

**FAX ADA ADVISORY COMMITTEE MEETING MINUTES
FRIDAY, FEBRUARY 16, 2007
CITY HALL, PUBLIC WORKS CONFERENCE ROOM (4017N)**

PRESENT:

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|-------------------------|---|
| Mary Kasson, Vice Chair | Mary Beth Randall, CCB |
| Marilyn Jost | Jan Carmichael, DOR |
| Susan Smith | Mary Ellen Perez-Daggett, UCAN |
| Annette Carter | Rosemary Diaz, DHHSC |
| Olivia Ostergaard | Harold Paloutzian |
| Will Tranquilli | Belinda Paloutzian |
| Vera Montgomery | Jose Luis Barraza |
| Edward LaComb | Eric Felisciano |
| Douglas Eurich | Elizabeth Kunz, ADA Coordinator, Public Works |
| John Ramirez | |
| Cherron Holmes | Rick Steitz, ATU |
| Alice Franklin | Butch Helton, ATU |
| Margie Beasley | |
| Wesley E. Van Gilden | Paul Kwiatkowski, MV Transportation |
| Emma Artin | |
| Howard W. Seward | Ken Hamm, FAX |
| Patrick L Simmons, Sr. | James Samuel, FAX |
| Lois McIntyre | Dean Huss, FAX |
| Ann Wilson | Carlos Duarte, FAX |
| Bill Sheen | Debbie Garcia, FAX |

• **INDICATES ACTION ITEM**

I. CALL TO ORDER

Vice Chair Mary Kasson called the meeting to order at 10:05 a.m. She reminded everyone to please say their names clearly prior to speaking; write their names clearly on the sign-in sheet, and add their e-mail addresses on the back of the sheet. She informed everyone that active membership status is taken from the sign-in sheets. Introductions followed.

II. APPROVAL OF MINUTES – JANUARY 19, 2007

- **On motion by Mary Beth Randall, seconded by Susan Smith, the minutes of January 19, 2007, were approved as written.**

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III. ATTENDEE ITEMS (20 MINUTES)

Fixed Route

In response to Louis McIntyre, James Samuel said Richard Diaz is researching the Spanish translation signs on the Trolley. James Samuel to follow up with Ms. McIntyre after the meeting.

Wesley Van Wilder expressed concern regarding the on time performance of Routes 22, 34, and 38. Mr. Wilder suggested that Route 9 have express bus service.

In response to Olivia Ostergaard regarding increased service on the weekends, Dean Huss said that 15-minute service is provided Monday through Friday from 6:00 a.m. to 6:00 p.m. FAX is reviewing the entire system for the opportunities to improve service.

Handy Ride

In response to Patrick Simmons and Belinda Paloutzian regarding rattling windows, James Samuel responded that the manufacturer conducted an on site inspection and the windows met the required specifications.

In response to Vera Montgomery regarding a pickup at Kaiser Hospital, Paul Kwiatkowski apologized for her inconvenience and would follow up with her after the meeting.

In response to Edward McComb regarding the reservation scheduling process, Vice Chair Mary Kasson asked Mr. McComb to please meet with Paul Kwiatkowski after the meeting.

Marilyn Jost announced that Chair Ed Eames had surgery. She asked all present for a donation to purchase a gift for Ed Eames. She explained to everyone the importance of an e-mail reference list of Committee members for the purpose of distributing information.

Susan Smith said that Ed Eames had surgery on Monday, February 12, 2007. He is walking, and climbing stairs. Provided there are no complications, he is expected to return home this weekend, and is doing remarkably well.

Jan Carmichael expressed a general concern with the overall service that had been provided by MV over the past 30 days, causing her to arrive late to work. She also expressed concern with bus maintenance, driver training, and the hiring of skilled drivers. She felt that these issues may attribute to the current level of service. Ms. Carmichael will speak with Paul Kwiatkowski after the meeting.

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Bill Sheen commented that this meeting is a good place to express concerns but he also wanted to remind everyone of the importance of completing the complaint forms when as the problem occurs. In addition to the Complaint forms; there are the Compliment forms, and Driver Appreciation forms available for use. Completing these forms will assist with the outcome that the Committee would like to achieve, and also provides acknowledgement for drivers who are doing a good job.

Annette requested that the handouts be converted to the Arial 14 point font. She also requested that all future handouts be in same font type and size.

IV. COMMITTEE BUSINESS

A. Disability Awareness Training

Carlos Duarte said that training was conducted in February 2007, for 20–25 Taxi drivers who were renewing their licenses. Rick Steitz commented that the Request for Proposals (RFP) for Taxi Service is in violation. Ken responded that the RFP was in the process and is scheduled to be released on Tuesday, by the City of Fresno Purchasing Division. Ken explained the process to the Committee regarding the RFP.

B. Driver Appreciation Subcommittee

Carlos Duarte informed the Committee that Handy Ride and FAX drivers were selected, and would receive recognition at the Driver Appreciation award presentation scheduled for March 6, 2007, in the Council Chambers.

C. Handy Ride Transition Subcommittee

Carlos advised the Subcommittee had not met. The next meeting is scheduled for February 26, 2007.

D. Guide to Ride Subcommittee

Mary Beth Randall reported that changes have been made to the draft, and copies of the draft have been distributed. There have been additional changes, and once everything has been updated, the final document should be ready to print. The new guides will be distributed to the over 4000 active passengers, and to all new customers. It was also suggested that all new customers receive training to provide knowledge and understanding of the available service.

Butch Helton informed the Committee that the Service Area description is incorrect, and asked that it be reviewed prior to the final print. Rick Steitz commented further that there are some policy changing issues that are being reviewed between the Almagated Transit Union (ATU) and FAX that may impact the final draft.

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V. HANDY RIDE SYSTEM

A. Update on No Shows

Paul Kwiatkowski said that no shows can be attributed to many factors such as; pick up locations, computer issues, and reservation changes. He assured everyone that he is making every effort to figure out the problems and to develop solutions to correct them. Paul reviewed the January 2007 report and stated that there was an increase of 120 no shows, and that cancellations have tripled.

Ken said that FAX and MV are meeting monthly to address these issues and will be working closely together to come up with solutions to improve the system.

B. On Time Performance Update

Paul Kwiatkowski reported that the on time service has improved from 62% to 93.64% for the month of January 2007. Paul said that MV is continuing to look for solutions to increase on time performance. MV has hired three new reservationists, new dispatchers, and 18 more drivers. James Samuel said that there are eight new buses expected for delivery to MV.

VI. REPORT FROM FAX

A. Review Table of Open Issues

- **Reviewed and discussed.**

VII. ANNOUNCEMENTS

Jose Barraza announced that the 1st County ADA Advisory Committee meeting will be held at the County Plaza on “M” and Tulare Streets at 9:00 a.m. in the ballroom.

Jose Barraza also announced the “Yellow Rose of Texas” production to be held on March 3 – 10, 2007, at the Red Church on Van Ness by Fresno High School. It is a two-hour play. Admission will be \$8.00 for adults and \$5.00 for seniors and students.

Marylyn reminded everyone of the afternoon ADA Council meeting today at 1:00 p.m., in this same room (4017N).

Elizabeth Kunz is the new ADA Coordinator for the City of Fresno/Department of Public Works. She has experience with ADA compliance laws and with the Department of Civil Rights. She is available by phone at 621-8716, or by e-mail at Elizabeth.Kunz@Fresno.gov.

Susan Smith thanked those who supported her through the morning of her moms passing.

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Olivia Ostergaard announced that a Johnny and Friends retreat for people with disabilities is scheduled for April 2-5, 2007, at Wonder Valley. This is a first time the event will be held in the Central Valley. For more information please call 226-5664.

Rosemary Diaz, Director of the Deaf and Hard of Hearing Service Center, she introduced herself and inquired as to complaint and resolution process. Carlos said that he would schedule a time to meet with her and conduct training at her facility.

VIII. ADJOURNMENT

There being no further business to bring before the FAX ADA Advisory Committee, Vice Chair Mary Kasson adjourned the meeting at 11:55 a.m.