

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

PRESENT:

Ed Eames, Chair	Lillie Glass
Toni Eames	Misman Pawar
Mary Kasson, Vice Chair	David Powell
Steven Bedrosian	Annette Carter, DHHSC
Robert Rogers	Richard Parsons
Alberto Lucero	Paul Sutliff
Helen Replogle	Kathy Yoshida, ASL Interpreter
Ted Illenberg	Mark Harvey, ASL Interpreter
Shirley Harper	George Hostetter, Fresno Bee
Carol Casey	Bill Sheen
Rick Miller	Mary Beth Randall, CCB
Juanita L. Rodriguez	Tom Randall, VCB
Sally Pulido	Edna Maxwell
Diane Sweeten	Debra Goodwin
Norma Tejada	Robin Holleman
Jesse Sierras	Len Kessler
Tracey McFeill	Rick Steitz, ATU
Alicia Solis	Butch Helton, ATU
Patrick L. Simmons, Sr.	Vance Vehrs, City of Fresno/Communications
Susan Smith	
Olivia Ostergaard	John Siragus, MV/Handy Ride
Pamie Cannon	Don Johnson, MV/Handy Ride
Dori Basendell	Shannon Singh, MV/Handy Ride
Betty L. Brown	Faitha Jenkins, MV/Handy Ride
Mary Facio	
Jose Luis Barraza, CIL Fresno	Bruce Rudd, City Manager's Office/FAX
Shannon Singh	Dean Huss, FAX
Irene Soto	James Samuel, FAX
Lee Jenkins	Kathleen Healy, FAX
Dorothy Hoefling	Richard Diaz, FAX
Lillie Glass	Bob Brzezinski, FAX
Julia Quintero	Carlos Duarte, FAX
Stan Simas	Ana Aguinaga, FAX

• **INDICATES ACTION ITEM**

I. CALL TO ORDER

Chair Ed Eames called the meeting to order at 10:03 a.m. Introductions followed.

**FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, MARCH 17, 2006
PAGE 2**

II. APPROVAL OF MINUTES – FEBRUARY 17, 2006

- **The minutes of February 17, 2006, were approved as mailed.**

Chair Eames said this was an open meeting, and another meeting would be held on March 23, 2006, in the Fresno Council Chambers to look into the whole issue of MV Transportation.

III. ATTENDEE ITEMS (45 MINUTES)

Handy Ride

Chair Eames said John Siragusa requested to address the committee regarding what MV had done to address the issues.

John Siragusa said this was the fourth meeting he had attended, there were consumers in attendance who were not happy with the service, and he was not happy with the service either. MV was committed to resolving the problems and addressing the issues.

John Siragusa discussed the changes that had occurred over the last week, primarily with management. Doug Thomson was no longer with MV. Don Johnson, a MV employee for about two years, was appointed the Interim General Manager. John Siragusa would work with FAX Staff and the committee to fill the General Manager's position.

John Siragusa said in January, on time performance was at 82.68%. MV's contract standard was 90%. In February 2006, on time performance was 68.22%, excluding taxicab service. This generated a tremendous amount of complaints. MV was working with the FAX Staff to resolve those problems.

John Siragusa was happy to report that as of Wednesday, March 15, 2006, American Yellow Cab was back providing taxicab service. MV would be monitoring taxicab on time performance.

John Siragusa invited committee members to visit the Handy Ride office to meet with staff and see the latest technology.

John Siragusa said MV was trying to have consumers book a ride and provide a pick up time instead of having will calls.

In response to Chair Eames, John Siragusa said on March 16, 2006, 25% of the trips were provided by taxis and that percentage varied on a daily basis.

FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, MARCH 17, 2006
PAGE 3

In response to Irene Soto, Betty Brown, Mary Facio, Juanita Rodriguez, Dori Basendell, and Toni Eames, Bruce Rudd said the taxicab situation had been a problem for the community, and the City of Fresno was addressing the issues with significant proposed changes to the taxicab ordinance with regard to taxicab drivers and vehicles (e.g., cleanliness, conduct, fares, inspections, local geography, and cell phones). Neither Ms. Soto nor Ms. Brown wanted taxicabs dispatched for their trips.

Chair Eames said a number of municipalities/cities around the country were now mandating that when new taxis were purchased, a specified percentage had to be accessible with lift or ramp accessories and asked that this be included in the taxicab ordinance.

In response to Carol Casey, Irene Soto, Stan Simas, and Dori Basendell, John Siragusa said MV was addressing the telephone issues. The phone company would return on March 17, 2006, to evaluate the system.

In response to Irene Soto, Dorothy Hoefling, Pamie Cannon, Mary Beth Randall, Tracey McFeill, Stan Simas, Al Lucero, and Debra Goodwin, John Siragusa discussed the Action Plan developed by MV with FAX Staff to address reservations, dispatching, scheduling, on time performance, software, and hardware. Meetings were held regularly to keep FAX informed of MV's progress.

In response to Alicia Solis, John Siragusa said the staffing issue with the union had been resolved. She also suggested that Handy Ride provide bilingual (Spanish) services.

In response to Olivia Ostergaard and Pamie Cannon, Bruce Rudd personally apologized and said he would be monitoring the service from his office. He understood there were problems with the system that affected passengers' lives significantly, and gave his personal commitment the corrections would be made in a very short time.

Shannon Singh and Steven Bedrosian expressed hope that the system would improve. Dori Basendell complimented Handy Ride on its excellent customer service, and Helen Replogle appreciated Handy Ride and was thankful for the staff.

In response to Helen Replogle, Chair Eames said prioritizing trips was not allowed under federal law.

In response to Robin Holleman, Chair Eames referred her to the Federal Transit Administration (FTA) website.

FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, MARCH 17, 2006
PAGE 4

Bruce Rudd discussed the significant increase in ridership over the last three years from 8,000 trips per month to 12,000 to 13,000 trips per month.

Discussion ensued regarding the number of people with disabilities who were employed with MV, FAX, and the City of Fresno.

IV. COMMITTEE BUSINESS

A. Disability Awareness Training

Mary Beth Randall was not aware of any planned training sessions. Chair Eames understood the City may get involved in training taxicab drivers. He encouraged new members to participate. They were eligible to become trainers after attending four ADA committee meetings in a 12-month period. Carlos Duarte advised the subcommittee was scheduled to meet at CVRC with Bill Hyatt on April 7, 2006, at 10 a.m., to discuss the disability awareness training curriculum.

B. Driver Appreciation Subcommittee

Shirley Harper said the drivers selected for the two preceding quarters would be presented on April 4, 2006, at 8:30 a.m., in the Council Chambers. Carlos Duarte said Bruce Rudd would be there to make the presentations. Shirley Harper encouraged passengers to send in their nominations.

C. Handy Ride Transition Subcommittee

Mary Kasson said the subcommittee met on Monday, March 13, 2006, to discuss the issues with the Handy Ride system. The subcommittee came up with the same items discussed at this meeting regarding the telephone system, on time performance, customer service, and scheduling.

V. HANDY RIDE SYSTEM

A. Update on No Shows

John Siragusa said because of service problems during the month of February, MV would not count anyone with no shows.

Will Calls

John Siragusa said he would have a report at the next committee meeting.

VI. REPORT FROM FAX

A. Review Table of Open Issues

- **Reviewed and updated.**

FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, MARCH 17, 2006
PAGE 5

VII. RESIDUAL ITEMS

Bus Stops Amenities

Olivia Ostergaard said on Fruit and West, there was a bench, but no shelter. Dean Huss reviewed the criteria for a bus shelter which was based on the number of passengers.

Shields and Clovis Bus Stop

In response to Robin Holleman, Chair Eames referred her to Public Works to request a curb cut in the sidewalk to make the bus stop more accessible for her wheelchair.

Project Action Website

Annette Carter referred committee members to the March 2006 Project Action online newsletter regarding accessibility at www.projectaction.org.

Annette Carter referred to a Project Action document that went out in November and December regarding training for taxicab drivers available on the website.

Measure C

Jose Barraza would be working on Measure C which would provide essential funds the city needed to make transit work.

Proposition 42

In response to Jose Barraza, Chair Eames said the State had now agreed to pay back \$1.3 billion on sales tax on gasoline (Proposition 42) for transportation (80% for infrastructure, and 20% for transit).

Fixed Route

In response to Betty Brown, Chair Eames reminded committee members they needed to file complaints against drivers who talk on cell phones. In response to Ms. Brown, Dean Huss said if the wheelchair lift did not work, it was the driver's responsibility to notify Dispatch. In response to Jose Barraza, Dean Huss said if a driver called in regarding a problem with the brakes and felt the bus was unsafe, that bus would not proceed.

March 23 MV Meeting

Chair Eames explained he envisioned the meeting taking place with a MV update, City's position and oversight, questions from the audience, and suggestions from the floor. The meeting would begin at 10 a.m. on March 23, 2006, in the Council Chambers from 10 a.m. to 12 p.m. Chair Eames and Vice Chair Kasson would be co-chairing the meeting. The media would also be there.

**FAX ADA ADVISORY COMMITTEE MINUTES
FRIDAY, MARCH 17, 2006
PAGE 6**

Housing Partnership for the Disabled

Jose Barraza distributed a survey for the Housing Partnership for the Disabled. The survey would confirm there was definite need to provide affordable housing for people with disabilities in this community. He said this coalition was established under the City-Wide ADA and meets the second Friday of every month from 10:30 a.m. to 12:30 p.m. at CIL-Fresno.

VIII. ANNOUNCEMENTS

- **Chair Eames invited everyone to attend the afternoon ADA Council Meeting at 1 p.m.**
- **Mary Kasson had flyers for the March 23, 2006, MV Meeting.**
- **Mary Beth Randall announced there were two fundraisers for the California Council of the Blind (CCB). She was selling raffle tickets at \$10 each for cash prizes of \$1,000, \$500, \$300, and \$200 that would benefit students who were blind. She was also selling See's Easter candy.**
- **Shirley Harper announced she was selling the "World's Finest Chocolate" bars. Proceeds would go to her Grandson's school.**

IX. ADJOURNMENT

There being no further business to bring before the FAX ADA Advisory Committee, Chair Ed Eames adjourned the meeting at 11:53 a.m. Any questions, comments, or concerns may be directed to Chair Eames at 224-0544.