

DAC Workgroup
Transportation
June 19, 2009
Lillian Fillpot & Mary Beth Randall

Lillian Fillpot and Mary Beth Randall conducted a workgroup to ensure that the citizens of Fresno who have concerns regarding transportation could be heard.

We focused on strengths and areas to be developed and it was found that many of the 32 members of the public found the transportation system to be friendly and a great resource to persons with disabilities. Examples of bus drivers giving exceptional service and Handy Ride were points that customers were grateful that FAX was there for them.

Areas of Improvement were the following:

- 1) Research bus routes – a few customers were disappointed that Route 12 was not available
- 2) Re-map routes – look at “ridership” and provide services.
- 3) Communication needs to be improved with bus drivers. Some were insensitive to persons with disabilities. A solution was to provide training on disability related issues so there could be better assistance to the ridership.
- 4) Community would like to be included when decisions about bus routes are changed by FAX.
- 5) Bus stop repairs need to be looked at.

Maya from the Complaint Department was there to discuss any grievance that a member may have. She discussed the policy and the procedure.

It was announced that the Disability Advisory Committee is on Monday nights from 5:30 p.m. to 7:00 p.m. and that the public is invited to discuss any concerns.