

ADA Quarterly Meeting
May 4, 2006
Riverside Transit Agency
1825 Third Street
Riverside, CA 92507

1. CALL TO ORDER:

Riverside Transit Agency's Director of Marketing, Scott Richardson, called the meeting to order at 3:03 p.m., on May 4, 2006, in the RTA Board Room at 1825 Third Street, Riverside, CA with the following in attendance:

Tom Franklin	RTA Staff
Vince Rouzaud	RTA Staff
Scott Richardson	RTA Staff
Mark Stanley	RTA Staff
Virginia Werly	RTA Staff
Chris Gallanes	RTA Staff
Reggie Faulkner	RTA Staff
Mike McCoy	RTA Staff
Lorelle Moe	RTA Staff
Mila Nelson	RTA Staff
Tessie Johnston	RTA Staff
Natalie Gomez	RTA Staff
Linda Ruelas	RTA Staff
Mary Arden	RTA Staff
Pat Foster	McDonald Transit
Jose Mateo	Laidlaw Transit
Ray Judd	Southland Transit
Willetta Heatly	ADA Passenger
Leona Bolin	ADA Passenger
Valerie Malmberg	ADA Passenger
Mendy Cobb	ADA Passenger
Donna Cobb	ADA Passenger
Sharon Benefiel	ADA Passenger
Pat Foster	ADA Passenger
Gilbert Baca	ADA Passenger
Carol Baca	ADA Passenger
Kim Freeman	ADA Passenger
Sue Lookabaugh	ADA Passenger
Jerry Brown	ADA Passenger
Laura Julson	ADA Passenger
Karen Herrold	ADA Passenger
Jordan Mirander	ADA Passenger
Shiela Beemer	ADA Passenger
Diana Martin	ADA Passenger
Carol Meyers	ADA Passenger
Anne Robitaille	ADA Passenger
Fannie Jackson	ADA Passenger
Lavera Hamilton	ADA Passenger
Shirley Robitaille	ADA Passenger
Jan Almquist	ADA Passenger
Stephen Roper	ADA Passenger

Allen Ramos	ADA Passenger
Glenda Hunting Castle	ADA Passenger
Keith White	ADA Passenger
Geoffrey Goedecke	ADA Passenger
Viren Shah	City of Corona
Mary Jo Kittok	Community Access Center
Jesse Givens	Southland Transit
Quillar McGoy	ADA Passenger
Geraldine Arce	ADA Passenger
Howard Widick	ADA Passenger
Mary Smetters	ADA Passenger
John Lonberg	ADA Passenger
Linda Bokelman	ADA Passenger
Rafael Ricardo	ADA Passenger
Helen Lynch	ADA Passenger
Claudia Hixon	ADA Passenger
Bessie Dunn	ADA Passenger
Stephanie Lucas	ADA Passenger
Julie	Life Signs Interpreting

2. SELF-INTRODUCTIONS:

Self-introductions of those in attendance took place.

3. TRANSITION TO SOUTHLAND TRANSIT:

Ms. Virginia Werly, Contract Operations Manager, gave an overview on the transition from MV Transit to Southland Transit, Inc. The transition took effect earlier than expected on March 12, 2006.

Ms. Werly stated the following improvements have been realized since the change in contractors:

- In less than 60 days since Southland Transit took over paratransit operations, on-time performance has increased from 83.6 percent to 90.07 percent;
- Southland is currently working on dividing DAR's coverage area into a three-zone routing area.
- There are four rescue vans available throughout the service area to assist should a passenger be stranded.
- Call center hold times have decreased from three and one-half minutes to one minute and forty seconds. There was a technical error with the phone system which is being addressed.
- Additional drivers are being hired.
- There will be a computer with GPS technology in each of the vans.
- Courtesy rides are available to passenger if DAR arrives outside of the 30 minute window, which only applies to Southland Transit when handling Riverside Transit Agency DAR service.

5. UPDATE CHILD SAFETY SEATS:

Ms. Werly gave an overview of the child safety policy requiring the use of child safety restraints as mandated by the Department of Motor Vehicles on all paratransit vehicles for children under 60 lbs.

6. PAYING PROPER FARES WHEN BOARDING:
Ms. Werly reminded everyone that drivers do not carry change on board the paratransit vehicles. Passengers are asked to carry correct fares on each portion of their trip.
7. CHECKING ID'S WHEN BOARDING:
Ms. Werly stated that passengers will be asked for photo I.D. when boarding the paratransit vehicles to help eliminate fraudulent use of services.
8. CAPACITY CONSTRAINTS – CITY OF RIVERSIDE, FARE DIFFERENCE BETWEEN CITY OF RIVERSIDE/RTA DIAL-A-RIDE ON OVERFLOW RIDES:
Mr. Tom Franklin, Chief Operating Officer, stated that when the City of Riverside Special Transportation Services Dial-A-Ride is filled to capacity, the City of Riverside will contact Riverside Transit Agency for overflow service.
9. UPDATE ON THE NUMBER OF RTA BUS STOPS THAT HAVE BEEN BROUGHT UP TO ADA COMPLIANCE IN THE LAST SIX MONTHS:
Mr. Franklin stated that a meeting was recently held to identify RTA bus stops, and the Agency is working to bring bus stops up to ADA compliance.
10. CITY OF RIVERSIDE:
No updates.
11. MCDONALD TRANSIT:
No updates.
12. SOUTHLAND TRANSIT:
Mr. Jesse Givens of Southland Transit, Inc., the Agency's new contractor introduced his company and explained the transition process.
13. LAIDLAW TRANSIT:
No updates.
- 14: MISCELLANEOUS:
Mr. Richardson stated that all RTA staff, City of Riverside, and contractors would be available after the meeting to process all individual issues and complaints. Ms. Werly stated that a computer was set-up in the Riverside conference room so that individual issues could be accessed and addressed with each person.

Ms. Mary Jo Kittok of Community Access Center, stated that her agency would be available to train on TTY procedures. Ms. Kittok stated that monthly meetings will be scheduled to address ADA transit issues.
15. NEXT MEETING:
The next meeting will be held on Thursday, August 3, 2006 at the Riverside Transit Agency facility at 1825 Third Street, Riverside, CA 92507.
16. ADJOURNMENT:
The meeting adjourned at 4:40 p.m.