

**FAX ADA ADVISORY COMMITTEE MEETING MINUTES
FRIDAY, MAY 19, 2006
CITY HALL, PUBLIC WORKS CONFERENCE ROOM (4017N)**

PRESENT:

| | |
|-------------------------|---|
| Ed Eames, Chair | Bill Hyatt, CVRC |
| Toni Eames | Mary Beth Randall, CCB |
| Mary Kasson, Vice Chair | Josh McDonald, Councilman Calhoun's Ofc |
| Stanley Simas | Jan Carmichael, State Dept of Rehab |
| Susan Smith | Mary E. Perez-Daggett, UCAN |
| Debra Goodwin | Tomas Casas Acosta, Sr. Project HOME |
| Al Lucero | Annette Carter, DHHSC |
| Robin Holleman | |
| Shirley Harper | Butch Helton, ATU |
| Dorothy Hoefling | |
| Shirley R. Brown | John Siragusa, MV/Handy Ride |
| Ted Illenberg | Paul Kwiatkowski, MV/Handy Ride |
| Carol Casey | |
| Bill Sheen | Dean Huss, FAX |
| Kim Scott | James Samuel, FAX |
| Dorothy Richards | Richard J. Diaz, FAX |
| Emma Artin | Carlos Duarte, FAX |
| Lydia M. Lopez | 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.

II. APPROVAL OF MINUTES – APRIL 21, 2006

- **On motion by Toni Eames, seconded by Susan Smith, the minutes of April 21, 2006, were approved as mailed.**

III. ATTENDEE ITEMS (20 MINUTES)

Handy Ride Fares

Al Lucero raised the issue of passengers claiming they had paid round trip fares on a one-way trip and not paying for the current trip. John Siragusa said this was against policy and encouraged passengers to let MV know.

Handy Ride Complaint

In response to Dorothy Hoefling, Toni Eames said she could not complain for other people. It was up to that person to make a formal complaint. Chair Eames said complaints had to be in writing and signed, not called in.

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John Siragusa articulated for Stan Simas that his rides to church on Sunday had improved, but there were still problems. Paul Kwiatkowski would meet directly with Stan Simas to help better communicate with him.

ADA Bylaws

In response to Dorothy Hoefling regarding Article III, Election and Terms of Office, Chair Eames abridged the ADA Bylaws and said elections would take place in October 2006.

Phone System

Because of the technical difficulties with the phones and the frustration expressed by people trying to get through, Jan Carmichael suggested MV provide a message number for cancellations or emergencies.

MV Weekly Conference Calls

Jan Carmichael suggested moving the time for the weekly conference calls to 12 p.m. to 1 p.m. so people who work or go to school could participate.

Subscription Service

In response to Susan Smith regarding a passenger who was never ready and there was over a six to ten-minute wait, John Siragusa said this was a training issue that Handy Ride had to address. Although drivers should enforce the five-minute wait period, the drivers were extremely sympathetic and probably go beyond the call of duty.

In response to Susan Smith regarding a client who forgot her wallet inside her house and asked the bus driver to get her wallet, John Siragusa said this was against policy. Susan Smith would file a complaint.

In response to Kim Scott whose father goes to dialysis and had Alzheimer's issues, John Siragusa said a note could be made on the trip to alert the driver. Ms. Scott was working on getting a companion for her father. It was suggested she purchase a monthly pass for \$25 which would resolve the fare problem.

In response to Dorothy Richards, John Siragusa said this was where a reservation number would assist them in conflict resolution regarding to her scheduling issues.

IV. COMMITTEE BUSINESS

A. Disability Awareness Training

Bill Hyatt said he would be scheduling training in mid-June. He was looking at doing two training sessions in one day, if it worked out with subcommittee member schedules. Chair Eames said subcommittee members were needed and discussed the curriculum developed by

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the subcommittee. Bill Hyatt encouraged those interested in being on the subcommittee to attend and observe a training session. He would exchange contact information with those interested. John Siragusa would get the new "Partners for Independence" video to Bill Hyatt by the middle of June.

B. Driver Appreciation Subcommittee

Shirley Harper encouraged members to submit driver appreciation nominations. The 3rd Quarter recipients were Debbie Gibson, Pete Salcido, and Terry Busch. The 4th Quarter recipients were Ken Marple and Richard Frost. There was no Handy Ride recipient for the 4th Quarter.

Shirley Harper discussed a new concept of including Staff Appreciation Awards along with the Driver Appreciation Awards. The subcommittee would work out the details regarding the form. Shirley Harper was also soliciting additional members on the subcommittee.

- **On motion by Jan Carmichael, seconded by Annette Carter, approved to add an additional award, one each quarter, one staff member from Handy Ride and one staff member from fixed route and call it Driver/Staff Appreciation Awards.**

C. Handy Ride Transition Subcommittee

Mary Kasson said the subcommittee met Monday, May 15, 2006, which was a very successful meeting. There had been more pick ups on time than before, the phone were working much better, and there was now a new voice on the phones. The subcommittee also discussed late pick ups, the will call policy, and the subscription service policy. The subcommittee believed Paul Kwiatkowski was doing a good job.

Carlos Duarte would talk to Debra Goodwin after the meeting regarding the two no shows assessed against her.

D. Guide to Ride Subcommittee

Mary Beth Randall said the subcommittee had met once and were on page 9 of the Guide. Detailed discussion ensued regarding Handy Ride service providing rides to the general public for \$3.75. Carlos Duarte would invite Judy Nishi to the subcommittee's meeting on Monday, May 22, 2006, and hopefully she would be able to answer some questions. Chair Eames believed the policy needed to be reconsidered because Handy Ride was in no position to take on general population reservations.

V. HANDY RIDE SYSTEM

On Time Performance

Chair Eames said there were two elements in the contract that MV was constantly looking at: (1) on time performance which MV guaranteed at 90%; (2) the number of passengers per hour per vehicle was suppose to be 2.4. Paul Kwiatkowski said to date in May, the system's on time performance was 92.86%. On Thursday, May 18, the system ran at 94.87% until 9:30 a.m. They were doing all they could do to use all their resources and address on time performance.

Telephone System

Paul Kwiatkowski said the provider sent someone from Las Vegas to fix the calls and change the voice on the system. There was now a much shorter message with fewer options, the calls could be routed, and calls were now being answered in the order received.

In response to Toni Eames, John Siragusa said a new and expensive telephone technology was available at a cost of \$100,000. Chair Eames said should Measure C pass in November, FAX would get about 13.7% of \$1.7 billion which could provide for this type of procurement for equipment, as well as purchasing paratransit vehicles.

In response to Toni Eames, Paul Kwiatkowski said staff did their best to give accurate estimated times of arrivals (ETAs), but situations arise beyond their control (i.e., accidents). Discussion ensued regarding passengers understanding more if they knew the reasons for the delays.

In response to Jan Carmichael, Paul Kwiatkowski said there was a direct line for drivers to call in; the same person did the scheduling everyday, was very familiar with the local area, and used to be a driver. There was still routing being done in the early morning for people going to the same location.

Dispatch/Reservations

Paul Kwiatkowski said Handy Ride was ensuring their staff members were aware of how to properly handle calls and be sensitive to their customers. There would be training for the reservationists from Annette Carter and Bill Hyatt.

Server

Paul Kwiatkowski said a new server was being installed and should be on line within the next few weeks along with a new map upgrade which should help improve on time performance.

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Cancellations

In response to Robin Holleman, John Siragus said the system generated the same type of confirmation numbers for cancellations.

A. Update on No Shows

John Siragusa addressed the no shows dollar amount which Laidlaw previously provided. MV was reporting more no shows than Laidlaw, but MV was using less taxicabs. He anticipated increased productivity by the end of June when the new software new map would be installed, and he also anticipated using fewer taxicabs. In response to Jose Barraza, Chair Eames said it cost more money to be picked up in a Handy Ride vehicle than on a taxicab.

B. Will Calls

- **No discussion.**

VI. REPORT FROM FAX

A. Review Table of Open Issues

- **Reviewed and updated.**

**VII. CURB TO CURB, DOOR TO DOOR (ORIGIN TO DESTINATION)
TRIPS (CHAIR EAMES)**

Chair Eames said the Department of Transportation had public noticed a proposed rulemaking concerning every aspect of paratransit. He would be writing on behalf of this committee and endorsing the change in the rulemaking shifting from curb to curb service to a service called origin to destination. He encouraged members access the Department of Transportation's website and look at the documents. The deadline for submitting comments on that website was June 10, 2006.

VIII. ANNOUNCEMENTS

- Jose Luis Barraza announced the upcoming Disability Capitol Day 2006 in Sacramento on Thursday, June 1, 2006, distributed flyers of the event, and circulated a sheet for those interested. He needed 45 people to attend in order to guarantee a bus. This would be an opportunity to address Proposition 42 which was spill over funds from gas taxes.

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.