

**Transit Advisory Board**

**Meeting Minutes**

**January 14, 2016**

**Called to Order:**

Mr. David Kesner called the meeting to order at 11:49am

**Board Members:**

In Attendance: Bob Tilley, Cristen Conley, David Kesner, Orville Pratt, Warren Smith.

**Public:**

In Attendance: Cheryl Hunt, Senior Advocate; Vanessa Contreras, SMART travel team for ARCA; Donald A Gallegos Sr. State Board of directors for the New Mexico legislator for SMART; Elizabeth Moya SMART travel team for ARCA; Sandra Taylor Supervisor for SMART travel team for ARCA; Ethan Dray, SMART travel team for ARCA; Kathryn Arndt.

**ABQ Ride:**

In Attendance: Bruce Rizzieri, Director; Phyllis Santillanes, Administrative Assistance.

Mr. Kesner took roll and polled the Board as well as others as to what was their mode of transportation to the meeting.

**Acceptance of Agenda:**

Mr. Kesner asked for approval of the agenda. Mr. Smith moved to accept the minutes. Ms. Conley seconded and the minutes were approved.

**Minutes from December 10, 2015:**

It was noted that Ms. Birbiglia’s name was misspelled throughout the minutes. Also noted that Mr. Kesner was not present at the last meeting. Ms. Conley moved for approval of the minutes. Mr. Smith seconded and the minutes were approved.

**Public Comment:**

Ms. Chery Hunt stated she observed a wheelchair that was not secured by four straps on route 66 in bus number 743 going westbound at 3:57pm on December 11, 2015. Ms. Hunt stated that routes 11 and 141 will change times by a few minutes. Ms. Hunt also spoke about several stops that did not have posted schedules and she has had the experience of having people ask her about bus times. Ms. Hunt stated that she has called 311 several times regarding bus stops which need painting as well as stops that had trash cans that were over flowing.

Mr. Rizzieri spoke about the challenges of replacing schedules. Mr. Rizzieri stated that there are options to using paper schedules, one of which is the ABQ Ride app, and another is using the text-to-ride phone number. Mr. Rizzieri stated that paper schedules should be available on buses, as well as other locations.

Ms. Kathy Arndt added that she would like to see businesses in the downtown area have information for Rail Runner, Greyhound, taxis and Rio Metro. Ms. Arndt feels that it would be beneficial for this area to have a kiosk that had all this information as well as schedules for Rio Metro. Ms. Arndt went on to state that she has noticed that drivers work very hard to help passengers, she feels the seats are cleaner and nice.

Guests from the SMART program, travel training, at ARCA, had several valuable comments.

It was discussed that the emergency call button for the Rail Runner was not working and Mr. Rizzieri stated he would send an e-mail to let them know.

In their travel training they have come across some issues of the bus not stopping unless a passenger stands up when the bus arrives, if the individual is visually impaired this can be an issue.

In the training they help students understand that they have the right to ask the driver for help and the response has been, “look at the schedule”. They identified routes 10 and 16 as having drivers who are rude. They state that it is more than one driver, it seems to be most of them. They spoke about incidents where the bus is traveling to fast and yet are late at pick up points.

Mr. Rizzieri advised them to call the Administrative Assistant with information so the drivers can be identified and follow-up action can take place.

They also spoke about their issues of planning safe routes so the trainees can safely cross a street to get to a bus stop.

Mr. Tilley suggested that they may get in touch with MRCOG for safe routes.

Mr. Kesner, spoke about his experience with the Baltimore bus system in regards to signs that stated: that strollers must be folder before getting on the bus, and that only folding bikes and scooters are allowed on the bus. Mr. Rizzieri asked him to send this information to him.

**Director’s Report:**

Mr. Rizzieri reported that the ridership decline is holding steady, 8.7 percent, due to drastically declining oil prices.

There are twenty replacements CNG Buses and at least half of them have been delivered and the radios installed and waiting on post- delivery inspection. They will be replacing 300 series buses. These new coaches will have ramps instead of lifts.

Mr. Rizzieri spoke about the recent weather and reported no major problems. Mr. Rizzieri explained that there were some delays but the drivers and the mechanics did a great job.

Mr. Tilley stated that ABQRide got him safely home on New Year’s Eve and to work safely.

Mr. Tilley is concerned that ridership has continued to go down. It is the lowest in the past seventy- six months. He is concerned that there are other factors and feels unsure about how to turn that around. Mr. Tilley is concerned that there is no advertising and he would like to see advertising going in the direction of showing that riding ABQRide is fun and not boring and perhaps offer incentives and work with businesses along the routes to also offer products or services, if they rode ABQRide.

Mr. Rizzieri stated that they are looking at doing some radio spots and also states that marketing is working on advertising.

Mr. Rizzieri spoke on the outreach program and how it will continue to work with these types of issues. Mr. Rizzieri believes incentives have worked in the past to entice ridership.

**Unfinished Business:**

Mr. Conley who volunteered to head up the subcommittee to write an Op Ed letter about the ART, stated that in her research she has not found the information she is seeking to spearhead the letter. Mr. Tilley wrote a letter for Ms. Conley to review for this purpose and to start a conversation.

There was ART project discussion. The members spoke about the affect construction would have on businesses.

Mr. Rizzieri explained that assistance will be provided to businesses during construction: promotion of businesses being open during construction; events such as Transit Thursday, etc.

**Adjournment:**

Mr. Kessner motions to adjourn, Ms. Conley seconded and the meeting is adjourned at 12:57 pm. The next meeting for TAB will be held on February 11, 2016, at the Alvarado Transit Center on the second floor at 11:45 am.