

**FAX ADA ADVISORY COMMITTEE MEETING MINUTES
FRIDAY, DECEMBER 1, 2006
CITY HALL, PUBLIC WORKS CONFERENCE ROOM (4017N)**

PRESENT:

Ed Eames, Chair	Mary Beth Randall, CCB
Toni Eames	Jan Carmichael, DOR
Mary Kasson, Vice Chair	Mary Ellen Perez-Daggett, UCAN
Olivia Ostergaard	Jose Luis Barraza, CIL-Fresno
Annette Carter	Rick Steitz, ATU
Dell Moore	Butch Helton, ATU
Betty Brown	
Joy Greens	
Dorothy Hoefling	Dwight Brashear, MV Transportation
Susan Smith	Don Johnson, MV Transportation
Carol Casey	Paul Kwiatkowski, MV Transportation
Breat Bethell	
Will Tranquilli	Bruce Rudd, City Manager's Office
Edward LaComb	Ken Hamm, FAX
Jan Kafton	Dean Huss, FAX
Lois McIntyre	James Samuel, FAX
Douglas Eunich	John Downs, FAX
Emma Artin	Kathleen Healy, FAX
Don Cotta	Greg Eisner, FAX
Eric Felisciano	Jeff Long, FAX
Rosetta Traylor	Carlos Duarte, FAX
Howard Seward	Ana Aguinaga, FAX
Ray Conklin	Gina Haggmark, FAX
Martha Stocksdale	

• **INDICATES ACTION ITEM**

I. CALL TO ORDER

Chair Ed Eames called the meeting to order at 9:57 a.m. Introductions followed.

II. APPROVAL OF MINUTES – OCTOBER 20, 2006

- **On motion by Toni Eames, seconded by Mary Beth Randall, the minutes of October 20, 2006, were approved as mailed.**

III. ATTENDEE ITEMS (20 MINUTES)

Rosetta Traylor

Ms. Traylor invited everyone to her art show, live performance, and fundraiser on December 7, 2006, at the Full Circle Brewery Gallery in Chinatown.

FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, DECEMBER 1, 2006
PAGE 2

Easter Seals Project Action

Annette Carter advised of an upcoming Easter Seals Project Action free event called "Pathway to Mobility – Assessing the Path of Travel for Transit Customers" on December 13, 2006, from 2 p.m. to 3:15 p.m EST. Chair Eames said Easter Seals Project Action was one of the agencies in the federal level being supported by the Department of Transportation to make all kinds of transportation more accessible and effective for people with disabilities.

Handy Ride Issues

Detailed discussion ensued regarding long waits for pick ups and on the reservation lines, previous day reservations, drivers not getting off the buses to assist passengers, need for holiday service, and later service on weekends. Carlos Duarte would talk with Dell Moore after the meeting regarding her late pick ups at Bullard High School, and to Betty Brown regarding long waits on the reservation lines and drivers.

In response to Susan Smith, Chair Eames said every Handy Ride vehicle should have holders for the various forms.

Bruce Rudd said there were a lot of transportation needs in this County. Fortunately, the voters passed Measure C and there was an adequate amount of funding set aside for public transportation services that would allow the City to improve the service on both Handy Ride and fixed route.

Martha Stocksdale said she had been riding Handy Ride since it began in Fresno. It was her only means of transportation, and she was happy to have the service.

Fixed Route Issues

In response to Dorothy Hoefling, Bruce Rudd said there was no provision to put complaint forms on the fixed route buses. Carlos Duarte would address the mistakes in the Schedule Guide, and Dean Huss would address the Route 20 bus not stopping at the "L" Shelter.

Eric Felisciano suggested that duplicate compliant forms be provided, complaint responses did not address individual issues, wheelchair lifts were not working properly, making passengers late. He was very dissatisfied with the system and attitude of the drivers.

Dean Huss said drivers were trained on how to properly secure passengers, the number of tie downs depended on the bus, and before buses pull out in each morning, it was the driver's responsibility to check the wheelchair lift and ensure it was working properly.

FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, DECEMBER 1, 2006
PAGE 3

In response to Mr. Felisciano, Dean Huss explained the wheelchair securement procedures, and James Samuel would meet with Mr. Felisciano regarding maintenance of wheelchair lifts.

Lois McIntrye would like the Spanish language signs on FAX buses reviewed for accuracy.

Bruce Rudd thanked everyone for their input. He appreciated Chair Eames and the committee members' contribution. The committee had come a long way in the past 16 years since it was formed, and without the committee's input and help, the Department would not be the organization it was today. Chair Eames appreciated Bruce Rudd's assistance; he had been instrumental and responsive.

IV. AMENDED BYLAWS (10 MINUTES)

Mary Beth Randall briefly reviewed the revisions in the bylaws which included adding five board members to assist the Chair and Vice Chair thus enabling the committee to function even better. Rick Steitz and Butch Helton took exception from being excluded as voting members of the committee after being active voting members for many years. Discussion ensued regarding clarifying the meeting schedule.

- On motion by Mary Kasson, seconded by Mary Beth Randall, that the FAX ADA Advisory Committee adopt the amended Bylaws, approved by the following vote:

Yes - 12

No - 4

V. PROPOSED THREE-DAY ADVANCE RESERVATIONS

Annette Carter reviewed the proposed three-day advance reservation policy which she believed would improve scheduling reservations. Discussion ensued regarding the difficulty of getting through the telephone system to make previous day reservations. Mary Kasson said the Transitional Subcommittee also discussed this issue and suggested extending the reservation hours from 5 p.m. to 7 p.m. rather than three-day advance reservations. The subcommittee was concerned this could conceivably cause more no shows because passengers may forget they made a reservation.

In response to Olivia Ostergaard, Chair Eames said the committee did not make policy. If the policy change were accepted by the committee, it would be up to FAX to determine whether or not it would be implemented.

**FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, DECEMBER 1, 2006
PAGE 4**

- On motion by Annette Carter, seconded by Olivia Ostergaard, that the Three-Day Advance reservation policy be accepted, approved by the following vote:
Yes - 8
No - 4

VI. CITY COUNCIL RESOLUTION ON HANDY RIDE CONTRACT

Chair Eames said there was an item on the Council agenda regarding the Handy Ride contract. Bruce Rudd made a recommendation that an outside consultant be brought in to review Laidlaw's and MV's records, that a new contract be developed, and the new contract would go out to bid, then a whole new process of selecting a provider would then take place. He anticipated this would take six months. The Council approved this recommendation. Mary Kasson, the Transitional Subcommittee, and Chair Eames were working on items they would like included in the new contract. Ken Hamm added the Department wanted to be completely objective and fair about the process. The consultant would look at anything related to the Handy Ride program, and the new RFP would be developed from there.

VII. COMMITTEE BUSINESS

A. Disability Awareness Training

Mary Beth Randall said there was nothing to report.

B. Driver Appreciation Subcommittee

Bill Sheen was not at the meeting to present a report.

C. Handy Ride Transition Subcommittee

Mary Kasson said the subcommittee discussed the three-day advance reservation proposal, and recommended that the reservation time be extended. The subcommittee would be undertaking compiling a customer orientation packet to give to each new Handy Ride customer which would include an orientation course conducted by the subcommittee. Existing Handy Ride customers were also welcome to attend. This would be done as soon as the "Guide to Ride" was completed.

D. Guide to Ride Subcommittee

Mary Beth Randall said copies of the draft Guide were distributed. She asked that members review the draft and present any revisions at the January committee meeting. The draft would also be included in the January agenda packet. She requested that any comments be made in writing.

**FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, DECEMBER 1, 2006
PAGE 5**

VIII. HANDY RIDE SYSTEM

A. Update on No Shows

Paul Kwiatkowski said no shows had been decreasing and appreciated everyone efforts to reduce them. Chair Eames discussed a change in the no show process where if a rider had a no show in the morning, the driver would not automatically go back in the afternoon which could count as two no shows. Don Johnson said he was working with FAX on the notice.

B. Will Calls

Paul Kwiatkowski did not know why this item was kept on the agenda since FAX had changed the policy.

VI. REPORT FROM FAX

A. Review Table of Open Issues

- **Reviewed and approved.**

VII. RESIDUAL ITEMS

Don Johnson introduced Dwight Brashear, the new Regional Vice President of MV Transportation. Mr. Brashear described his background in the transit industry and said he was committed to the community and the people who use the Handy Ride system.

VIII. ANNOUNCEMENTS

- Mary Beth Randall announced she had one more Entertainment Book for \$25 that would benefit the American Council of the Blind.

IX. ADJOURNMENT

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