

CITY OF FRESNO

FAX Handy Ride “Guide to Ride”

2020



FAX
FRESNO AREA
EXPRESS

CITY OF FRESNO

2223 G Street
Fresno, CA 93706-1631
(559) 621-RIDE (7433)
FAX: (559) 457-1589

A MESSAGE FROM THE DIRECTOR



The FAX Handy Ride “Guide to Ride” was developed to help customers, families, caregivers, medical professionals, social workers, and others in using Handy Ride paratransit services. The guide was written in a collaborative effort between FAX staff and the City of Fresno’s Disability Advisory Commission.

FAX has been providing Handy Ride paratransit service to Fresno residents since 1975, and has been modified to meet transportation requirements under the Americans with Disabilities Act (ADA) of 1990. The Handy Ride system is designed to provide persons with disabilities with transit service comparable to the City bus service. The goal is to provide equal opportunity and independence for all customers within the service area with a commitment to provide safe, convenient, and timely rides.

Gregory A. Barfield

Director, Department of Transportation/FAX

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The information in this guide was last updated in January 2020, and is subject to change. Please consult Handy Ride staff for the most recent information.

An electronic copy of this booklet can be found at:

<https://www.fresno.gov/transportation/fax/handy-ride/>

GENERAL INFORMATION

What is FAX Handy Ride Service?

FAX Handy Ride is a service designed to meet the transportation needs of eligible persons with disabilities who cannot functionally use the FAX fixed-route City bus system.

The American's with Disabilities Act (ADA) of 1990 requires public transportation agencies to provide paratransit service to eligible persons with disabilities that are comparable to the City bus service.

Handy Ride is a shared ride, curb-to-curb service, provided from any origin to any destination within the service area for any trip purpose. Handy Ride has the same operating days and hours as the FAX fixed-route bus system.

Who operates the service?

The City of Fresno, through FAX, provides ADA paratransit service as part of its overall transportation program in the community. KEOLIS Transit America, a professional transportation company, operates the Handy Ride service under contract with FAX.

What are the websites for the City of Fresno, FAX, and Handy Ride?

- City of Fresno: www.fresno.gov
- FAX: www.fresno.gov/fax
- Handy Ride: www.fresno.gov/transportation/fax/handy-ride

What are the FAX Telephone Numbers?

For information about Handy Ride service, eligibility, and to pick up an application:

Fresno Area Express (FAX) Handy Ride Center

4488 N. Blackstone Avenue

Fresno, CA 93726-1903

Telephone: (559) 621-RIDE (7433)

Facsimile: (559) 457-1589

Office Hours: Monday-Thursday 8 a.m. to 5 p.m.

Friday 8 a.m. to 4 p.m.

Closed Saturday and Sunday

Applications may also be picked up at:

Manchester Transit Center (MTC)

3590 N. Blackstone Avenue

Fresno, CA 93726

Temporarily located inside Manchester Mall, first floor, next to Sears

Telephone: (559) 621-RIDE (7433)

Facsimile: (559) 457-1589

Office Hours: Monday-Friday 8 a.m. to 4 p.m.

To request a Handy Ride trip reservation, cancel a reservation, find out about a pick-up, or contact a dispatcher, please call the Handy Ride Reservation and Cancellation Office

Handy Ride Reservation and Cancellation Office

Telephone: (559) 621-5770

Facsimile: (559) 226-0818

To File an Inquiry, Complaint, or Compliment

Fresno Area Express (FAX) Complaint Coordinator

2223 G Street, Fresno,

CA 93706-1631

Telephone: (559) 621-7433

Facsimile: (559) 457-1589

Handy Ride General Manager

4488 N. Blackstone Avenue

Fresno, CA 93726-1903

Telephone: (559) 621-5770

Facsimile: (559) 226-0818

Fresno Area Express ADA Coordinator

4488 N. Blackstone Avenue

Fresno, CA 93726-1903

Telephone: (559) 621-5785

Facsimile: (559) 457-1589

Handy Ride staff is available using the TeleType; Telecommunications Device for the Deaf (TT/TDD) by dialing 711.

HANDY RIDE ELIGIBILITY

Who is eligible for service?

Handy Ride provides service to ADA paratransit-eligible individuals. An eligible individual may travel with a personal care attendant, one companion (or more if space is available), and up to a maximum of 4 children under 6 years of age. Anyone meeting the eligibility criteria for ADA transit services is eligible for Handy Ride service.

ADA Certified Eligible Visitors: Visitors from outside of the FAX/Handy Ride service area may receive Handy Ride service up to 21 days in a 12-month period, or until the expiration of the documentation of the individual's eligibility from the California jurisdiction in which they reside, whichever is greater.

Visitors may be asked to show documentation of their ADA paratransit eligibility from the jurisdiction in which they reside or, if that is not available, documentation of the individual's place of residence outside of the Handy Ride service area and, if their disability is not apparent, of his or her disability.

Disclaimer: Handy Ride reserves the right to refuse service to anyone that disrupts the operation of the vehicle or threatens the driver, office staff, and/or other passengers.

How does someone become ADA-eligible for Handy Ride?

An application for Handy Ride service is needed to begin the 21-day evaluation process for service eligibility. Individuals may obtain a Handy Ride application at any one of our locations at:

Manchester Transit Center	Handy Ride
3590 North Blackstone, Fresno, CA	4488 North Blackstone, Fresno, CA

You may receive an application through the mail by contacting the FAX Office at (559) 621-RIDE (Voice) or California Relay 711.

Applications are also available online at

<https://www.fresno.gov/transportation/fax/handy-ride/>

Based on the information provided on the application, a functional-ability assessment may be conducted by trained department personnel.

Using the standards outlined in the ADA, a determination of eligibility is made within 21 days following the submission of a completed application.

If FAX has not made a determination of eligibility 21 days after the submission of an individual's completed application, the applicant will be treated as eligible and provided service unless and until FAX makes a determination of eligibility.

Applicants receive an eligibility determination letter from FAX. If eligibility is confirmed, applicants with a qualifying permanent disability will receive a three-year certification. Applicants with a qualifying temporary disability would receive certification for the length of time needed, up to three years.

To begin using Handy Ride, approved individuals will be directed to the Handy Ride Center to have a free Handy Ride photographic identification (ID) card made. If requested, Handy Ride will provide free transportation to obtain the Handy Ride ID card.

What if eligibility has been denied?

Individuals who are denied ADA paratransit eligibility can obtain a review of their denial. An appeal must be filed within 60 days from the denial of the application.

An individual may submit an appeal to the FAX ADA Coordinator in writing or by telephone by calling:

(559) 621-5785

If the FAX ADA Coordinator accepts the appeal and overturns eligibility denial, written notification of Handy Ride eligibility will be sent to the passenger.

If the eligibility denial is upheld, the FAX ADA Coordinator would provide written notification stating that the individual is not eligible to use Handy Ride services and the reason for the denial.

An applicant has the right to request a hearing before an ADA Eligibility Review Committee at any time in the appeal process by calling the City of Fresno's ADA Coordinator directly at:

(559) 621-8716

A hearing will automatically be arranged if the City of Fresno ADA Coordinator upholds the original decision regarding eligibility.

The ADA Eligibility Review Committee will hold the hearing. The review committee is composed of two members from the City of Fresno's Disability Advisory Commission (DAC) and one FAX representative.

The hearing process will result in the final decision regarding ADA paratransit eligibility appeals. Written notification of the decision and the corresponding reasons will be made within thirty (30) calendar days of the hearing date.

What is the Recertification Process?

Recertification of Handy Ride eligibility requires that a completed Handy Ride application be submitted to the FAX Paratransit Service Office at least 21 days prior to the eligibility expiration date indicated on the Handy Ride ID card.

A notification letter and a recertification application are sent to Handy Ride customers approximately 45 days prior to the expiration of their Handy Ride eligibility. To ensure this notification is received, it is important to inform the Paratransit Service Office of any mailing address changes.

SERVICE INFORMATION

What is the Service Area?

Per ADA requirements, FAX must provide Handy Ride paratransit service within a geographic boundary reflecting a minimum of three-quarters of a mile on either side of all routes making up the FAX fixed-route transit system.

The day service area boundaries are shown in the map on page 12, and generally include from Copper Avenue to the north, east to Willow Avenue, south to Ashlan Avenue, east to Temperance Avenue, south to Central Avenue, west to Polk Avenue, north to the Fresno County line, and east to Copper Avenue.

The night service area boundaries cover a smaller geographic area and are shown in the map on page 13. The Handy Ride night service area is bounded to the north on Bullard Ave. from Golden State Blvd. to Palm. North on Palm Ave. to Ingram, east on Audubon to Millbrook Ave., south on Millbrook to Bullard Ave., east on Bullard Ave. to Willow.

To the east, the Handy Ride service area is bounded by Willow between Bullard and where Willow becomes Chestnut down to Belmont with service to the Fresno Air Terminal. Belmont east to Clovis Ave., south to Clovis to Tulare, and east to Fowler with service between Tulare and Butler.

To the south, the night service is bounded by Butler between Fowler and Chestnut, then south to Central Ave. between Chestnut and Thorne.

To the west, the Handy Ride night service area is bounded by Thorne between Central and Kearney, south along West between Kearney and Belmont, then east to Belmont. The westward boundary briefly continues along West Kearney and Belmont, then east to Belmont. The westward boundary briefly continues along Motel Circle to Fruit up to Ashlan to Golden State Blvd. to Bullard.

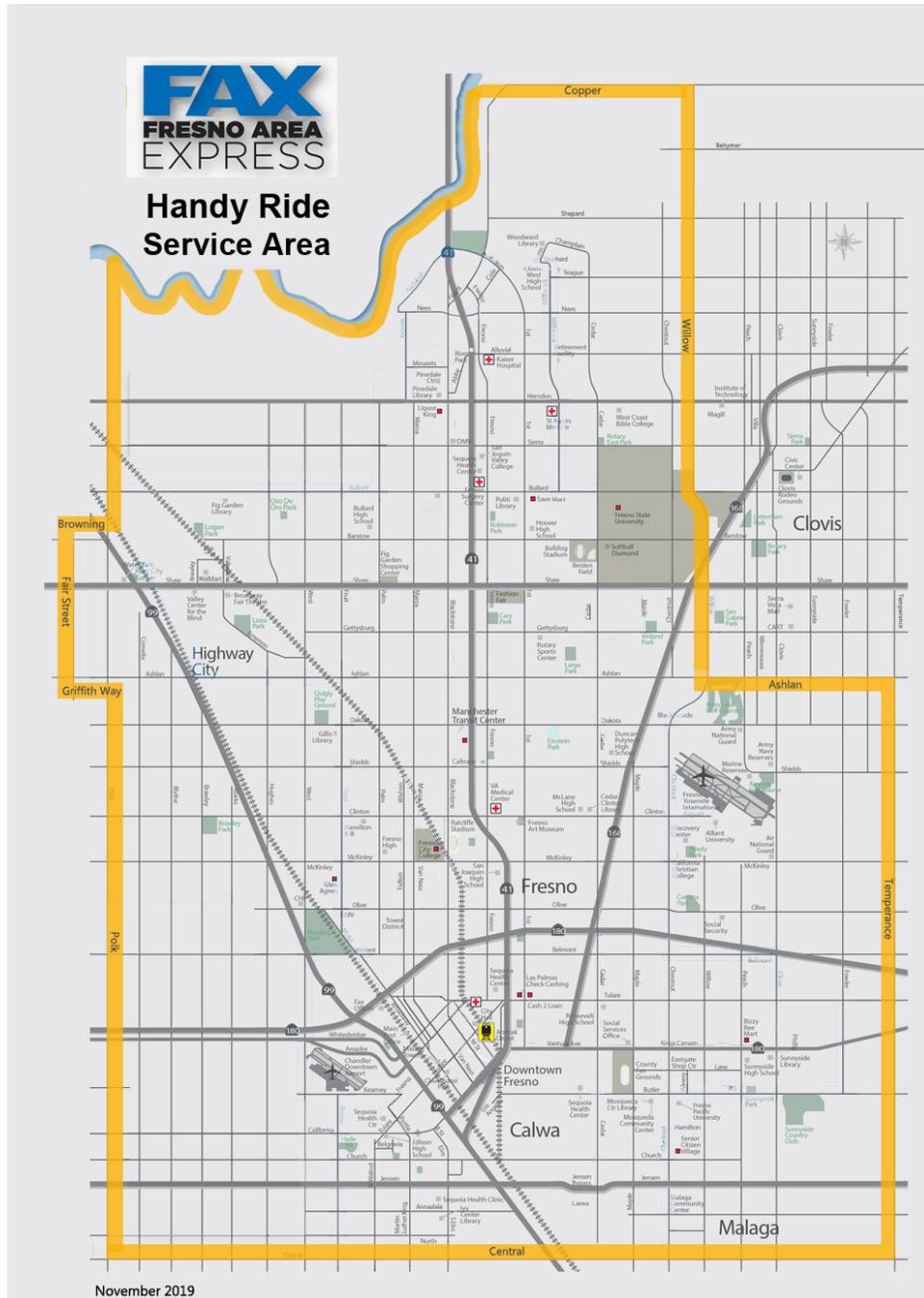
These boundaries satisfy ADA requirements to provide the three-quarters

of a mile minimum service area on either side of all routes making up the FAX fixed-route transit system.

The Day Service and Night Service maps are included further below.

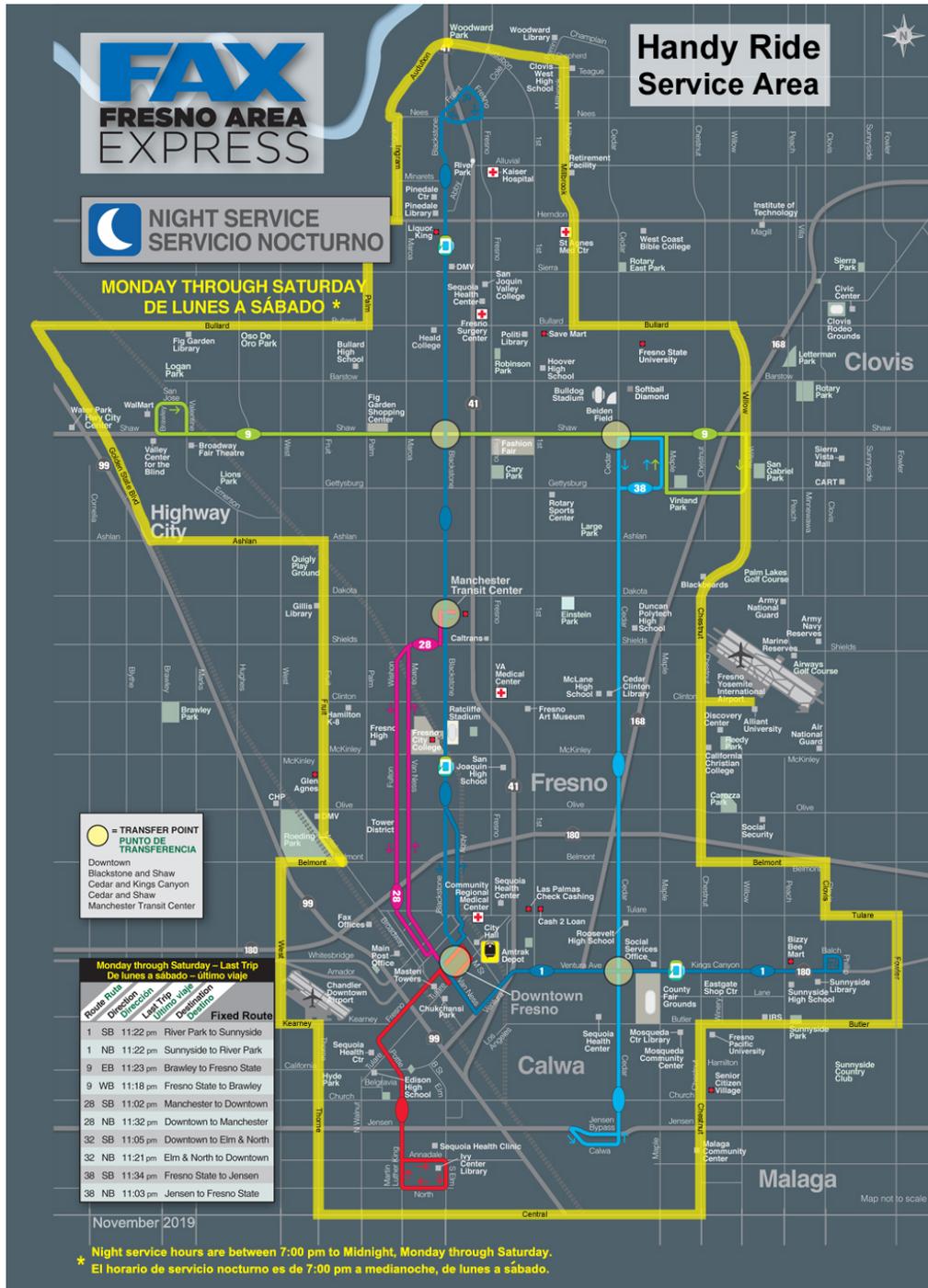
Day Service Map

Handy Ride service is provided within the boundaries on the map below on Monday through Friday from 5:30 a.m. to 9:30 p.m. and on Saturdays and Sundays from 6:30 a.m. to 7:00 p.m.



Night Service Map

Handy Ride service is provided within the boundaries outlined on the map below from 9:30 p.m. to 12 midnight Monday through Friday, and from 7 p.m. to 12 midnight on Saturdays. Night service is not offered on Sundays.



What are the Hours of Operation?

Service Hours	Day Schedule <i>Use with Service Area Map on pg. 12</i>	Night Schedule <i>Use with Night Service map on pg. 13</i>
Monday-Friday	5:30 am – 9:00 pm	9:00 pm – 12:00 am
Saturday	6:30 am – 7:00 pm	7:00 pm – 12:00 am
Sunday	6:30 am – 7:00 pm	
Reservation Hours*		
Monday-Sunday	8:00 am – 5:00 pm	8:00 am – 5:00 pm
Cancellation Hours*		
Monday-Saturday	5:30 am – 7:00 pm	7:00 pm – 10:00 pm
Sunday	5:30 am – 7:00 pm	
<i>*Automated service 24 hours a day, 7 days a week.</i>		
Dispatch Hours		
Monday-Friday	4:30 am – 7:00 pm	7:00 pm – 1:00 am
Saturday	5:30 am – 7:00 pm	7:00 pm – 1:00 am
Sunday	5:30 am – 7:00 pm	

When are the final service calls?

	Day Schedule	Night Schedule
What is the latest Scheduled Pick-Up Time Offered?		
Monday-Friday	9:00 pm	12:00 am
Saturday	7:00 pm	12:00 am
Sunday	7:00 pm	
What is the latest Time to Call for a Will-Call Pick-Up?		
Monday-Friday	7:30 pm	10:30 pm
Saturday	5:30 pm	10:30 pm
Sunday	5:30 pm	

What is the Reservation/Cancellation/Dispatch Telephone Number?

(559) 621-5770 (Voice)

California Relay 711

What Holidays are observed?

Handy Ride will not operate on Christmas Day and Thanksgiving Day.

Handy Ride will operate Sunday levels of service on the following holidays:

New Year's Day Martin Luther King Jr. Presidents Day Memorial Day Independence Day	Labor Day Veterans Day Day after Thanksgiving Christmas Eve
------------------------------------------------------------------------------------------------	----------------------------------------------------------------------

However, reservations can be made on all holidays through the automated reservation service.

How much does Handy Ride cost?

Fares (exact fare required):

ADA Eligible Individual per Ride Fare.....	\$1.50
ADA Eligible Individual Monthly Pass Rate (60 one-way trips)	\$48.00
ADA Eligible Individual's Personal Care Attendant.....	Free
ADA Eligible Individual's Companion(s) per Ride Fare.....	\$1.50
ADA Eligible Individual's Children (under age 6, maximum of 4 children)	Free

Where can I buy a Handy Ride Monthly Pass?

Manchester Transit Center 3590 North Blackstone Avenue (559) 621-7433 (Voice)	Fresno City Hall Business Tax License Office 2600 Fresno Street, Second Floor, Room 2162 (559) 621-6880
Fresno City College 1101 East University Avenue (559) 489-2234	Fresno State University Student Union (559) 278-2078
Valley Center for the Blind 3417 W. Shaw Avenue (559) 222-4447	Mail-in order may be obtained by mailing a check for \$48 payable to: Fresno Area Express 2223 G Street Fresno, CA 93706

How can I request a ride?

Reservations

Reservations for Certified Eligible riders and ADA Eligible Visitors may be made anytime during normal business hours, one to two days in advance of the requested trip, or 365 days a year through the automated system.

Eligible riders making reservations during business hours, the day before service will be accepted.

Handy Ride reservation hours are 8:00 am-5:00 pm Monday through Sunday. The telephone number is (559) 621-5770 (Voice) or California Relay 711.

Subscription Service

A subscription service is when a paratransit-eligible person arranges a standing appointment for a ride, such as an 8:00 a.m. Monday through Friday departure for work and subsequent 5:00 p.m. return trip. You can also schedule a weekly trip like going to church. Once a subscription service is requested and obtained, additional reservations are not required.

Exceptions to Subscription Service

Subscriptions that land on any of the observed holidays will automatically be cancelled. However, if you still need transportation, simply follow the standard reservation policy in the next section of this guide.

Handy Ride will not operate on Christmas Day or Thanksgiving Day.

Handy Ride has the flexibility to review subscription schedules on an ongoing basis and if required, approve the pick-up or drop-off time with the eligible individual. Some restrictions apply.

Handy Ride passengers who cancel 50% or more of their subscription bookings in a month will have that particular subscription booking suspended. They will not be able to rebook that particular subscription request for 30 service days.

A subscription booking will be in effect for a maximum of one year from the date of scheduling. Prior to the one year anniversary, the paratransit provider will notify affected Handy Ride registrants of the need to renew their subscription booking. Renewal is not always guaranteed and is subject to restrictions.

What information is needed to make a reservation?

Passenger name

Include passenger name.

Passenger telephone number/cell phone number

This information is optional.

Passenger pick-up and drop-off address

Include any apartment numbers, suite numbers, building numbers, locations within a building complex, telephone numbers (if known), and the name of the locations where they need to be picked up and dropped off.

Passenger's requested pick-up or drop-off time

For some riders, arrival time is more important than departure time. As a result, they may request a pick-up time or drop-off time but not both. For trips with requested drop-off times, this means scheduling the trip so that the riders will arrive at or before the requested time.

For those trips in which a rider first specifies a drop-off time, the "return" trips are scheduled to the desired pick-up time. Based on the requested pick-up or drop-off time and the schedule of the vehicle, the reservation agent may negotiate a pick-up or drop-off time with the individual that could be up to an hour before or after the desired pick-up or drop-off time. When scheduling a pick-up for an appointment, it is helpful to advise the reservation agent of the appointment time.

For example, for a pick-up, if a rider requests a trip with a 9:00 a.m. pickup time, the regulations permit the agency to offer a pick-up time between 8 a.m. and 10 a.m. The rider may end his or her workday at 4 p.m. and request a 4 p.m. pick-up time. In this case, the reservationist can offer a pick-up time between 4 p.m. and 5 p.m.

For a drop-off, if the rider needs to be at a location at a set time of 4 p.m., the reservationist would offer a drop-off time between 3 p.m. and 4 p.m.

It is recommended that the reservation booking ID number be recorded.

Advise the reservation agent when you will be using a mobility device or a Personal Care Attendant (PCA) will be travelling with you.

Advise the reservation agent if you require assistance other than standard curb-to-curb service.

Passenger's requested drop-off time

When requesting a drop-off time, the passenger should allow sufficient time to travel from the curb to the final destination point.

Passenger's return pick-up time

For a passenger's return pick-up time, please provide the scheduled time of the return trip. If a return pick-up time is not known, please provide an

estimated time.

Number of passenger's travel companions and/or children

Include the number of companions, PCAs, and children.

When will the bus arrive for a pick-up and how long will it wait?

Scheduled pick-up

In order to meet our commitment regarding on time performance, Handy Ride makes every effort to arrive for a scheduled pick-up within a 30-minute period of time. For example, a vehicle that is on time for a 10:00 a.m. pick-up would arrive between 10:00 a.m. and 10:30 a.m.

The 5-minute wait rule

Once the Handy Ride vehicle arrives at the pick-up location, the driver is required to wait for 5 minutes for the passenger to board the vehicle. If the passenger is not ready after five minutes, the driver must leave for the next scheduled pick up.

Will Call Service

Will Call service is a “call when ready service.”

Will Call service is restricted to medical trip purposes. The number of will calls accommodated each day will be determined by Handy Ride supervisors and dispatchers based on the number that they feel Handy Ride can accommodate without negatively impacting previously-scheduled trips. Will call ceilings will be approved by FAX. Will calls will be accommodated within 90 minutes of the call informing Handy Ride that the passenger is ready.

How long does a trip take?

The length of the Handy Ride trip varies according to several factors including: the distance from the origin to the destination addresses, traffic conditions, and the service provided to other passengers who share the

ride.

Individuals may expect that a trip taken on Handy Ride would compare in length to the same trip taken on the FAX fixed route system. Normally, a trip should not exceed 90 minutes.

What happens if Handy Ride arrives outside the pick-up window?

When a rider schedules a pick-up, they will be given the actual arrival time for their trip. This is called a 'pick-up window'. The pick-up window for Handy Ride is within 30 minutes.

To demonstrate, assume a vehicle that is on time for a 10:00 a.m. pick-up would arrive between 10:00 a.m. and 10:30 a.m. If the vehicle arrives outside the pick-up window, the ride is free.

Monthly pass holders will receive one free trip over the 60-ride limit for each trip that occurs outside the pick-up window.

How can a reservation be changed or cancelled?

Should a change in plans or illness create the need to modify or cancel a reservation, call the Handy Ride Cancellation Office at (559) 621-5770 (Voice), or California Relay 711 as soon as possible.

To avoid acquiring a NO-SHOW, the call to cancel a trip must be placed at least one hour before the scheduled pick-up time.

Who can answer questions about pick-ups?

The Handy Ride reservation agents and/or dispatcher can answer questions about pick-ups. When possible, it is best that passengers make follow-up calls personally to avoid confusion. Contact the Handy Ride Reservation/Dispatch Office at (559) 621-5770 (Voice) or California Relay 711 for pick-up information.

KEY SERVICE POINTS

Who may travel with ADA eligible individuals?

Personal Care Attendant (PCA)

A personal care attendant is someone designated or employed specifically to help the eligible individual meet his/her personal needs. An individual designated or employed in this capacity is always accommodated on the vehicle. A PCA may ride at no additional cost. The need for a personal care attendant must have been established on the application for Handy Ride service or subsequently on a revision to the original application.

Companion

A companion is an individual selected by the ADA eligible person to accompany him/her on a trip. The first companion is always accommodated on the vehicle. Others will be served on a space-available basis. Each companion is required to pay \$1.50 per ride.

Individuals who accompany a passenger must have the same origin and destination points.

Children

Up to four children under the age of six may accompany the ADA individual at no cost. Additional children under the age of six must ride as a companion on a space-available basis. Children under the age of six may only travel when accompanied by a fare paying adult. Children age six or older can ride as a companion and/or attendant.

What is a service animal?

Under Department of Transportation (DOT) ADA regulations (49 CFR Section 37.3), a “service animal” is defined as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a

wheelchair, or fetching dropped items.”

Is there a limit on the size of a mobility device?

Most of the accessible vehicles in the Handy Ride fleet are designed to accommodate a mobility device no larger than 33 inches wide by 50 inches long/and or weighing with its passenger up to 800 pounds. While we make all reasonable efforts to accommodate our riders, if your mobility device is larger than this, we may not be able to transport you either because it would damage the vehicle or would impose an unreasonable safety hazard.

It is strongly recommended that while on the lift of the bus or in the bus, the person using an electric wheelchair or scooter turn off the power. This is not, however, a requirement.

What are the important points to know?

- Handy Ride identification cards must be shown to the driver when boarding the vehicles.
- When using cash, exact fare is required. Drivers do not carry change.
- If requested, drivers may give directions to the building entrance.
- Drivers must secure mobility devices to vehicle.
- Do not talk to the driver when they are driving.
- Passengers are required to use seatbelts at all times.
- Children under eight years of age or weighing less than 60 pounds must ride in a child safety seat provided by the passenger.
- Handy Ride is a shared-ride service, meaning other customers can be transported at the same time.
- Handy Ride is a curb-to-curb service, meaning that you will be picked up at the curb in front of your departure point and dropped off at the curb in front of your destination. Drivers are to assist riders in boarding and alighting the vehicle as well as to and from the sidewalk. In the case of a customer requiring assistance to and from the door of their origin or destination, that assistance is to be

provided. Please notify Handy Ride when you schedule your trip that you will need assistance to or from your door to the vehicle. If you have never been to a location or conditions change, the driver will provide assistance as necessary.

- For safety reasons, drivers are to always keep the vehicle in sight, traveling no further than 100 feet from the vehicle when providing assistance to a customer beyond curb-to-curb. Case-by-case situations may require modifications to ensure that the origin-to-destination requirement is met.
- Eating, drinking, beverages, smoking, portable radios, tape decks, noisemakers, or musical instruments, gambling, spitting, or littering are not permitted in Handy Ride vehicles

Disclaimer:

Drivers are required to stay within sight of the vehicle at all times and may travel no further than 100 feet to provide assistance.

CITY OF FRESNO DISABILITY ADVISORY COMMISSION (DAC)



The photograph above shows Mayor Lee Brand meeting with members of the Disability Advisory Commission (DAC). The Mayor affirms the importance of the Commission's charge to advise the Mayor, City Council, and staff on issues affecting persons with disabilities and seek avenues for improving services for people with disabilities in the larger community.

The DAC is a seven-member body made up of community leaders appointed by the Mayor and approved by the City Council; five of the seven members must be persons with disabilities. The current Commission represents many years of professional experience with a range of disabilities.

The Commission meetings are typically held on the second Tuesday of

most months, from 10:00 a.m. to 11:30 a.m. at City Hall. Meeting dates and times are subject to change. Please note that there are no regularly scheduled meetings in July or November. All are welcome to attend.

For more information, contact the City of Fresno ADA Coordinator at (559) 621-8716 (Voice) or visit the DAC website at www.fresno.gov/dac.

CUSTOMER SUPPORT

Is training available to learn how to use Handy Ride?

Agencies in our community offer training to people with disabilities who would like to learn how to use the Handy Ride system. Contact the Handy Ride office at (559) 621-7433 (Voice) or California Relay 711 for more information.

Who should be contacted about Lost and Found items?

For items lost or found on a Handy Ride vehicle, contact the Handy Ride Office at (559) 621-5770 (Voice) or California Relay 711.

What is the process to convey a compliment?

A compliment may be submitted verbally or in written form. If assistance is needed to express a compliment, please contact the FAX Complaint Coordinator at (559) 621-7433 (Voice) or California Relay 711.

What is the Inquiry Process?

The objective of the inquiry/complaint process is to utilize passenger feedback to adjust or modify Handy Ride services. Inquiries may be about issues such as Handy Ride service, a driver, or office staff.

A copy of the form is found on Handy Ride vehicles, or can be mailed upon request. A completed or signed complaint form should be sent to the following:

Fresno Area Express
Complaint Coordinator
2223 G Street
Fresno, CA 93706-1631

What is the Complaint Process?

The Handy Ride complaint process is as follows:

- An inquiry is a telephone complaint taken down, and passed on to the Bus Operator or Employee's Supervisor for discussion with the Operator or Employee regarding the alleged infraction.
- A Formal Complaint is a formally written and signed statement submitted by a member of the public alleging misconduct on the part of the Fresno Area Express Operator or Employee.

An individual who wishes to file an inquiry or a complaint may send a letter to FAX or may submit a FAX Inquiry/Complaint form. An inquiry is often in the form of a telephone call. A copy of the form is found on Handy Ride vehicles, or one can be mailed to you upon request.

FAX staff can be reached at (559) 621-7433 (Voice) for assistance in filing.