

City of Albuquerque  
**Advisory Committee for Transit of the Mobility Impaired (para-transit)**  
November 15, 2011 – Minutes

**PAB Members Attending:** Tracy Agiovlasis (Chairman), Mike D’Arco, Jayne Frandsen, Judy Moore, Leslie Hoelzel, Douglas Miller & Bill Richardson (TAB liaison)

**Transit Staff Attending:** Bruce Rizzieri

**Guests Attending:** Joe Sorenson, Ellen Nolan, Donald Good & Carmen Garcia

Tracy A, Chairman, called the meeting to order at 10:45 am. Roll call noted above. Jayne F moved to approve the agenda as read, Mike D seconded & all approved. Judy M moved to approve the October 2011 minutes and Mike D seconded and all approved.

**Introduction of new members & plan for orientation:** Tracy A stated that 2 new members were voted in recently, welcomed them and asked them to introduce themselves briefly. Leslie H, representing ARCA, is the grant manager and with 16 years of operational experience in all aspects she is now in charge of transportation projects. Douglas M rides SunVan 6-10 times a week and brings his personal experience to the team. Everyone was asked to update the contact information sheet of all committee members that will be confidential for members and ABQ Ride staff only. Email has been the primary mode of communication for meetings and scheduling the appeals. Douglas M will be mailed the draft minutes and agendas and has agreed to call Bianca in regard to appeals scheduled prior to each meeting.

Tracy A presented each of them with a binder of information including the city resolutions for this committee, city resolution regarding all boards and committees, FTA regulations and ADA transportation information. Committee by-laws are also included, but Tracy A stated that these written many years ago are not used by this committee at this time. She asked for orientation to the ABQ Ride system for the new members and Bruce R suggested that instead of asking them to come in once to view all aspects of operations on their own, we could use a portion of the meetings to bring in demonstrations of them one at a time. All agreed that this would be appropriate and it was planned that in the December 2011 meeting Bruce R would arrange for a demonstration on the Trapeze software used for scheduling.

**Public Comments: (2-minute limit) –**

1. **Ellen N** – stated the IVR confirmation system is still using the old long script for her, Joe and other riders she knows and that when the calls are forwarded from her home number to her cell phone the very beginning of the message is cut off. Bruce R noted that the shorter new version was implemented at the first of this year and he will check on why some riders may still be getting the old version. Tracy A complimented Bruce R on also making the automated voice start only after the person answering says “hello” since cutting off of the message was frequently a problem in the past due to the message starting too quickly.

**ABQ Ride Performance Metrics:** Bruce R gave the membership written statistics from October 2011 compared to October 2010 to the committee as detailed below. He noted that ridership continues to increase since last year, but they continue to have the same number of vans and drivers. Bruce R hopes to work the budget variables to add even 2 or 3 more drivers in the FY 2013 Budget, which will begin July 1, 2012. There are so many variables to incorporate including capital money, personnel including drivers, customer service persons, mechanics etc. He stated that planning of ABQ Ride Short Term goals (5 year projection) begins in December 2011 and that he would like to produce a document based more closely on resources they think they will more realistically have with financial strains considered. Leslie H asked what resources they use for

projections of the aging population and their needs, noting that the census information does not provide details of disabilities. Bruce R agreed that specific ADA eligibility information is not included and they usually decrease the numbers by a small percentage to account for the aging population that will not need ADA services. They will also do a performance comparison with peer cities, such as Tucson etc, in January 2012 to help with the goal planning.

<b>Statistics October</b>	<b>Yr 2011</b>	<b>Yr 2010</b>
Reservations Made	23,468	22,690
Ride Refusals	180 (0.8%)	
Placements (all rides provided)	910	
Cancellations	4,386 (16.6%)	3,964 (17.5%)
No Shows	859 (3.6%)	443 (2.4%)
Number certified rider passengers	23,786	18,217
Number companions or attendants	2,670	1,811
Total number of passengers	26,456	20,028
Percentage of Subscriptions	41.3 %	31.2%
On Time Performance percentage	81.5%	81%
311 Transit Calls	825	

Bill R asked why the amount of 311 Transit Calls increased from last month and Bruce R does not know the reason for that. Bruce R also stated he will verify if this number is for SunVan only or does it include fixed-route as well. Tracy A noted that the number that 311 posts for calls regarding Transit is vastly greater than those given to us each month. Bruce R stated they have asked that calls about a fixed-route bus (being late or where a stop is located, etc) be filtered out from the statistics provided here.

**Complaints and Calls:** Tracy A asked when the breakdown of these 311 calls (which are the complaints, compliments and service inquiry calls) will be finalized and available to this committee. Bruce R stated he hopes by next week and that he can present some statistics by the next meeting.

**Requested ride time vs Negotiated time** - is broken down into the time rides are actually scheduled in relationship to the time requested either before or after the requested time. Bruce R noted that 78.8% of the rides given were within 15 minutes of the time requested and this is a little lower than they would like them to be.

<b>Within 5 minutes</b>	<b>Between 6 &amp; 15 minutes</b>	<b>Between 16 &amp; 30 minutes</b>	<b>Between 31 &amp; 45 minutes</b>	<b>Between 46 &amp; 60 minutes</b>	<b>Beyond 61 minutes</b>
14251 rides	2246 rides	1712 rides	898 rides	1790 rides	25 rides
68.1 %	10.7 %	8.2 %	4.3 %	8.6 %	0.1 %

**Collaboration with APS students through Judy M to update rider information and/or calls to determine reasons for No Shows:** Bruce R and Judy M reported that they met initially and decided that they will begin with database updating first. They will meet again in early December 2011 for a tour and to work on a process plan, script and how to record the information by the student volunteers. Tracy A thanked Judy M for offering to help with this project, noting that they hope there is a positive impact on service such as less No Shows, late pick-ups etc.

**New Application & Certification Process:** Bruce R stated that they are still condensing the application, removing the information about a new interview and testing process. They will be

evaluating more closely what similar agencies, such as Tucson and Dallas, are doing for the certification process and are exploring the cost of a 3<sup>rd</sup> party evaluation, local or outside NM, for certification. In conclusion, they will not implement a new application until possibly sometime next year. Bruce R also stated that some of his staff will be attending a Comprehensive ADA Para-transit Eligibility Workshop provided by the National Transit Institute and hosted locally by ABQ Ride on January 11 & 12 of 2012. He invited up to 2 committee members to attend free of charge. Tracy A thanked him for the offer and asked all committee members who are interested to let Bruce R know by the end of November.

**Update on Staffing Changes:** Bruce R reiterated the modification of the job description for ABQ Ride Supervisor – it now includes supervising and managing staff, over site of daily operations of SunVan with experience in para-transit service and operations. Tracy A stated that position seems to include a huge responsibility and asks why the job that grew to cover all these areas was not split into two jobs. Bruce R stated it is easier and more feasible to modify a job description than to create a new one within the city structure. Bill asked if it would call for specific training, either public or in house. Bruce R responded that good experience with para-transit will be considered and that the first month on the job will be mostly orientation to the full position. The ABQ Ride Supervisor position should be posted shortly and will be advertised for about 3 weeks.

Applicants for the new full time Trainer position have already been interviewed and the recommended person was submitted to HR for the final HR review process. Then HR will send them a confirmation recommendation for hire form and then ABQ Ride can officially offer the person the position, which is anticipated for mid December 2011.

Bruce R stated that the complete process for hiring a person is usually 3 months. It includes the initial HR screening of applicants who are then sent to the department for review, a team is selected for interviewing and then the top selection is sent back to HR and the process is completed as above. Tracy A thanked Bruce R for including Bill R in the interview process for the Trainer since he has a lot of professional experience in transit training.

**New van invoice/order update:** Tracy A stated in the past this committee was told that 35 vans would be all only replacements to the current fleet, but the last word was that 40 new vans may be afforded. Bruce R said that 40 still look possible and they are currently working on moving the location of the electronic equipment from the bulkhead to a more easily accessible area for the drivers input and access for records, so final costs are still unclear. They also are confirming placement of the inside and outside cameras. The pre-production meeting has not occurred yet, but they hope to have one proto-type van here by spring 2012 (maybe March). After that the final authorization to begin building them will begin and the last van should be delivered by the end of next summer. Tracy A asked if the proto-type could be available for a committee meeting to see and Bruce R agreed. Ellen N offered to be a wheelchair user for testing it out.

**Rider Manual Update:** Tracy A noted the committee feels a more informative Rider Manual is needed and now that other projects are well underway asks that this be addressed. Bruce R acknowledged the concern and requested we ask again in January 2012. We agreed to discuss this then. Bruce R stated the Fixed-Route ADA Manual on announcements, including what are trigger points, driver responsibilities, dispatch responses etc, will be presented to the committee in January 2012 as it is nearly complete. Bill R asked about a driver's training manual, adding that he has observed in current training that all drivers attend all aspects. He added that and some information is specific to SunVan or fixed-route only so there should be some separation of information and training between the two. Bruce R said that the Trainer will draft the driver's manual and that can be addressed at that time.

**Committee review report for Mayor on committee activities and concerns:** Tracy A gave a copy of the report Judy M prepared, which is very general, and a copy of the precursory report Tracy A started, which is very detailed. She acknowledged that a brief report might be more readily read by the mayor and/or his staff, but stated that without a clear understanding of the details of how mass para-transit works it would be hard to understand concerns and suggestions. Tracy A asked all committee members to review and provide feedback to her by the end of November. Leslie H suggested that the main report be broad strokes of information and details could be in an addendum (available if the reader wanted to understand in greater detail). It was agreed this would be a good approach. Tracy A told Bruce R that a request for more vans and staff is part of the report and noted that hopefully this will support an increase in drivers he hopes to add in FY 2013.

**New Business:** Tracy A noted she is aware that the City Resolution revision information she emailed to Bruce R earlier this year is appropriately lower on his list of items to attend to, but asks him to look at it soon. She notes that the old wording is not the key update needed, but the number of committee members is very relevant. The current resolution calls for 12 members on this committee and for many years we have not had more than 8 at any given time. Tracy A stated that this committee has been operating and doing good work by interpreting a “quorum” as the majority of the members that are actively appointed, not of the 12 slots requested. She was told by the mayor’s office recently that this interpretation is not appropriate and a quorum must be out of the full membership of 12 persons, so this makes updating the resolution more vital. She added that it is difficult to get a large membership due to the desire to have riders of SunVan serve, but that their lives can change more rapidly at times leaving open positions. Recruiting members is also difficult as evidenced by only 2 new members after several years of this committee and the mayor’s office requesting persons to apply.

**Adjournment:** Tracy A thanked everyone for attending, again welcomed the new members we are thrilled to have and adjourned the meeting at 11:57 am. **The next meeting will be held the 2nd Tuesday, December 13<sup>th</sup>, 2011 here at ATC from 10:30 am – 12 pm.** The public is welcome and encouraged to attend.

*(Approved 12/13/11)*