

**FAX ADA ADVISORY COMMITTEE MEETING MINUTES  
FRIDAY, OCTOBER 20, 2006  
CITY HALL, PUBLIC WORKS CONFERENCE ROOM (4017N)**

**PRESENT:**

Ed Eames, Chair	Brenda Marrash, American Yellow Cab
Toni Eames	Rosalyn Belluomini, Council District 4
Mary Kasson, Vice Chair	Kizito Okoroanyaninu, EOC
Harold W. Seward	Jan Carmichael, DOR
Ray Conklin	Al Lucero, IHSS
Marilyn Jost	Annette Carter, TADDAC
Cynthia Ortegon	Stella DuBois, Public Works
Thevoki Daya	
Mary Beth Randall, CCB	Rick Steitz, ATU
Olivia Ostergaard	Butch Helton, ATU
Wesley E. Van Gilder	
Jose L. Barraza	Alex Lodde, MV Transportation
Lois McIntyre	Don Johnson, MV Transportation
Bill Sheen	Paul Kwiatkowski, MV Transportation
Carol Casey	
Susan Smith	
John Ramirez	Bruce Rudd, City Manager's Office
Edward LaComb	Dean Huss, FAX
Patrick Simmons, Sr.	Richard Diaz, FAX
Julie McNally	Fred Wenger, FAX
Emma Artin	Carlos Duarte, FAX
Clifford M. Bethel, Jr.	Ana Aguinaga, FAX

• **INDICATES ACTION ITEM**

**I. CALL TO ORDER**

Chair Ed Eames called the meeting to order at 10:02 a.m. Introductions followed.

**II. APPROVAL OF MINUTES – SEPTEMBER 15, 2006**

- **On motion by Mary Beth Randall, seconded by Toni Eames, the minutes of September 15, 2006, were approved as mailed.**

**III. ATTENDEE ITEMS (20 MINUTES)**

Handy Ride Telephones

In response to Susan Smith, Don Johnson said MV reset the voice mail system the day before and it changed the programming. The programming issue was being addressed. Paul Kwiatkowski reviewed the improvements added to the phone system that would make the system more efficient and callers would benefit from it.

**FAX ADA ADVISORY COMMITTEE MINUTES**  
**FRIDAY, OCTOBER 20, 2006**  
**PAGE 2**

Bus Stop at Winery and Lane

Al Lucero was pleased the two benches and a shelter were installed at the bus stop on the corner of Winery and Lane. There were also many other people very pleased. Dean Huss would relay those comments to the Maintenance Manager and his staff.

Forms/holders

Chair Eames suggested that Carlos Duarte, Marilyn Jost, and Cynthia Ortegon meet and develop another form in duplicate, and include the Complaint Coordinator's phone number should the complainant have difficulty in filling out the form(s). Don Johnson said they did not have the yellow envelopes, but the forms were on the buses. Marilyn Jost said the yellow envelopes stood out for people with vision problems and needed to be placed where passengers could see them. Chair Eames said the holders also needed to be kept supplied with the forms.

Route 9

In response to Clifford Bethel regarding the need of a 15-minute run on Route 9 from 3 p.m. to 6 p.m., Dean Huss said FAX was aware of this on time performance issue, and effective November 13, 2006, FAX was adding another bus on the route which would allow the driver to drive the route more efficiently.

**IV. MARY SAVALA, LEAGUE OF WOMEN VOTERS REGARDING  
MEASURE C (15 MINUTES)**

Chair Eames introduced Mary Savala and said they both worked together about four or five years on Measure C which, if passed on November 7, would fund FAX buses, Handy Ride service, the Clovis system, the rural transportation system, and other ADA community related issues. There would be a free bus service for people over 65 years of age in an effort to get people out of their cars into a safer transportation, and 20% of the \$1.7 billion funding would be for transportation in Fresno County and devoted for improving the public transit system. In addition, there was money in this Measure to do a completed plan for a regional transit district, and to look at advanced technologies beyond light rail.

Mary Savala distributed material regarding Measure C and asked that members get five other people to vote yes, tell them why it was important, and persuade them this was something they needed to do. Chair Eames reminded members that a 2/3 majority was needed for Measure C to pass.

Marilyn Jost spoke about the importance of being registered to vote. The last day to register was October 23, 2006. Mary Beth Randall said this year; there would be accessible voting machines at polling places.

**FAX ADA ADVISORY COMMITTEE MINUTES**  
**FRIDAY, OCTOBER 20, 2006**  
**PAGE 3**

**V. REVIEW AMENDED BYLAWS**

Chair Eames said the amended bylaws were prepared by Mary Beth Randall who read into the record the proposed sections that were amended (Article II, Committee Purpose; Article III Election and Terms of Office, and Article VI Meetings). The committee would vote on the amended bylaws on December 1, 2006. Members who have attended four committee meetings would be eligible to vote. Mary Beth Randall said the date of adoption for the amended bylaws should be added.

In response to Rick Steitz, Mary Beth Randall said several other ADA advisory councils that deal with transportation throughout the State exclude employees who work for the City so she felt it was an appropriate proposal.

In response to John Ramirez, Chair Eames said he could not appoint him as a life member of the committee without attending the four required committee meetings. Chair Eames apologized if that was John Ramirez' understanding.

**VI. THREE-DAY ADVANCE RESERVATIONS (10 MINUTES)**

Annette Carter discussed in detail how the previous day reservations were implemented. At the time of the change, there was some suggestion that up to three days prior to make a reservation did not restrict a person to make reservations in a short amount of time.

Annette Carter discussed the up to three days reservations as presented in 2002. This would allow riders up to three days to make reservations. She reviewed in detail the letter that was mailed to the ridership at that time notifying riders regarding the upcoming change in policy. The letter stipulated the change, what it had been, what it would be on a certain date, what the office hours were to make a reservation, and what the business hours were. Chair Eames said the committee could advise and request the change, but FAX made policy decisions. Carlos Duarte added the Transition Subcommittee was reviewing the proposal.

Annette Carter made a motion regarding changing policy with the contractor, MV, to make an up to three-day reservation policy within the existing office hours that were currently stipulated. Annette Carter retracted her motion since this meeting was set aside for discussion purposes only; Jose Barraza retracted his second to the motion. A vote was scheduled for the committee meeting on December 1, 2006.

Mary Kasson said according to the current bylaws, only members who have attended four meetings in the past 12 months were legally eligible to vote. She referred to her roster of people who had attended which she read into the record. Chair Eames said that list may be further amended should people who have attended three meetings in the last 11 months attend the December 1 meeting. They would become eligible to vote at that time. Chair Eames advised as

**FAX ADA ADVISORY COMMITTEE MINUTES**  
**FRIDAY, OCTOBER 20, 2006**  
**PAGE 4**

long as the amended bylaws had not been approved, no one who attended four committee meetings would be excluded from voting. However, should the new bylaws be accepted, they would become effective at that time. Butch Helton requested that the minutes reflect that the information regarding the voting members was incorrect. Olivia Ostergaard said this was her fourth meeting and requested to be placed on the roster.

**VII. COMMITTEE BUSINESS**

**A. Disability Awareness Training**

Mary Beth Randall said there was one training session was held on October 18, 2006, with seven fixed route drivers. The training went very well.

Bill Sheen said there had been three training sessions held with taxicab drivers with 75 drivers being trained so far. Training had been with drivers from Yellow Cab, American Yellow, and City Cab. Carlos Duarte received a lot of positive feedback from the taxicab drivers.

**B. Driver Appreciation Subcommittee**

Bill Sheen said the driver appreciation awards would be presented before City Council on Tuesday, October 24, 2006. The Subcommittee was still finalizing the employee appreciation form which would be presented to the committee when completed.

**C. Handy Ride Transition Subcommittee**

Mary Kasson said the subcommittee met on October 10, 2006, and discussed the three-day advance reservation proposal. It was left open because they could not come to an agreement regarding how many days they wanted to have.

Mary Kasson said the subcommittee talked about the Handy Ride brochure holders, and the subcommittee was informed that Bruce Rudd was going to ensure they were installed. Bruce Rudd said some interim steps were done to ensure the information was available to customers, and the actual holders would be installed by no later than tonight.

Mary Kasson said the Subcommittee received some complaints regarding drivers using their cell phones while they were driving. Don Johnson and Paul Kwiatkowski were advised of the complaints and said they would look into them. Paul Kwiatkowski said this issue had been repeatedly brought up to the drivers. It was not only unsafe to talk on cell phones while driving, but against the law. MV would continue to address the issue.

Mary Kasson said the Subcommittee talked about negotiating rides with the dispatchers because on some occasions, some of the customers had their trips changed and were not notified. Discussion ensued regarding the importance of filing complaints when this occurred and as quickly as possible so they could be resolved timely.

**FAX ADA ADVISORY COMMITTEE MINUTES**  
**FRIDAY, OCTOBER 20, 2006**  
**PAGE 5**

**D. Guide to Ride Subcommittee**

Mary Beth Randall said the subcommittee began going through the first draft of the Guide to ride. She anticipated revisions would be completed within the next couple of months. The subcommittee had to allow time for the Guide to be reviewed by FAX for suggestions and changes, and then allow time to be reviewed by the City. She would postpone submitting the first draft to the committee until the January 2007 committee meeting.

**VIII. HANDY RIDE SYSTEM**

Paul Kwiatkowski thanked FAX staff for working with Handy Ride on the Fresno Fair and ensuring there was a marked drop-off/pick-up location outside on Chance. He noted the good example of Handy Ride working with FAX and the Fair in getting 2-inch lip on the sidewalk fixed.

Paul Kwiatkowski said over the last two weeks and to date in October, Handy Ride was still running at 91.27% on time.

Paul Kwiatkowski reviewed the September 2006 Handy Ride Service update attached to the October agenda packet and one file at Fresno Area Express.

**A. Update on No Shows**

Paul Kwiatkowski said no shows letters that had been going out to inform people of their no shows and generated a lot of comments back to Handy Ride which helped them to evaluate the numbers to ensure they were reporting an accurate number. On the no show letter, it clearly stated there was an appeal process, and no one would lose his/her privilege over one no show. There was a cost to the system, and it was very important that the system perform effectively, efficiently, and on time.

Paul Kwiatkowski said Handy Ride had three more sedans to use in their system that would be used primarily in the early morning hours to address capacity issues, eight more drivers had completed training and prepared to drive; three more drivers were in class this week, and another class would begin the following week. MV was doing its best to bring as many employees into the system as they could and train them as fast as they could.

In response to Toni Eames regarding out-front notification, Paul Kwiatkowski said Handy Ride added a dispatcher in the morning to assist. They were doing their very best to make as many phone calls as possible when the buses arrived out front; however, with 700 trips per day and some hours there were 65 trips, it may be impossible to notify everyone. He recommended that the Transition Subcommittee review the out-front notification and propose the best way to make that happen.

**FAX ADA ADVISORY COMMITTEE MINUTES  
FRIDAY, OCTOBER 20, 2006  
PAGE 6**

Update from Bruce Rudd Regarding MV

Bruce Rudd acknowledged Alex Lodde for personally engaging in service improvements that the community had been experiencing over the last six weeks (reduction of cab utilization, hiring more drivers, addressing service with cabs). He appreciated the work of the Transition Subcommittee and Mary Kasson. His goal was to meet with them on October 25, 2006, and seek the subcommittee's as well as the committee's input regarding what the perception was in the community regarding the efforts and effectiveness of those changes implemented by MV. He would provide an update to the Council on Tuesday October 24, 2006, and he would ask the Council give MV more time and come back some time in November 2006 with a full report. He indicated six weeks was a short window of time and although he appreciated everything that Mr. Lodde had done, he needed to see a little longer time period.

In response to Marilyn Jost, Bruce Rudd said he was being told there may be a delivery of some vehicles some time in December. The problem was they were dealing with the State of California which was having difficulties with the manufacturer meeting a vehicle configuration certified for production.

In response to Mary Beth Randall, Bruce Rudd said notifications regarding service changes were posted at the Downtown Service Center, Manchester Transit Center (MTC), and on the buses. They were placed on the website as well.

**B. Will Calls**

- **Deferred to the December meeting.**

**VI. REPORT FROM FAX**

**A. Review Table of Open Issues**

- **Deferred to the December meeting.**

**VII. RESIDUAL ITEMS**

None.

**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 12:10 p.m. Any questions, comments, or concerns may be directed to Chair Eames at 224-0544.