

**FAX ADA ADVISORY COMMITTEE MEETING MINUTES
FRIDAY, MAY 18, 2007
PUBLIC WORKS CONFERENCE ROOM (4017N)**

PRESENT:

Ed Eames, Chair

Toni Eames

Mary Kasson, Vice Chair

Carol Casey

Annette Carter

Dorothy Hoefling

Howard Seward

Larry Tyler

Brent Bethell

Al Lucero

Ed LaComb

Suzann Soliday

Wesley Van Glider

Ricky H. Goodwin

Patrick L. Simmons, Sr.

Betty Brown

Little Glass

Jose Luis Barraza, CIL-Fresno

Mary Ellen Perez-Daggett, UCAN

Ted Villalva, UCAN

Elizabeth Kunz, City of Fresno

Rick Steitz, ATU

Dwight Brashear, MV

Paul Kwiatkowski, MV

Ken Hamm, FAX

Dean Huss, FAX

Greg Eisner, FAX

Richard J. Diaz, FAX

Fred Wenger, FAX

Carlos Duarte, FAX

Ana Aguinaga, FAX

• **INDICATES ACTION ITEM**

I. CALL TO ORDER

Chair Ed Eames called the meeting to order at 10:02 a.m. Introductions followed.

Chair Eames thanked the committee for his gift basket and gift certificate for the Masala's Restaurant.

II. APPROVAL OF MINUTES – APRIL 20, 2007

- **On motion by Toni Eames, seconded by Mary Kasson, the minutes of April 20, 2007, were approved as mailed.**

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III. ATTENDEE ITEMS (20 MINUTES)

Bus Shelters

In response to Patrick Simmons, Dean Huss said he would have someone observe the location he referenced where buses pull out of the bus shelters without watching for people.

In response to Larry Tyler regarding congestion at the "B" Shelter with regard to Route 38 and 34 buses, Dean Huss recognized there was a timing problem with the number of buses at the "B" Shelter and said this was being addressed. Larry Tyler said drivers needed more recognition because they were doing a good job.

Wesley Van Gilder discussed problems that arise when multiple buses stop at a bus stop and said bus drivers need to stop at every bus stop. He discussed a situation when bus 28 pulled up to a stop. While he was telling the driver that he needed bus 34, it flew by. Chair Eames encouraged him to file formal complaints.

Handy Ride

Brent Bethell said the new buses were quieter, comfortable, and the drivers were doing a wonderful job. He supported MV keeping the paratransit contract.

Suzann Soliday discussed a situation where she was late to a medical procedure. The bus driver did not pick her up, and a taxi was called. She arrived at her appointment at 9:55 a.m. when her appointment was at 9:30 a.m. Chair Eames encouraged her to file a complaint to find out where the system breakdowns were.

Betty Brown discussed her dissatisfaction with the MV dispatchers canceling her reservations each time she called. Then, the dispatcher sent a taxi when she had told Paul Kwiatkowski that she did not like to travel via taxi.

In response to Betty Brown, Paul Kwiatkowski said drivers were supposed to help passengers on and off vehicles. She said the driver never got out of the car to assist the blind person.

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Chair Eames asked that Betty Brown work directly with Paul Kwiatkowski regarding her bus pass.

Measure C Oversight Committee

In response to Jose Barraza, Chair Eames said a 13-member Oversight Committee for Measure C expenditures had been established. He was confident that Mary Savala and Nick Paladino would watch out for the interest of the disabled community.

In response to Suzann Soliday, FAX and MV staff introduced themselves so she could associate a name with a face, title, and job duties. Rick Steitz, President, ATU #1027, also introduced himself as well as Elizabeth Kunz, ADA Coordinator for the City of Fresno.

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 did not meet.

D. Guide to Ride Subcommittee

In response to Mary Kasson, Carlos Duarte said the service area issue had been resolved and the Guide was at the printer.

V. HANDY RIDE SYSTEM

A. Update on No Shows

Paul Kwiatkowski said he and Greg Eisner were meeting to streamline the process, ensure the proper people were being notified, and recordkeeping was done properly. No shows had been reduced while cancellations had increased which was good because that meant people were calling to cancel their trips which led to a more productive system.

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Paul Kwiatkowski reported 2,000 more passengers were transported in April 2007 than April 2006; and passengers per revenue service hour increased to 1.97 in April 2007 from 1.69 in April 2006.

B. On Time Performance Update

Paul Kwiatkowski reported on time performance increased to 93.91% in April 2007 from 93.45% in April 2006.

VI. REPORT FROM FAX

A. MTC Cleanliness Issue Update

Carlos Duarte said the restrooms were cleaned three times a day by the contractor, but there was a lot of traffic at MTC. The issue was further being discussed with the contractor.

In response to Dorothy Hoefling, Greg Eisner said a public restroom was available in the Patterson Building.

B. New Vehicles for Handy Ride Update

Ken Hamm said 10 vehicles had arrived at FAX and five had been delivered to MV for service. He anticipated all 12 vehicles should be available no later than next week which would help upgrade the fleet. He said some of the buses being replaced would be left in service until FAX could get the six new buses on June 5, 2007. FAX received clearance from the Federal Transit Administration (FTA) to use these depreciated buses which would help MV be more effective regarding rides and substantially reduce the use of cabs.

C. Handy Ride RFP Update

Ken Hamm said in response to the Handy Ride auditor's recommendation, Greg Eisner would be the contact person and have direct oversight over MV and manage it on a day-by-day basis.

Ken Hamm said a commercial realtor was also looking at a few sites to relocate Handy Ride to a larger facility.

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Ken Hamm said FAX would be working on a new recertification/certification process over the next six to eight months. This would allow the people who truly need the service to ride. In response to Betty Brown, Ken Hamm said FAX was researching how FAX could use the medical community and specialists to help compile a functionality assessment. He anticipated there would be face-to-face certifications. He hoped to have this accomplished by the end of the year.

Ken Hamm said another recommendation being implemented was clearly defining service boundaries which would limit trips into Clovis. Details were still being worked out. In response to Rick Steitz, Ken Hamm said fixed route service would continue to go into Clovis if Clovis would continue to pay for it. Otherwise, Willow would be the boundary between Fresno and Clovis.

In response to Chair Eames, Ken Hamm said under the ADA, if a trip goes beyond the $\frac{3}{4}$ mile boundary of a route that FAX provided, it was a non-ADA trip.

In response to Annette Carter, Ken Hamm understood that the City of Clovis was responsible for the $\frac{3}{4}$ mile around Route 28.

In response to Jose Barraza regarding a need for bus systems to work together collaboratively, Ken Hamm said a regional transit authority was being considered.

In response to Jose Barraza regarding if FAX anticipated extending fixed routes, Ken Hamm said FAX received a lot of suggestions and looked at the transportation plan to see how they fit in.

Annette Carter said it was important to know that Clovis Round Up did not serve all of Clovis and its hours fluctuate. Clovis only had four routes and served only a portion of the City. Clovis also had a different fee structure than Fresno.

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In response to Carol Casey regarding if Route 28 would still go out to Sierra Vista Mall, Ken Hamm said there were no plans to change that right now. He heard from the City of Clovis that it was a valued connection.

Suzann Soliday said she was moving to Clovis and would be going before the Clovis City Council regarding its bus service.

Discussion ensued regarding discretionary trips into Clovis. In response to Harold Seward, Ken Hamm said the pharmacy he used in Clovis on Ashlan and Fowler would probably be considered a discretionary trip.

Ken Hamm said the auditor also recommended raising Handy Ride fares to match the fixed route system. FAX anticipated going before City Council later in the fall to recommend the fare be increased to \$1 on Handy Ride, and hoped the committee would support that recommendation.

Ken Hamm said in response to the committee not wanting to eliminate the monthly bus pass, they would not be eliminated. However, he was asking the committee to consider increasing the monthly pass from \$25 to \$30. A single ride on paratransit cost FAX over \$22, and FAX believed \$30 was a reasonable cost.

Ken Hamm said Handy Ride eligible individuals who choose to ride the fixed route system would ride free, and there would be no age requirement. FAX was in the process of designing a pass. He anticipated implementing this by the end of the year.

Ken Hamm anticipated that every bus stop in the system would be 100% ADA accessible by the end of the year.

Ken Hamm said the Senior 7 Program would become effective on July 1, 2007, where anyone over the age of 65 years would ride free, seven days a week, on the fixed route bus system. There would be outreach efforts to inform the community. Chair Eames said this was funded under Measure C.

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In response to Betty Brown, Ken Hamm said there were no plans to eliminate the senior pass.

D. Review Table of Open Issues.

- **Reviewed and updated.**

VII. ANNOUNCEMENTS

- Carol Casey announced the First Annual Intergenerational Community Awareness Day on Saturday, June 2, 2007, from 11 a.m. to 2 p.m. in front on the Senior Citizens Village Community Center Cafeteria.
- Jose Barraza announced there would a Town Hall Meeting on Universal Design Housing on Thursday, June 21, 2007, at the State Building, 2550 Mariposa Mall, Assembly Room, First Floor, moderated by Assembly Member Juan Arambula.

VIII. ADJOURNMENT

There being no further business to bring before the FAX ADA Advisory Committee, Chair Eames adjourned the meeting at 11:40 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.