames welcomed Paul Kwiatkowski and looked forward to working with him and working toward the shared goal of improving the Handy Ride system.

Paul Kwiatkowski discussed the weekly Thursday conference calls which had been very positive for both MV and the community. Chair Eames said the conference calls showed a direct effort to improve the relationship with Handy Ride customers.

John Siragusa said over the past 1½ months, MV had offered additional training for drivers, dispatchers, and schedulers to assist in MV attaining its contractual on time performance goal of 90%. As of April 19, 2006, on time performance was at 92.61%, compared to 84.07% in March 2006. MV's goal was 94% on time performance.

Cancellations

John Siragusa said to date (April 2006), there had been 2,492 cancellations, compared to 4,500 cancellations in March 2006.

Will Calls

John Siragusa said as of April 21, 2006, there had been 1,030 will calls, compared to 1,701 in March 2006; and 3,423 in November 2005. It was MV's goal to reduce the number of will calls (1,030) in half because of the scheduling problems associated with them.

Confirmation Numbers

In response to Al Lucero and Marilyn Jost, John Siragusa said it was necessary for MV to give confirmation numbers in the event of inquiries regarding a trip, and at this time MV did not have a feature to search only for a portion of a confirmation number.

B. Complaint Process

John Siragusa said MV had 10 formal complaints to date; 15 complaints were received in March 2006.

C. Trip Negotiations

John Siragusa said "Trip Negotiations" meant when a trip was being scheduled, the reservationist would try to negotiate a return trip for the customer. MV was currently unable to perform this task because the computer system maps were outdated; however, FAX was working on updating the maps.

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Telephone System

John Siragusa said the phone company was currently working on updating the phone system and correcting the mechanical problems. In the meantime, there could be continued delays, busy lines, and dropped lines, but he asked customers to be patient as MV was working very diligently to resolve the problems. Susan Smith suggested that the person's voice on the phone be changed.

In response to Steve Bedrosian, John Siragusa said MV added another reservationist to help with the heavy volume of calls, but the phones were very busy. Seven to eight people were answering the phones at this time.

CHP Inspection

John Siragusa said Handy Ride passed the annual CHP inspection for its buses and drivers, with a "Satisfaction Approval" rating.

Handy Ride Staff/Vehicles

John Siragusa said there were 60 drivers on staff. Four sedans had been eliminated, but those drivers now driving Handy Ride buses. MV currently had 48 full-time shifts, 6 Permanent Part-Time (PPT) positions, 30 to 35 Handy Ride vehicles, and 6 sedans. MV was working with FAX to update the Fleet.

Cameras on Handy Ride Buses

John Siragusa said MV would be installing Drive Cam Cameras on all Handy Ride buses which would serve as a monitoring system for both the drivers and passengers. FAX would be incurring the cost for the project. In response to Dorothy Hoefling, John Siragusa said the cameras had a wide-angle lens and would observe the drivers, but still be able to see what was happening on the buses.

D. Late Pick Ups

John Siragusa said as April 20, 2006, there were 20 late pick ups (longer than 60 minutes, or beyond the window), compared to 215 in March 2006. MV was committed to getting that number down to zero.

IV. COMMITTEE BUSINESS

A. Disability Awareness Training

Bill Hyatt said the recent training of 11 new drivers went very well. He was looking forward to working with MV to provide similar training for the Handy Ride drivers. In response to

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Mary Beth Randall, John Siragusa said MV would purchase a new “Partners for Independence” video which had worn out. Chair Eames said new trainers were needed, and members were eligible to become trainers after attending four ADA committee meetings in a 12-month period. Anyone interested could contact Bill Hyatt.

B. Driver Appreciation Subcommittee

Carlos Duarte said awards were presented for the Handy Ride and fixed route drivers on Tuesday, April 4, 2006, at 8:30 a.m., in the Council Chambers. He would have the names of the drivers at the May committee meeting. Mary Beth said the subcommittee would discuss adding office staff acknowledgments and report on its findings at the May committee meeting.

C. Handy Ride Transition Subcommittee

Mary Kasson said the subcommittee met with Paul Kwiatkowski, the meeting was a success, and the subcommittee believed he would do a good job.

D. Guide to Ride Subcommittee

In response to Chair Eames, Mary Beth Randall said all the information regarding the Handy Ride process would be added to the new “Guide to Ride” brochure.

Discussion ensued regarding newsletter articles being needed. Information would be on both FAX and Handy Ride. Members could contact Carol Casey with their suggestions. John Siragusa would also have information for the newsletter. Susan Smith volunteered to assist with the mailing of the newsletter.

V. HANDY RIDE SYSTEM

A. Update on No Shows

John Siragusa said there were 1,474 no shows in March and 593 in April. MV would continue to address no shows.

B. Will Calls

- **Already discussed.**

VI. REPORT FROM FAX

A. Review Table of Open Issues

- **Reviewed and updated.**

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VII. ATENDEE ITEMS

Passenger Amenities

Arnold Napoles gave a brief overview regarding passenger amenities and how requests for them were addressed.

Route 38

In response to Carol Casey regarding drivers not securing wheelchair straps, Richard Diaz would discuss this further with her after the meeting.

Dispatching

Susan Smith said there still needed to be better communication between the drivers and dispatchers. In response to Al Lucero, John Siragusa said MV was addressing two buses being dispatched to the same location.

No Neighborhood Left Behind Program

Chair Eames encouraged members to contact their Council Members to make them aware of their concerns.

VIII. ANNOUNCEMENTS

None.

IX. ADJOURNMENT

There being no further business to bring before the FAX ADA Advisory Committee, Chair Ed Eames adjourned the meeting at 12:05 p.m. Any questions, comments, or concerns may be directed to Chair Eames at 224-0544.