

**FAX ADA ADVISORY COMMITTEE MEETING MINUTES
FRIDAY, AUGUST 4, 2006
CITY HALL, PUBLIC WORKS CONFERENCE ROOM (4017N)**

PRESENT:

Ed Eames, Chair	Theresa Tyler, Twilight Haven
Toni Eames	Jess Gosman, CIL Fresno
Mary Kasson, Vice Chair	Kathy Stokes, Madera AAA
Bertha Hansen	Cynthia Ortegoń, Madera AAA
Carol J. Casey	Kizito Okoroanyanwu, FCEOC Transit Systems
Susan Smith	Sabrina Stuckland, DHHSC Interpreter
Mary Beth Randall, CCB	Michelle Morales, Interpreter
Dorothy Hoefling	Vicky Guadarama, MV
Bonnie Harris	
Sid Harris	
Charmaine Day	
Albert Lucero	Paul Kwiatkowski, MV/Handy Ride
Patrick Simmons, Sr.	
Marilyn Jost	
Harold W. Seward	Bruce Rudd, City Manager's Office
Stanley Simas	Dean Huss, FAX
David Powell	James Samuel, FAX
Annette Carter	Carlos Duarte, FAX
Len Kessler	Ana Aguinaga, FAX

• **INDICATES ACTION ITEM**

I. CALL TO ORDER

Chair Ed Eames called the meeting to order at 10:01 a.m. Introductions followed.

II. APPROVAL OF MINUTES – JUNE 16, 2006

- **On motion by Bertha Hansen, seconded by Toni Eames, the minutes of June 16, 2006, were approved as corrected.**

Page 2, MV Conference Calls: John Siragusa said he would look into changing the time of the weekly conference calls.

Chair Eames announced the death of Robert Rogers and observed a moment of silence in his honor. Stanley Simas said Robert Rogers was a good friend, they talked all day, he was a caring person, and Stanley Simas would miss him.

III. ATTENDEE ITEMS (20 MINUTES)

Handy Ride

Marilyn Jost would like have the Handy Ride drivers' names on their shirts so she could acknowledge the drivers by name. In response to Paul Kwiatkowski, she said the drivers name badges were too small.

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In response to Marilyn Jost, Paul Kwiatkowski asked that she provide a specific date and time that she called to make an appointment and her trip had been rescheduled 15 to 30 minutes later without being informed of the change. Chair Eames emphasized the need for members to document.

In response to Al Lucero relaying Debra Goodwin's issue that the bus stop at Fresno City College (FCC) still had not been cleaned, James Samuel contacted the FCC representatives who indicated the area would be cleaned by July 29, 2006. He was not aware of any information regarding a cooler being placed inside where passengers were picked up.

In response to Patrick Simmons, Bruce Rudd said the drivers and passengers were both in view of the cameras on the buses.

In response to Dorothy Hoefling regarding whether or not she could call Handy Ride if she went shopping and bought too much to take onto fixed route, Paul Kwiatkowski said FAX had the same standards as Handy Ride. Passengers needed to purchase only what they could carry.

In response to Dorothy Hoefling regarding Thursday morning conference calls with MV, Paul Kwiatkowski said at this point, there were no conference calls being held, but he would notify the committee should another day and time be established.

In response to Dorothy Hoefling regarding nominations of Chair and Vice Chair, Chair Eames said nominations would take place at the September 15, 2006, committee meeting.

In response to Theresa Tyler regarding the Rider's Bill of Rights, Chair Eames said this item would be placed on the October 2006 agenda for discussion.

In response to Theresa Tyler regarding who was accountable to ensure there were some improvements that resulted from these meetings, Bruce Rudd said if anyone believed their concerns were not being addressed, they could make an appointment with FAX Staff and/or call him. Contract compliance and oversight was the responsibility of the City of Fresno; MV was the contractor providing the service to the City of Fresno. Chair Eames said although this committee had been set up to work directly with FAX on issues, he always encouraged members to go to their City Council Member directly with their concerns.

Theresa Tyler expressed concern with some taxicab drivers not being senior friendly. In response to Toni Eames, Bruce Rudd discussed the requirements in the Taxicab Ordinance that went into effect as of July 1, specifically, with regard to new taxicab drivers receiving

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customer service training, disability awareness training, and a number of items associated with customer service. Existing taxicab drivers have until January or July 31 of next year to take the training. A number of taxicab operators appealed to the City Council and received a 30-day extension of those requirements which expired on July 31, 2006. Bruce Rudd said if the Ordinance had been enforced beginning August 1, MV Transit would not have had enough taxicabs to provide service.

Detailed discussion ensued regarding whether disability awareness training would be provided to the taxicab drivers on a volunteer basis or by the Disability Awareness Subcommittee Members on a paid basis. Annette Carter indicated that disability awareness training on a voluntary basis violated policy suggested by the committee and endorsed by the City. Chair Eames was appalled that this effort was going on without any communication to him about it. Bruce Rudd and Chair Eames would meet to discuss this.

In response to Susan Smith regarding the breaking down of the Handy Ride vehicles, Bruce Rudd said the vehicle problems experienced two weeks had to do with the extreme heat, air condition compressors, and tire separation. These problems resulted in a number of vehicles being put out of service, but had nothing to do with the age of the vehicles. The extreme heat also affected the fixed route buses and some service was lost.

In response to Sid Harris regarding people not being able to write the confirmation numbers because of their disabilities, Chair Eames said some people use tape recorders. In response to Sid Harris regarding scheduling of the vehicles, Paul Kwiatkowski said it was a legitimate concern and MV was addressing this issue.

IV. COMMITTEE BUSINESS

A. Disability Awareness Training

Chair Eames said the subcommittee needed to proceed quickly to pursue training for the taxicabs drivers since they were under the City of Fresno. Paul Kwiatkowski said Bill Hyatt provided disability awareness training to the Handy Ride drivers on July 21, 2006. Bill Sheen was observing to get qualified as a trainer.

B. Driver Appreciation Subcommittee

Carlos Duarte said the subcommittee met on July 19, 2006, to review the candidates for the Driver Appreciation Awards. He anticipated the awards would be presented on September 19, 2006, at City Hall. Chair Eames said this could be announced again at the committee meeting on September 15, 2006. Discussion ensued regarding the inclusion of an office staff member in the next round of recipients.

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C. Handy Ride Transition Subcommittee

Mary Kasson said the subcommittee had been working with Paul Kwiatkowski and had accomplished quite a bit. There had been a change in attitude with the dispatchers; Paul Kwiatkowski was working on educating staff and teaching them how to be dispatchers and reservationists. Mary Kasson said things cannot be done overnight and suggested that MV be given credit for what they had accomplished.

D. Guide to Ride Subcommittee

Mary Beth Randall said the subcommittee had been meeting and revising the guide. She anticipated a September/October time line for the subcommittee to present a draft of the Guide for the committee members' input, final suggestions at the October meeting, and finalized by the end of the year.

E. Rider's Bill of Rights

Chair Eames presented this document again because he believed it could be included in the "Guide to Ride," as an educational outreach tool. Mary Beth Randall believed a format like this could be helpful, and Paul Kwiatkowski concurred. Detailed discussion ensued regarding item #8, the right to be notified regarding the arrival of a bus. Chair Eames said it may need to be changed to read "every attempt would be made to notify you." Discussion ensued regarding the benefits of notifying riders at large facilities (i.e., Twilight Haven and Kaiser) where multiple buses arrive.

Carlos Duarte read the "Rider's Bill of Rights" into the record on file at Fresno Area Express. In response to Chair Eames, Mary Beth Randall suggested making the changes to the Rider's Bill of Rights, then presenting the document to the committee for approval.

V. HANDY RIDE SYSTEM

A. Three-Day Advance Reservations

Annette Carter discussed the benefits of changing the previous day reservations to three-day advance reservations which could address the no shows and cancellation problems. Paul Kwiatkowski would evaluate the recommendation; however, the contract called for previous day reservations. Chair Eames said because this could involve major contractual changes, this item would be added to the October agenda to allow MV and FAX to evaluate how this would affect the contract.

B. Update on No Shows

Paul Kwiatkowski said there were still a lot of no shows, and MV was conducting a lot of training and re-working in the dispatch office. Discussion ensued regarding the No Show Policy, and MV was instructed to enforce the No Show Policy because of the significant increase in no shows.

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C. Will Calls

Carlos Duarte discussed the modification to the Will Call policy so that only medical type trips could utilize will calls. In response to Marilyn Jost, Paul Kwiatkowski said should a medical emergency arise during the passenger's scheduled trip, every reasonable effort would be made to accommodate the passenger.

Detailed discussion ensued regarding changes to the "Will Call" and "Subscription Ride" policies, and the need for regarding proper notification being given to the passengers regarding the changes before these policies could be implemented.

VI. REPORT FROM FAX

A. Review Table of Open Issues

- **Deferred to the September meeting.**

VII. RESIDUAL ITEMS

None.

VIII. ANNOUNCEMENTS

- **Jess Goeman announced that CIL Fresno would be moving to 3008 North First Street at the Fresno Medical Pavilion on bus routes 32 and 41 in the near future.**
- **Len Kessler announced the North Fresno Lions would continue collecting pull tabs from cans.**
- **Mary Beth Randall announced the California Council of the Blind was having a fundraiser on September 30, 2006. The money from the chicken/tri-tip dinner would be to help with scholarships. Tickets were \$30 each.**
- **Carol Casey was circulating a "Get Well" card for Officer Nieto who was shot.**

IX. ADJOURNMENT

There being no further business to bring before the FAX ADA Advisory Committee, Chair Ed Eames adjourned the meeting at 12:13 p.m. Any questions, comments, or concerns may be directed to Chair Eames at 224-0544.