

**FAX ADA ADVISORY COMMITTEE MEETING MINUTES
FRIDAY, FEBRUARY 17, 2006
CITY HALL, PUBLIC WORKS CONFERENCE ROOM (4017N)**

PRESENT:

Ed Eames, Chair	Steven Bedrosian, HR Client
Toni Eames	Debra Goodwin, HR Client
Mary Kasson, Vice Chair	Lillie Glass
Gina O. Sotelo, HR Client	Jaunita L. Rodriguez, HR Client
Bill Sheen, Round Up	Patricia Adams
Dorothy Hoefling	Paul Sutliff, HR Client
Stan Simas	Rick Miller, HR Client
Shirley Harper, NFB	Norma Tejada, HR Client
Robin Holleman	Jesse Sierras, HR Client
Bertha Hansen, Public Transp/ADA	Tracey McFeill, HR Client
Pat Sigala, Consumer	Alicia Solis
Mary Beth Randall, CCB	Edwinne (Teddie) A. Pickard
Tom Randall, VCB	Armando Ortiz
Jose Luis Barraza	Bennie Greathouse
Carol Casey	Gary Spices
Patrick L Simmons, Sr.	Elena Workman, HR Driver
Marilyn Jost, ADA Council	Sally Pulido
Silvia Villanueva	Steven Frazier
Olivia Ostergaard	Rick Steitz, ATU
Susan Smith	Butch Helton, ATU
Janet Carmichael, Dept of Rehab	
Mary Ellen Perez-Daggett, UCAN	John Siragusa, MV/Handy Ride
Al Lucero, IHSS	Doug Thomson, MV/Handy Ride
Debra Wilson, IHSS	Mark Sumner, MV/Handy Ride
Annette Carter, DHHSC	
Ted Illenberg, DHHSC	Dean Huss, FAX
Robert Rogers	Kathleen Healy, FAX
Shiela Edwards	Carlos Duarte, FAX
Harold Steward	Ana Aguinaga, 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 – JANUARY 20, 2006

Corrections:

Page 1, 2: Correct spelling of Bill Sheen's name.

Page 3, 1st Paragraph corrected to read: Discussion ensued regarding "accommodations for . . ."

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Page 3: Butch Helton corrected the minutes to reflect that ATU did not support the complaint form being in the fixed route Schedule Guides. In response to Rick Steitz, Chair Eames said the action by the committee apparently took place many years ago, and the committee was now asking that an equivalent complaint form be included in the fixed route Schedule Guides.

- **On motion by Carol Casey, seconded by Steven Bedrosian, approved that the complaint form be included in fixed route Schedule Guides.**
- **On motion by Debra Goodwin, seconded by Dorothy Hoefling, the minutes of January 20, 2006, were approved as corrected.**

Chair Eames reminded members that the committee was an oversight committee, not a policymaking committee.

III. ATTENDEE ITEMS (45 MINUTES)
HANDY RIDE

Late Pick Ups

Late pick ups was the #1 issue. Twelve people wanted to talk about late pick ups of which 7 had stated that formal complaints were filed. Chair Eames said there was a written complaint process established that pointed out where the deficiencies were and encouraged those who had not filed written complaints to do so.

Stanley Simas, Olivia Ostergaard, Steven Bedrosian, Susan Smith, and Teddie Pickard discussed their late pick ups which ranged from 45 minutes to 5 hours. In response to Gary Spices, John Siragusa said the lateness issue was currently being addressed.

Telephone System

The second major issue was consumers not being able to get through the phone lines. Twenty-one attendees acknowledged not being able to successfully reach Handy Ride via the phone system. Alicia Soliz discussed her late pick up, and Steven Frazier discussed his cancellation that went unnoticed.

Supplemental Taxi Service

Five people indicated that they had taxicab problems which included ramp safety, missing seatbelt, cell phone use, rudeness, and lack of attention to their driving. Discussion ensued regarding American Yellow being the most efficient and reliable service.

ATU

Butch Helton distributed and discussed a three-page document from ATU (on file at Fresno Area Express) to MV Transportation. Chair Eames said how MV wanted to operate its

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service with regard to using full-time or part-time personnel was important, but could not be handled at the committee level.

Complaints

Mary Beth Randall said there were problems with the complaint system. She tried to call in a complaint regarding service and she never received a return call.

Susan Smith expressed her opinion about video recording cameras on the buses violated her privacy.

In response to Annette Carter, Mark Sumner said the brochure holders for the new buses were on order.

Dispatch

Steven Bedrosian, Marilyn Jost, Stanley Simas, Harold Steward, and Bennie Greathouse expressed problems with dispatch which included rude reservationists, amount of time spent riding on the bus, routing, and missed appointments.

John Siragusa, Vice President of Operations at MV Transportation, said MV was working hard along with the FAX staff and the union in trying to make the service better. MV had a productivity goal of 2.4 passengers per hour which meant more shared rides and more efficient scheduling was needed.

Dispatch and Rudeness

John Siragusa said in the last two months, reservation and dispatch training had been completed. MV identified some issues regarding staff, and made the appropriate changes.

Scheduling/Dispatching

John Siragusa discussed issues with the taxicab service, and said it was the desire of FAX staff and MV to ensure that the taxicab companies were being held accountable which was the reason for issuing the Request for Proposals (RFP) to provide taxi service for Handy Ride.

Cancellations

John Siragusa accepted responsibility for cancellations being improperly booked. He said customers should receive a booking number when making reservations or canceling a trip.

John Siragusa believed the issues discussed (i.e., no shows, cancellations, will calls) were systematic problems that MV was committed to resolving. He believed the Transition Committee Meetings were very productive.

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JOHN SIRAGUSA'S COMMENTS

John Siragusa discussed some positive things that were going on which included:

Staff (Dispatch/Reservation) Training

John Siragusa believed the dispatchers and reservationists now had a lot more understanding of the software system than before.

Vehicle Maintenance

John Siragusa said this fleet had been well maintained and was in good working order.

Phone Recorder

John Siragusa said MV had a state-of-the-art phone recording system, and could now retrieve recorded conversations to augment complaint investigations.

Taxicab Providers

John Siragusa said that MV and FAX staff were working hard to resolve the taxicab service issues.

MEMBER QUESTIONS

Chair Eames gave five people 15 minutes to direct specific questions to John Siragusa.

Chair Eames provided clarification to Annette Carter regarding the number of taxicab contracts. Once the RFP was awarded, John Siragusa wanted the taxicab dispatchers in the MV office.

In response to Debra Goodwin regarding the status of the 13 full-time drivers, John Siragusa believed the City, ATU, and MV reached an agreement that would not harm any of the employees which provided these Handy Ride drivers with the opportunity to become FAX fixed route drivers.

Steven Bedrosian said efficient dispatching was central to any operation, and suggested that anyone who applied for a position be fully qualified.

Patrick Simmons suggested that a special date be set aside for Mr. Siragusa to return and address the issues presented at this meeting. Mr. Siragusa was open to that suggestion. Carlos Duarte and John Siragusa would coordinate a meeting date and the membership would be notified of the meeting.

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In response to Jan Carmichael regarding canceling trips via an answering machine, Chair Eames said Doug Thomson would need to address that and suggested calls be placed to customers confirming their trips had been canceled.

Olivia Ostergaard discussed her skepticism regarding MV. Chair Eames said members had the option, on their own, to take whatever action they deemed appropriate.

IV. COMMITTEE BUSINESS

A. Disability Awareness Training

Mary Beth Randall said training was ongoing and there were a couple of training sessions held. Chair Eames said members need to attend four ADA committee meetings before being eligible to serve on the Disability Awareness Training Subcommittee.

Olivia Ostergaard asked that the Disability Awareness Training include a segment on guide dogs. In response to Doug Thomson, Annette Carter said that cognitive training material was already included.

Jan Carmichael said, and Chair Eames concurred, that there were operators available to assist the hearing and speech community by calling 7-1-1.

B. Driver Appreciation Subcommittee

Shirley Harper said the next subcommittee meeting was scheduled for February 28, 2006, to review nominations.

C. Handy Ride Transition Subcommittee

Chair Eames said this subcommittee was set up to work on the Handy Ride transition from Laidlaw to MV. Mary Kasson chaired that subcommittee which had been meeting on a regular basis. Mary Kasson read the minutes of February 13, 2006, into the record (on file at Fresno Area Express).

V. HANDY RIDE SYSTEM

A. Update on No Shows

Doug Thomson anticipated having a report available at the next meeting.

Complaints

Chair Eames said he and Carlos Duarte discussed the complaint forms being in triplicate so complainants could retain a copy.

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Will Calls

Chair Eames said the “will call” issue would be added to the next committee agenda. John Siragusa believed the phone system was a service delivery issue.

Automated Announcement System

In response to Annette Carter regarding the audio and visual automatic system not being synchronized, Dean Huss would follow-up with James Samuel.

Cell Phones

In response to Steven Bedrosian regarding the use of cell phones by drivers, John Siragusa said drivers were not allowed to use cell phones. However, MV hoped the new Trapeze system would enable automated calls to customers.

VI. REPORT FROM FAX

A. Review Table of Open Issues

- **Reviewed and updated.**

VII. RESIDUAL ITEMS

Measure C

Carlos Duarte complimented Chair Eames for his tremendous efforts on Measure C in the areas of accessibility for people with disabilities.

ADA Subcommittees Chairs

Chair Eames thanked his Subcommittee Chairs for all their hard work and dedication.

Accessible Bus Stop Symbols

Carlos Duarte said wheelchair accessible symbols on inaccessible bus stops would remain, but said the symbols on accessible bus stops would be removed. Chair Eames said the goal was to make all inaccessible bus stops accessible.

VIII. ANNOUNCEMENTS

- **Chair Eames invited everyone to attend the afternoon ADA Council Meeting at 1 p.m.**

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.