

ADA Quarterly Meeting  
February 26, 2007  
Riverside Transit Agency  
1825 Third Street  
Riverside, CA 92507

1. CALL TO ORDER:

Mr. Scott Richardson, director of marketing, called the meeting to order at 9:03 a.m., on February 26, 2007, in the RTA Board room at 1825 Third Street, Riverside, CA with the following in attendance:

Tom Franklin	RTA Staff
Vince Rouzaud	RTA Staff
Virginia Werly	RTA Staff
Mark Stanley	RTA Staff
Reggie Faulkner	RTA Staff
Valerie Kelly	RTA Staff
Sam Wattana	RTA Staff
Rick Smith	RTA Staff
Linda Keller	RTA Staff
Freda Youree	RTA Staff
Tessie Johnston	RTA Staff
Maxine Simmons	RTA Staff
Angelica Contreras	RTA Staff
Mary Arden	RTA Staff
Darian Harris	Southland Transit
Quillar McGoy	Southland Transit
Rey Judd	Southland Transit
Marv Balin	Laidlaw Transit
Clarence Smith	McDonald Transit
Terri Berger	Bell Cab
Byron Mayhan	City of Riverside Special Services
Melody Banks	ADA Passenger
Cindy Peterson	ADA Passenger
Rebecca Martinez	ADA Passenger
Wanda Campbell	ADA Passenger
Johnnie Keeton	ADA Passenger
Catherine Fishbach	ADA Passenger
Bruce Benefiel	ADA Passenger
Earla Parker	ADA Passenger
Geraldine Arce	ADA Passenger
Virginia Garcia	ADA Passenger
Manuel Delgado	ADA Passenger
Nancy Ungar	ADA Passenger
Narsis A. Williams	ADA Passenger
Jerry Sparks	ADA Passenger
Harvey Anderson	ADA Passenger
Maryellen Benjamin	ADA Passenger
Clarence A. Jones, Jr.	ADA Passenger
Suzanne Puffer	ADA Passenger
Virginia Theroux	ADA Passenger
Mary Jo Kittok	Community Access Center

2. WELCOME:

Mr. Richardson welcomed everyone to the meeting. He announced that the meeting format had changed and explained the process for public comments. RTA staff members, contractors, and City of Riverside staff met with individuals prior to meeting to discuss personal issues and were available after the meeting.

3. INTRODUCTION OF STAFF MEMBERS:

Introductions of RTA's staff members and contractors in attendance took place.

4. PUBLIC COMMENTS:

Public comments were received from the following individuals:

- Ms. Melody Banks inquired about extending service hours on routes 208, 204, and 149.
- Ms. Nancy Ungar inquired about additional service from Riverside to San Bernardino for better connection times with L.A. Access.
- Ms. Catherine Fishbach commented on the cost of Dial-A-Ride fares versus driving and inquired if RTA would consider a zone fare instead of set fare.
- Ms. Geraldine Arce inquired about the number of accidents on Dial-A-Ride vehicles. She inquired about manifest times versus reservation times.
- Ms. Virginia Garcia commented on service related issues.
- Mr. Harvey Anderson commented on customer service related issues.
- Mr. Bruce Benefiel commented on customer service related issues.
- Mr. Virginia Theroux commented that the bus stop located on County Farm Road needs current information
- Ms. Narsis Williams commented on route and customer service related issues.
- Ms. Johnnie Keeton commented on customer service related issues.
- Ms. Mary Jo Kittok inquired about Riverside Special Services' new No Show Policy.
- Ms. Suzanne Puffer commented on customer service related issues.
- Ms. Maryellen Benjamin commented on timing of transfers between connections.

5. RIVERSIDE TRANSIT AGENCY:

Ms. Werly made the following announcements:

- The number to call to file a complaint about customer service regarding Dial-A-Ride is 1-800-800-7821, online at [www.RiversideTransit.com](http://www.RiversideTransit.com), or correspondences can be mailed to 1825 Third Street, Riverside, CA 92507.

Ms. Werly introduced Mr. Steve Wilks of IBI Group, who gave an overview of the Comprehensive Operational Analysis (COA).

6. NEXT MEETINGS:

Upcoming meetings will be held quarterly on the 4<sup>th</sup> Monday of the month on the following dates:

- May 21, 2007
- August 27, 2007

7. ADJOURNMENT:

The meeting adjourned at 10:25 a.m.