

City of Albuquerque
Advisory Committee for Transit of the Mobility Impaired (para-transit)
June 15, 2010 – Minutes

PAB Members Attending: Tracy Agiovlasis (Chairman), Mike D’Arco, Jayne Frandsen, and Bill Richardson (TAB Liaison) **Absent:** Judy Moore (excused) & Olimpia Castillo (excused)

Transit Staff Attending: Bruce Rizzieri, Transit Director & Danny Holcomb

Guests attending: Tony Chavez (ACQ – Advisory Council on Quality), Leslie Hoelzel (ARCA), Richard Bension (ABQ City ADA Coordinator), Donald Good, Art Tannenbaum, Robert & Kathleen Stevenson (NMSS)

Tracy A, Chairman, called the meeting to order at 10:32 am. Roll call noted above. Jayne F moved to approve the agenda, Mike D seconded & all approved. Mike D moved to approve the minutes from May 2010, Jayne F seconded and all approved.

Public Comments: (2-minute limit)

1. **Robert S** – stated that he made a reservation on the 6/8/10 for 6/11/10 to and then return from the NMSS offices, but on that day when the ride did not arrive for the return trip he called ABQRide. They stated at that time that he did not have a return ride scheduled and offered him “same day service” call. A van did come for the return ride a couple hours after he called. The IVR call the night before to confirm the ride, just said, “this is an error” when he picked up the phone. He questions why the problems with the reservation as well as the IVR call.
2. **Tony C** – stated that his group has been happy with the shelters added to the bus stops and requests Mr. Rizzieri meet with his committee in the future. Tony is part of an advisory council under the NM Department of Health, Developmental Disabilities Support Division.
3. **Art T** – (even though this statement was made later in the meeting, it is noted here) Art T stated that when riding the fixed route today, a wheelchair passenger was not secured and he called Annette Paez while he was still on the bus. She asked him for the bus number and after he got the number by asking the bus driver, she then asked him to call 311 with the complaint.

ABQ Ride Performance Metrics: Tracy A stated that yesterday Bruce R stated he would have some statistics or metrics for presentation today. When asked for the metric data, Bruce R stated he did not have any at this time and would give some later in the meeting. New metrics were reviewed at this time. Tracy A thanked Bruce R for getting the list of new metrics suggested at the last meeting posted on the website. Bruce R stated they got very little feedback on the list, but reviewed the final draft provided to attendees.

Number of Certified Riders and Ridership: He noted that keeping track of the total number of certified riders along with the “ridership” is valuable. Tracy A asked Bruce to clarify if “ridership” was the total number of trips, as has been told to this committee in the past, or if it the number of persons who ride, no matter the number of trips. Bruce R stated that it was the number of persons and assured us they will tally the number of certified riders, the number of companions and personal care attendants separately.

Costs: Costs per vehicle trip, hour and mile will provide budget information.

Passengers: He stated that the number of passengers has increased and they will track that number per mile, hour and trip.

Cancellations: This will be tracked as a percentage of total trips. Tracy A again suggested that the number of cancellations be separated by those done through the IVR system and by calling ABQ Ride directly and Bruce R said he would check into that possibility.

Subsidy per passenger: The ‘subsidy per passenger’ will show the difference between the costs versus revenue for rides.

On-time arrival percentage: Bruce R stated that the “on-time arrival” would be calculated by the GPS information (actual time drivers punch in a pick up versus the scheduled window time).

Late Cancellations: Late cancellation percentage of total trips will be tracked and Danny H stated that this is any cancelled ride after the two hours before. Danny H stated that only when a ride has been cancelled by 5pm the day before, could they schedule another rider for that time. Tracy A said that this committee appreciates that ABQ Ride agreed last year to allow cancellations up to 2 hours before as a reasonable accommodation for unexpected problems and Danny H stated that those cancelled after 5 pm the day before allow for “same day service” rides. Bob S asked how many rides are called on the same day and Danny H’s best guess was only about 5-10% of the rides provided are from same day requests.

Missed Trips: Missed trips (the number of trips not provided due to ABQ Ride error) will be calculated as a percentage of the total trips provided.

Subscriptions: Subscription trips will also be calculated as a percentage of total trips and federal regulations state that no more than 50% of rides provided any day could be subscription rides.

Placements: “Placements” are offered to riders when a requested cannot be scheduled. ABQ Ride staff will review these requests and look on each van manifest to see where they can be placed in order to provide the needed ride. This will be presented as a percentage as well.

How close to requested time is ride offered: Bruce R stated that their goal is to provide 85% of requested rides within 30 minutes of time requested and they will track percentages scheduled within from 5 minutes to 1 hour from the requested time. Bob R stated that 80% of his requested trips have been scheduled an hour from the requested time.

Complaints: Complaints will still be tracked – per 1000 riders for late arrival, no arrival, safety, cleanliness, CSR (Customer Service Representative) issues and driver issues.

Travel time: Travel time on SunVan will be done as a percentile and the goal is for riders to be on a van no more than 75 minutes per ride.

Tracy A noted it is important to realize that any statistics or metrics have limited value and this will not be the answer to issues this committee addresses.

Bruce R added that the new phone system, expected no later than September, will allow them to track volume of calls by day and time of day and indicated that it may also help with tracking of complaints. While this is not clear how the phones can help track complaints specifically, Bruce R clarified that complaints called to them are entered into the computer system by the CSR and that the phone and computer will be connected somehow.

Newsletter Update: Bruce R stated that the newsletter should now be mailed out by the end of next week. He verified it would be posted on the website as well.

Scheduling Issues: Tracy A stated that several riders she knows are now despondent and are opting to not travel anywhere since they have difficulty getting an acceptable time for a ride and asked the attendees if they have any statements regarding scheduling. Art T stated he knows of several people who are no longer using SunVan for that reason and added that the statistics seem to be constantly changing format, making it difficult to use them as a valuable tool to track performance.

A discussion regarding complaints ensued at this time.

Art T stated that many riders do not have the time to complain about the issues, as well as the feeling of nothing done about a complaint still deters riders to complain. Tracy A added that persons with disabilities have many more variables each day that challenges their time, energy and abilities than the average person. Extra challenges may include extra time and energy to get dressed or if an assistant is needed to get dressed, will that person arrive on time or not show up at all? Testing blood sugars, taking medications, using devices to assist with daily activities or to get around, more contact with doctors and other providers of assistance or even more extensive planning of daily activities can take precedence over calling a complaint to ABQ Ride or 311.

Tracy A stated that in regard to complaints, the previous administration had requested they be called to 311 versus ABQ Ride and this committee supported that with a letter to the Mayor. As this committee has become aware that ABQ Ride lost staff with that transition and we all know that some riders still just call ABQ Ride anyway, Tracy A asked if there is a benefit to having all the complaints and compliments be encouraged to be called to ABQ Ride. Bruce R stated there is a delay in receipt of that complaint from 311.

Art T stated that he has only heard back from ABQ Ride staff a few times regarding his complaints and that was only with his "pestering" them for a response. Tracy A stated that she has not heard about anyone being called back regarding a complaint, including one of her staff that requested a call back when the complaint was called into ABQ Ride on May 15, 2010. Several attendees agreed that they have not been called back. Leslie H stated that it is a valid concern for consumers to not hear back regarding complaints and asked if there was a hierarchy of importance regarding addressing complaints. Danny H stated there was no hierarchy in place, but that when he reviewed 5 complaints yesterday he called 2 of the complainants back even though there was no request to get back to them since he felt they were important issues. Since Bruce R told this committee in March 2010 that all complainants would be called back, Tracy A asked if it was routine for ABQ Ride staff to ask if the complainant would like a call back. Danny H said it was a standard question with the 311 staff, but not with ABQ Ride staff. Bruce R stated that he would make that a standard question included in the new phone system.

IVR call issues: Tracy A stated that it is been acknowledged by ABQ Ride that the IVR (Interactive Voice Response) system including the night before confirmation call and the 5 minute call before van arrival has system glitches. Bruce R stated that the company, DRI (Digital Recording Inc??) is in the process of checking the equipment out now. Leslie H noted that when ARCA estimated 1 year for kinks to be worked out of a new digital system they added, it actually took about 3 years for it to work smoothly. Tracy A added that this is understandable, but encouraged continued feedback to ABQ Ride so they can address the issues in the process.

Regarding Rapid Ride announcements, Art T complimented the added audio feature to the video feature that alerting riders to when the next bus is expected. He compliments Keith Perry who implemented this about 6-7 months ago.

Bruce Rizzieri, Transit Director - Statements: Bruce R stated he did not have any information at this time. No metrics were provided. Tracy A asked about the 4 CNM stop locations and Bruce R replied that the signs are in place and the addresses are in the newsletter. Tracy A suggested they be posted on the main website page, not just within the newsletter, for best community communication.

Tracy Agiovlasis, Chairman - Statements:

- a. Follow up on Meeting 6/14/10 with NM Commission of the Blind and Bruce R:** Tracy A stated that a meeting was held yesterday and noted that much discussion was a repeat of these meetings. She recapped some of the additional information from that discussion, including ABQ Ride's plan to develop a travel-training program to be instituted by this fall. Some ABQ Ride staff will see how Easter Seals in another part of the country does this training on how to use the fixed route service. Bruce R stated this would not only be provided to advocacy groups, but also to large business areas where the bus system is not utilized much. It was suggested that there also be self training modules developed. Tracy A stated that Bruce R talked about the need for about 1.5 staff persons for each new van and they are looking to obtain new vans in the future. Tracy A noted that new vans would not be realized for 1-2 years from now and that this should not be considered an upcoming remedy to the not enough vans to accommodate current ride requests. Danny H added it was noted that the CSR staff have improved their customer service skills.
- b. Membership of this Committee:** Tracy A noted that they continue to encourage persons to join who are committed to improving mass para-transit service in this community. The new contact to apply with is Giselle in the Mayor's office. Bruce R said he plans to talk with her within the next 2 weeks about this. Leslie H was told that it would be the fall before she heard back on her application and Robert S has also applied.
- c. Code of Resolutions Update:** Tracy A noted that this still needs to be addressed and asked committee members to help in the process of updating it, which includes just changing the name of the committee to a more reasonable and understandable one. Jayne F noted that she does not want to participate in extra meetings since in the past this committee has attended several extra meetings, such as in developing a SunVan brochure, which never resulted in any product or action. No plan was made at this time.
- d. City 2010 Goals Forum participation:** Tracy A noted that Mayor Berry invited her to attend a City Goals Forum 2010 in early July and asked if committee members or public attendees felt this was vital for her to attend. No comments were made, but she added that if she did attend she would mainly state the desire for ABQ to have one of the best transit systems in the US. Jayne F offered to attend and Tracy A stated she would check into that possibility. The forum is to identify what is desired for ABQ as a whole, not any particular area or group and will establish goals, not including specific

means to get there. Bruce R stated the meeting would address several large scopes and transit could fall under infrastructure and possibly cultural issues.

Website updates: Tracy A noted that the website still has outdated information, such as rides must be cancelled by 5pm the day before a ride, and reminds anyone to bring anything they note to the attention of Danny H.

Report from TAB (Transit Citizens Advisory Board): Bill R reported some of the discussions from the last meeting. He briefly noted a few areas:

1. Website needing better trip planning and updating.
2. Riders on the fixed route chatting with the driver and blocking the bus entrance.
3. Bus security in which Lucy B noted the bus leaving before passengers were seated.
4. The desire for the airport bus service to be expanded and the balance between low demand now and the hope to encourage use of mass transit for those using the airport. Would there be anyway to do a customer survey?
5. Disappointment in no bus service on Memorial Day, July 5th or other holidays and also ending at 3pm when there are city events occurring after that hour. Bruce R stated that anyone working on the holiday must be paid 1 ½ times their base salary and this makes it not feasible to provide service on some holidays.

New business &/or items for June agenda: no discussion

Adjournment: Tracy A adjourned the meeting at 11:59 am. **The next meeting will be held Tuesday, July 13th, 2010 (the 2nd Tuesday) here at ATC from 10:30 am to 12 pm.** The public is welcome and encouraged to attend.

(Approved 7/13/10)