

**FAX ADA ADVISORY COMMITTEE MEETING MINUTES
FRIDAY, APRIL 20, 2007
PUBLIC WORKS CONFERENCE ROOM (4017N)**

PRESENT:

Mary Kasson, Vice Chair
Carol Casey
Edward LaComb
Susan Smith
Olivia Ostergaard
Dorothy Hoefling
Betty Brown
Eric Felisciano
Howard Sewaar
Emma Artin
Annette Carter
Brent Bethell
Patrick L. Simmons, Sr.
Larry Taylor
Tamara Shaw
Wesley Van Gilder
Frances Crow
Ricky Goodwin

Bertha Hansen
Jan Carmichael, DOR
Mary Beth Randall, CCB
Shee Yee Xiong, Stone Soup
Kizito Okoranyanwu, FCEOC
Elizabeth Kunz, City of Fresno

Rick Steitz, ATU

Paul Kwiatkowski, MV

Greg Eisner, FAX
James Samuel, FAX
Richard Diaz, FAX
Carlos Duarte, FAX
Debbie Garcia, FAX

- **INDICATES ACTION ITEM**

I. CALL TO ORDER

Vice Chair Mary Kasson called the meeting to order at 10 a.m. She said Chair Eames was out-of-town. Introductions followed.

Vice Chair Kasson reminded those who wished to receive agenda packets to sign the roster.

II. APPROVAL OF MINUTES – MARCH 16, 2007

Page 1: Add Sr. to Patrick Simmons' name.

- **On motion by Mary Beth Randall, seconded by Bertha Hansen, the minutes of March 16, 2007, were approved as corrected.**

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III. ATTENDEE ITEMS (20 MINUTES)

MTC

Eric Felisciano suggested FAX implement a "Co-Work" Program at MTC to keep the restrooms and buses clean. The bathrooms were not fit for use by anyone and were unsafe for children and the disabled. Olivia Ostergaard said trash and debris were also causing her problems.

Handy Ride

Patrick Simmons commended MV Transportation for doing a great job.

Betty Brown still had not received a discount on her Handy Ride pass since December 2006.

In response to Harold Seward regarding Handy Ride's a new location, James Samuel said FAX was actively looking for a new larger location.

Carlos Duarte would meet with Harold Seward following the meeting regarding Handy Ride trips to Clovis and how the ¼ mile distance was going to be determined. Mr. Seward was concerned about picking up his prescriptions in Clovis.

Fixed Route

Betty Brown discussed a situation on Route 30 at the Fulton Mall which involved a lady who was pushing her wheelchair. The driver did not get up to tie her wheelchair down because he did not secure carts. He tied the wheelchair down at the "L" Shelter, but only secured the back. When the wheelchair user sat down, the wheelchair was moving back and forth which could have caused an accident with the other passengers who were standing. Betty Brown filed a complaint on behalf of the lady.

In response to Ed LaComb, Carlos Duarte said all the complaints had been responded to and complainants should be receiving responses from FAX soon. In response to Olivia Ostergaard, Paul Kwiatkowski said complaints should be forwarded to the FAX Complaint Coordinator for processing.

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Betty Brown discussed the attitude problems of bus drivers on Route 30 and Route 32 and how they would not assist the passengers in any way. Larry Taylor said 90% of the bus drivers were very good, but the remaining were rude and did not hesitate letting him know they did not like picking up wheelchair users.

Annette Carter presented Mr. Taylor with access information regarding his wheelchair being damaged by the doors at the Kentucky Fried Chicken on "C" Street. Jan Carmichael referred him to the Center for Independent Living, and said there were also other agencies throughout California that could also assist him.

Richard Diaz would talk with Eric Felisciano after the meeting regarding wheelchairs being damaged on the FAX buses. James Samuel would talk with Mr. Felisciano after the meeting regarding the strip bell not ringing on the new buses.

Bertha Hansen suggested routing line 20 back onto line 32 or provide 15-minute service on Route 32. Richard Diaz said FAX was looking into providing additional service throughout the system and all routes were being evaluated.

Wesley Van Gilder was passed by a hybrid bus while standing on the curb on Route 22 at First and Tulare, and was also passed by a trolley on Route 2 at Tulare and Van Ness. Jan Carmichael suggested he file complaints.

Richard Diaz would talk with Dorothy Hoefling following the meeting regarding being left by the driver on Route 2, and the wheelchair lift not working.

Talking Buses

Olivia Ostergaard discussed problems with talking buses, drivers not making stop announcements on non-talking buses or not using microphones so they could hardly be heard. She was ready to contact the Department of Transportation (DOT) as this had been an ongoing issue and was a serious problem.

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FAX Downtown Service Center (DSC)

Dorothy Hoefling said DSC did not have complaint forms for items not working on buses. She had been complaining for two months regarding a specific bus and did not believe she should have to keep complaining about a bus that was not working.

IV. COMMITTEE BUSINESS

A. Disability Awareness Training

No report.

B. Driver Appreciation Subcommittee

No report.

C. Handy Ride Transition Subcommittee

Mary Kasson said the Subcommittee met last month and mainly discussed the Guide to Ride.

D. Guide to Ride Subcommittee

Mary Beth Randall said all the corrections/adjustments had been made and she was waiting for clarification regarding the service area. FAX was also reviewing the Guide.

Carlos Duarte said discussions were still being held regarding the service area and bus 28. Bertha Hansen said discussions were being held between Clovis and FAX regarding bus 28 going into Clovis and providing weekend service. Annette Carter said if there was going to be a change, advance notice to the ridership would be needed. Wesley Van Gilder said discount passes would be needed if bus 28 was taken out of Clovis. He was advised that would have to be discussed with Clovis.

V. HANDY RIDE SYSTEM

A. Update on No Shows

Paul Kwiatkowski reported 400 more passengers were transported in February 2007 than February 2006; and there were over 2,000 more passengers in March 2007 than March 2006. Passengers per revenue hour

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decreased in February 2007 to 1.89 from 2.0 in February 2006; and in March 2007, increased to 1.96 from 1.78 in March 2006. No shows decreased to 970 in February 2007 from 1,097 in February 2006; and 1,011 in March 2007 from 1,450 in March 2006.

Paul Kwiatkowski said the system continued to grow, a lot of training classes were being held, and MV continued to add more drivers anticipating a build up of the fleet, and was trying to have the most reliable customer service friendly system possible.

Jan Carmichael, Susan Smith, and Brent Bethell complimented MV on its improvement in customer service and phone service. In response to Jan Carmichael, Paul Kwiatkowski said MV had 50% more drivers than last year.

Susan Smith discussed her cab (American Yellow, #20) ride on April 19, 2007. The cab was dirty, falling apart, and the driver was very reckless. She did not want that driver again.

Discussion ensued regarding whether or not the Taxicab RFP had been issued. James Samuel said the RFP had not been awarded. Rick Steitz enlisted everyone's support to get the Taxicab RFP issued since the City had been out of compliance with regard to cab service since August 2006.

Discussion ensued regarding the complaint process at Handy Ride. Paul Kwiatkowski said all written complaints were followed up and returned to the FAX. In response to Eric Felisciano, Paul Kwiatkowski said if he was not in the office or unable to accept a phone call, the dispatcher assumed the role of supervisor and had the responsibility of ensuring the information received was correct.

Paul Kwiatkowski would need to get more details from Betty Brown regarding her pick up at Mervyn's.

In response to Bertha Hansen regarding people at Sierra Vista Mall not having a way to return to Fresno, Paul Kwiatkowski said the Handy Ride

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system was set up by reservations and cannot pick up non-reservation passengers.

In response to Ed LaComb regarding the screens on the buses, Paul Kwiatkowski explained how the old system and new systems were being handled and worked on.

Discussion ensued regarding cleanliness on the Handy Ride buses. In response to Ed LaComb, Paul Kwiatkowski said the buses were cleaned daily, and he would check bus 3968. MV doubled the staff cleaning the buses and sedans so they were there longer hours, seven days a week. He had been told the fleet looks better than ever before.

B. On Time Performance Update

Paul Kwiatkowski reported on time performance increased to 91.99% in February 2007 from 50.50% in February 2006; and in March 2007, on time performance increased to 92.08% from 77.29% in March 2006.

REPORT FROM FAX

A. New Vehicles for Handy Ride Update

James Samuel said four vehicles were here, but two were being returned to the manufacturer for reconfiguration at no charge to the City. Four of the eight vehicles in the new order had been received as reported at the end of April. The wheelchair platform was correct, and anticipated the wheelchair placement in the buses would be corrected by May. The new vehicles were much quieter.

In response to Annette Carter regarding the alarming number of unsafe driving in the FAX report, Greg Eisner clarified zero was the acceptable number for safety complaints and that was the goal. She suggested that monthly safety training be conducted with the drivers.

B. Handy Ride RFP Update

Greg Eisner reported that the RFP was moving forward and the bids were scheduled to open on May 17, 2007, and award (if it remained on schedule), should be mid to the latter part of June. Requests for the RFP could be made by calling the Purchasing Division at 621-1132.

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Mary Kasson and Chair Eames were concerned there was nothing was mentioned in the RFP that the committee discussed regarding extending the time allowed for calling in reservations for the next day, and also the three-day advance reservations. Paul Kwiatkowski said the new RFP was already issued and did not specify a reservation time. Olivia Ostergaard and Annette Carter suggested in the future that the committee have input into the RFP process.

VII. REPORT FROM FAX

A. Review Table of Open Issues

- **Reviewed and approved.**

VIII. ANNOUNCEMENTS

- Elizabeth Kunz announced that coat racks had been installed in the City Hall restrooms. Cones had been placed in front of them, and she anticipated they would be removed by the end of this meeting.
- Paul Kwiatkowski announced the success of the Freedom Ride Day on Friday, April 13, 2007. He thanked everyone who contributed and spoke at the event.

IX. ADJOURNMENT

There being no further business to bring before the FAX ADA Advisory Committee, Vice Chair Mary Kasson adjourned the meeting at 11:50 a.m. Any questions, comments, or concerns may be directed to Chair Ed Eames at 224-0544. You are all invited to attend the Fresno ADA Advisory Council's Meeting following the FAX ADA Advisory Committee's Meeting from 1 p.m. to 3 p.m., in Room 4017N.