

**Para-Transit Advisory Board**

**Alvarado Transportation Center – 2nd Floor**

**Meeting Minutes**

**May 16, 2017**

**Board Members:**

Antoinette Wright, Darlene Fattorusso, John Standish

**Members of the Public:**

Joseph Sorenson, Ellen Nolan-Sorenson

**ABQ Ride:**

Bruce Rizzieri, Director; Sandra Saiz, ABQ Ride Supervisor; Yvette Garcia, Administrative Assistant; Suhein Medina-Baca, Administrative Assistant

**Meeting Called to Order:**

Ms. Wright called the meeting to order and took roll at 11:51 AM.

**Acceptance of Agenda:**

Ms. Wright asked for approval of the agenda, all members of the Board voted to approve the agenda.

**Approval of Minutes from March:**

Ms. Wright asked for approval of the minutes, all members of the Board voted to approve the March meeting minutes.

**Public Comment:**

Ms. Nolan-Sorenson stated that some of the signs need to be updated on the fixed route system. Mr. Rizzieri responded by saying that the Department recognizes that many signs at bus stops need to be replaced. Bus stop design and replacement will be a major project after ART goes into service. Mr. Sorenson wanted to note that the IVR system is working well now.

**Chairperson’s Report**

No Chairperson’s Report at this time.

**Director’s Report**

Mr. Rizzieri went over the ridership report. He stated that ridership is up 3% when compared to the same cumulative time period for last year.

Mr. Rizzieri mentioned that last calendar year an FTA consultant team reviewed Sun Van documents, procedures, and operations. The consultant team’s findings were received in March 2017. The FTA report indicated that we are doing very well in some areas and other areas there are deficiencies that we have to work on. The deficiencies include not looking at the applicant’s ability to travel from a bus stop to all destinations in the service area; so changes are being made to the Sun Van application form to reflect the total possible aspect of a trip.

Another area of improvement will be to provide more detailed content in the letters sent to individuals who were not granted certification or why the individual was granted a temporary certification. Other areas that need work is the on-time performance for the negotiated scheduled pick-up time and the arrivals by appointment time. The on-time performance goal is 90% and currently this percentage is 86%. The Department also needs to start monitoring telephone call volume per hour- per day, the hold time, and what percent of phone calls were answered within the first 5 to 10 minutes.

The Transit Department is in the process of hiring a consultant to develop the mechanism for generating the telephone call volume reports.

Mr. Rizzieri stated that applicants who are not granted certification have the option of appealing the decision to the Appeal Committee. The Department will be working with a consultant to formulate draft procedures for a slight restructuring of the appeals process. A draft restructuring of the application process will also be developed. Ms. Fattorusso asked Mr. Rizzieri if city staff can be in the appeals meeting. Mr. Rizzieri responded by saying, “Yes”.

Ms. Fattorusso asked if there was news about individuals applying for membership on this board. Mr. Rizzieri responded that he is not aware of any individual who has applied for this board. Mr. Rizzieri asked if the board members know of any individual who interested in applying. Ms. Wright asked if the number of Para Transit Advisory Board members was evaluated by the FTA review team. Mr. Rizzieri responded that he did not see that in the report.

Mr. Rizzieri provided information on how the Department has responded to the increasing number of Sun Van rides being provided. From 2010 to 2017 the Department has increased the number of vans by 18. The Department has adjusted the Sun Van Chauffeurs work schedule to include more “straight” runs and less split-runs.

In the future the Department will seek to increase the number of vans and the number of Sun Van Chauffeurs.

Trapeze software includes a program for Sun Van and fixed- route scheduling. The Transit Department is in the process upgrading to Trapeze16 from Trapeze 10. It will take a couple months to transition to version 16. Our current software does not indicate when a van is running late. The new software will show which vans are running late. This will enable a dispatcher to make adjustments to van pick-up schedules, which will improve customer service. When passengers schedule by appointment time Sun Van Chauffeurs are not allowed to drop off a passenger any earlier than 30 minutes before their appointment time. The new software will provide information concerning this drop-off window.

Ms. Fattorusso wanted clarification on the sheltered to non-sheltered certification process. Ms. Saiz stated that if a sheltered passenger wanted to no longer be classified as a sheltered passenger the individual would need to be recertified. Mr. Rizzieri will review the current policy to find out if it states that an individual can keep their current shelter status while the request to be recertified is being reviewed. It is a possibility that if an individual is no longer designated as a sheltered passenger, the individual may no longer be eligible for Sun Van services.

**New Business**

During the next meeting, July 18, 2017, Board members will vote for a chairperson, vice-chairperson, and vote on the annual public notification resolution and the Fiscal Year 2018 bi-monthly meeting schedule resolution.

**Meeting adjourned**

The meeting adjourned at 11:23 am