

**FAX ADA ADVISORY COMMITTEE MEETING MINUTES  
FRIDAY, JANUARY 19, 2007  
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
Marilyn Jost	Cheryl Parreira, DHHSC
Angelica Becerra	Stella DuBois, Public Works Department
Edward LaComb	Roy Glauthier, Consultant
Jaunita Rodriguez	
John Ramirez	Rick Steitz, ATU
Dorothy Hoefling	Butch Helton, ATU
Carol Casey	
Eric Felisciano	Paul Kwiatkowski, MV Transportation
Wesley E. Van Gilden	
Len Kessler	Ken Hamm, FAX
Emma Artin	James Samuel, FAX
Howard W. Seward	Richard Diaz, FAX
Patrick L Simmons	Carlos Duarte, FAX
Lois McIntyre	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 – DECEMBER 1, 2006**

**Page 5, B. Will Calls: FAX changed the policy, not MV.**

- **On motion by Toni Eames, seconded by Mary Kasson, the minutes of December 1, 2006, were approved as corrected.**

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

American Yellow Cab

James Samuel advised of an accident that involved an American Yellow taxicab driver and resulted in the death of the driver.

Fixed Route

In response to Eric Felisciano being dropped off in his wheelchair on the street on Van Ness which was a very dangerous situation, Richard Diaz said he would see him after the meeting. Mr. Felisciano also asked for a supervisor, but the driver did not comply.

**FAX ADA ADVISORY COMMITTEE MINUTES**  
**FRIDAY, JANUARY 19, 2007**  
**PAGE 2**

In response to Dorothy Hoefling regarding a driver buckling a passenger backwards, Richard Diaz said it depended on the model of the equipment; however, the passenger had the right to choose how they wished to be secured. Richard Diaz would meet with Dorothy Hoefling after the meeting.

In response to Wesley Van Gilden's suggestions for express service on fixed route, Chair Eames suggested that he draft a letter to Ken Hamm, Director of Transportation, with his suggestions.

In response to Dorothy Hoefling regarding the LED signs not working on "A," "B," or "L" Shelters, James Samuel said he would address the issue. Chair Eames suggested calling in those types of problems right away so they can be resolved immediately instead of waiting for the meeting.

Handy Ride

Lois McIntyre discussed concerns regarding excessive length of trips, trip scheduling and routing when passengers may need to take their medication. Also, the Spanish signs still had not been corrected.

**IV. COMMITTEE BUSINESS**

**A. Disability Awareness Training**

Carlos Duarte said training was conducted in December at MTC and for taxicab drivers. Training had also been provided for 15 fixed route drivers.

In response to Toni Eames, Carlos Duarte said the subcommittee was using the video regarding assistance dogs. Chair Eames encouraged members to get involved, and they could contact Carlos Duarte for more information.

**B. Driver Appreciation Subcommittee**

Carlos Duarte said the subcommittee was scheduled to meet on February 6, 2007, in City Hall, Room 4017N to select the 3<sup>rd</sup> and 4<sup>th</sup> Quarter nominees. The award would be changed to "Employee Appreciation" and include bus drivers and administration staff. Chair Eames said this subcommittee was also open to new members.

**C. Handy Ride Transition Subcommittee**

Mary Kasson said the subcommittee met on January 9, 2007, and put aside the Handy Ride newsletter for now; the No Show Policy was already implemented; the complaint process

**FAX ADA ADVISORY COMMITTEE MINUTES**  
**FRIDAY, JANUARY 19, 2007**  
**PAGE 3**

was open; phone recordings for the four holidays was still open; Handy Ride had installed and filled brochure holders on the Handy Ride buses. Mary Beth Randall and Bill Sheen would work on Braille signs for the brochure holders.

Discussion ensued regarding FAX providing holiday service. Rick Steitz said holiday service was only being proposed with the first meeting taking place that afternoon; however, he did foresee holiday service being provided sooner than later because Fresno had grown so much and there was certainly some type of demand for holiday service.

Chair Eames the three-day advance reservations approved by the committee in December was still being worked on. An alternative being considered included changing the reservation time to 8 a.m. to 7 p.m. or 8 p.m. which would give passengers time to get home and call in for their reservation.

Mary Kasson said the subcommittee received positive feedback regarding conducting orientation training. She and Mary Beth Randall would conduct the training. Existing Handy Ride customers would also be welcomed. In response to Jan Carmichael, Chair Eames said all the riders in the system would be notified regarding any changes in the system.

**D. Guide to Ride Subcommittee**

Mary Beth Randall said the subcommittee reviewed a draft of the Guide and it was also mailed out in the agenda packet; revisions were due to her at this meeting. Chair Eames said grammar was extremely important and suggested using “will” instead of “would.”

Butch Helton suggested that children under the age of 6 be certified. They may not have to pay a fare, but the child’s parent had to pay a fare. If the child were certified, the parent could be an attendant and ride free with the child. Chair Eames said this would have to be deferred to Ken Hamm for response.

Mary Beth Randall said subcommittee would consider Butch Helton’s suggestions made on pages 9, 11, 14, 17, 23, and 24. He also said there was not a page 30. Ed LaComb suggested that copies of the draft Guide be distributed to each Handy Ride driver.

It was the consensus of the committee that a final review of the Guide would be held at the February 2007 committee meeting. Mary Beth Randall appreciated the comments/

**FAX ADA ADVISORY COMMITTEE MINUTES  
FRIDAY, JANUARY 19, 2007  
PAGE 4**

suggestions she received, and another draft would be prepared for inclusion in the February agenda packet.

- **Monday, February 5, 2006, was the deadline established to submit revisions to Mary Beth Randall via phone at 224-7999 or via e-mail to [kf6dst@comcast.net](mailto:kf6dst@comcast.net).**

**V. HANDY RIDE SYSTEM**

**A. Update on No Shows**

Paul Kwiatkowski said the year-end statistics showed that no shows were over 12,000 a year or 1,000 a month. He believed no shows improved at the end of the year because of the implementation of the no show policy. There were over 30,000 cancellations or 3,500 per month canceled their trips; and there were 1,500 will calls on a monthly basis.

**B. On Time Performance Update**

Paul Kwiatkowski said on time performance was 90.05% in October 2006, 91.45% in November 2006, 93.13% in December, and so far in January, 94.16%. He appreciated the efforts of the dispatchers and drivers for attaining these figures.

In response to Jan Carmichael, Paul Kwiatkowski said an employee was dedicated to reviewing routes on a nightly basis.

**VI. REPORT FROM FAX**

**A. Update Regarding Handy Ride RFP**

Chair Eames said the City Council recommended that a new Handy Ride contract be set up and a new bidding opened which was to take place within a six to seven-month time frame. He asked that the consultant attend the meeting to give an update.

Roy Glauthier, provided a update regarding the RFP process. His background included 30 years in paratransit; he designed them, worked with them, and he was here to analyze this service to determine how it was operating.

Roy Glauthier started on December 20, 2006. The first month was spent compiling data to see how the service was operating. He found that 2.4 passengers per hour in the RFP had not been achieved in the last three years, and believed it would be difficult to hold MV to that measure. MV put a lot of resources into the system which had improved and was back to a comparable level, but could MV maintain it. He discussed MV's high use of taxicabs to fill the demand and not deny any trips. He would be providing policy recommendations to the City. Ken Hamm encouraged members to develop guidelines they would like to see in the contract and forward to him via Carlos Duarte or Ana Aguinaga.

**FAX ADA ADVISORY COMMITTEE MINUTES**  
**FRIDAY, JANUARY 19, 2007**  
**PAGE 5**

In response to Jan Carmichael regarding if the consultant was looking at the general areas of scheduling, routing, maintenance, driver training and safety, Roy Glauthier said he was looking at some of those areas, but not training.

In response to Carol Casey regarding having to wait three hours for a pick up when she called dispatch to ask for an earlier pick up time, then her reservation was canceled. Toni Eames suggested she fill out and submit complaint forms. Roy Glauthier said the complaint process could only be successful if there was feedback.

Theresa Tyler was interested in Handy Ride and glad to hear there was an outside consultant. She was hopeful that the City was looking at a future service that would benefit seniors and disabled people.

**B. Federal and State Funding for Handy Ride**

Carlos Duarte discussed the handout that was distributed and read into the record on file at Fresno Area Express.

**C. Review Table of Open Issues**

- **Reviewed and approved.**

**VII. RESIDUAL ITEMS**

Transfers

Lois McIntrye asked if there was any way for drivers to communicate with each other to alert one another that they had passengers who needed to connect to an oncoming bus. Butch Helson said ATU always wanted an “open microphone” system so drivers could communicate, but FAX would not allow that system. In addition, there was a number that drivers could use, but it was not activated so the drivers could use this feature. James Samuel said the current system did not allow for “open microphone,” but drivers could use “canned messages.” James Samuel deferred this issue to Operations for follow-up.

- **On motion by Jan Carmichael, seconded by Mary Beth Randall, approved that FAX implement the “open microphone” system so drivers could communicate with each other regarding passengers who need to connect onto an oncoming bus.**

Route 9

Wesley Van Gilden suggested that 10-minute frequencies with smaller buses be implemented to overcome traffic jams. Chair Eames said a large number of routes were proposed to go to 15-minute frequencies. Rick Stetiz said 10-minute or 15-minute service on Route 9 would improve the situation.

**FAX ADA ADVISORY COMMITTEE MINUTES**  
**FRIDAY, JANUARY 19, 2007**  
**PAGE 6**

Teenage Transportation System

Emma Artin said teenagers talk loudly and get the senior citizens nervous. She suggested a separate teenage transportation system for them. Discussion ensued regarding the driver asking the teenagers to move. Carlos Duarte said under the ADA, the driver was required to ask an individual in the seat, but the individual was not required to move.

**VII. ANNOUNCEMENTS**

None.

**VIII. ADJOURNMENT**

There being no further business to bring before the FAX ADA Advisory Committee, Chair Ed Eames adjourned the meeting at 11:52 a.m. Any questions, comments, or concerns may be directed to Chair Eames at 224-0544.