

**Para Transit Advisory Board**

**Alvarado Transportation Center – 2nd Floor**

**Meeting Notes**

**July 19, 2016,**

**Board Members Attendance:**

Jayne Frandsen,Jim Copeland, John Standish, Antoinette Wright

**Transit Department Attendance:**

Bruce Rizzieri, Director; Sandra Saiz, ABQ RIDE Supervisor; Phyllis Santillanes Administrative Assistant.

**Public in Attendance:**

Joe Sorenson, Ellen Nolan, Diana Marquez, Daphne Mitchell.

**Call to Order:**

The meeting was called to order by Jayne Frandsen at 10:30am.

**Acceptance of the minutes for May 17, 2016:**

Acceptance of the May 17, 2016 minutes are postponed until next PTAB meeting.

**Approval of Agenda for July 19, 2016:**

Ms. Frandsen motioned to accept the agenda. Mr. Copeland moved and Mr. Standish seconded and the agenda was passed.

**Public Comment:**

Mr. Joe Sorenson spoke about a trip that was made to Minnosota and using their paratransit system. Mr. Sorenson stated that the system was much larger than ours in Albuquerque. The ride is free if the driver is more that half an hour late, the cost is more there; three dollars and during peak hours it is four dollars. Mrs. Ellen Nolan also added that the vans were very nice, the driver introduced themselves, and the drivers escorted the passengers to the door.

Ms. Diana Marquez commented that sometimes the seats on the Sun Vans feel like the seats are not tied down properly. Ms. Saiz asked Ms. Marquez to identify the van and the day she traveled so we can double check these vans seats.

Ms. Saiz added that the issue with the air conditioner leaking has been resolved due to Thermo King making the adjustments that were needed.

Mr. Copeland asked at this time, “Are the drivers trained to introduce themselves or provide the van numbers to the passengers?” Mr. Sorenson stated he has had drivers tell him “you should know”. Ms. Nolan stated it would be a good idea for them to introduce themselves, Mr. Copeland suggested to Mr. Rizzieri that our drivers should introduce themselves. Mr. Rizzieri felt that was a good idea.

Ms. Daphne Mitchell commented that she was glad that there was this forum and wanted to relay a situation that occurred with her visiting sister. While in town her sister went through the process of obtaining a temporary ID to utilize the Sun Van. When the driver arrived to pick up her sister, she did not have an ID and the driver called dispatch to get instruction on what he should do. The dispatcher could not locate her sister’s name in the system and instructed the driver that she could not ride without an ID. When she tried to explain that no ID was ever issued nor a letter sent, the dispatcher insisted that she exit the Sun Van and if she didn’t he would have to call the police. When the supervisor was informed of this situation, she told dispatch that the lady was a visitor and she had a temporary ID and she could be transported. Ms. Mitchell stated that not everyone was properly trained in this process and it became a stressful situation for her sister. Ms. Mitchell also added that if it had been a passenger with a cognitive disability it could have been tragic.

Ms. Saiz explained that part of the situation had to do with the way the temporary ID was entered into the system. A temporary ID should be four numbers with the letter “T” in front. This visitor ID was entered with the letter “T” at the end. Ms. Saiz also added that training in this area will be addressed for the drivers and dispatchers.

Ms. Saiz explained that no ID is issued nor is a letter sent. The visitor’s information is entered into the system and a file is created that includes the letter from the visiting passenger.

Mr. Copeland relayed a situation that occurred at Alta Mira. An employee was not picked-up there and the employee’s mother had to come and get her. He explained that a staff member stayed with her until the mother arrived, which was after five o’clock. The mom asked Mr. Copeland what could be done because they were in contact with the dispatcher but the van never arrived. This employee is intelectually disabled and was not able to do this for herself.

Mr. Copeland felt that there was total break down in communication and wanted to know if there is process in place when situations of this type happen.

Ms. Saiz explained that when situations of this type happen the rider, the care provider, or the parent/guardian can call dispatch and ask for the location of the van. If there are problems, one of these individuals should definitely call customer service and ask to speak with a supervisor.

Ms. Marquez stated that she did not care for the “Same Day Service” or a “Call when ready”.

**Directors Report:**

Mr. Rizzieri introduced Ms. Antoinette Wright as the newest member of the PTAB. Ms. Wright is the Grant Manager for ARCA.

Mr. Rizzieri stated the the ridership report is unavailable for review this month, as the employee is on vacation, it will be presented at the next meeting.

Mr. Rizzieri referred to the Sun Van eligibility report and offered to answer any questions about it.

**New Business:**

Ms. Frandsen discussed the two new resolutions that needed to be approved.

The first resolution is the Meeting Notification Resolution. Mr. Copeland moved to approve, Mr. Standish seconded and the Resolution was approved.

The second Resolution is the Meeting Schedule Resolution. Mr. Standish moved to approve, Mr. Copeland seconded and the Resolution was approved.

Ms. Frandsen stated that a secretary was not needed for this Board, as the City provides us with notes.

**Meeting adjourned:**

At 11:00am.

**Next meeting:**

10:30am on September 20, 2016 at the Alvarado Transit Center.