

City of Albuquerque
Advisory Committee for Transit of the Mobility Impaired (para-transit)
 January 11, 2011 – Minutes

PAB Members Attending: Tracy Agiovlasis (Chairman), Mike D’Arco, Olimpia Castillo, Jayne Frandsen, Judy Moore and Bill Richardson (TAB Liaison) **Absent:** *none*

Transit Staff Attending: Danny Holcomb, Bruce Rizzieri, Annette Paez & guest speaker David Rishel from Delta Services Group

Guests Attending: Bernadine Chavez (DRNM), Ellen Nolan, Joe Sorenson, Marilyn Martinez, Donald Good and Richard Bennison (ABQ ADA Coordinator)

Tracy A, Chairman, called the meeting to order at 10:42 am. Roll call noted above. Judy M moved to approve the agenda, Mike D seconded & all approved. Mike D moved to approve the December 2010 minutes, Judy M seconded & all approved. Reminded ABQ Ride staff to bring the recorder to the February meeting and confirmed that Jayne F will be transcribing the minutes starting in March 2011.

Public Comments: (2-minute limit) – none

ABQ Ride Performance Metrics: Danny H provided these statistics, including number of complaints received and closed. Closed Complaints indicate those documented and followed up on by appropriate staff including return calls to the riders when requested. The breakdown of type of complaints is not available at this time as they are still in transition of combining programs to break them down. For December 2010 in comparison to 2009:

Statistics December	Yr 2010	Yr 2009
Reservations Made	22,879	21,075
Placements (all rides provided)	284	0
Cancellations	5,981	4,731
No Shows	530	476
Number passengers	16,062	15,546
Number companions or attendants	1,956	1,512
Percentage of Subscriptions	41.6 %	30.7%
Percentage of On Time Performance	88.0%	87.0%
Closed Complaints	695	764

As requested Danny H provided a summary for **Dec 1-31, 2010** of **on-time performance** that is recapped in the table below. It is broken down into the time rides are actually scheduled in relationship to the time requested. The time scheduled is either before or after the requested time. Any that are scheduled beyond the 60 minutes (or 1 hour) are considered ABQ Ride error since the regulations call for rides being scheduled within 1 hour of time requested.

Within 5 minutes	Between 6 & 15 minutes	Between 16 & 30 minutes	Between 31 & 45 minutes	Between 46 & 60 minutes	Beyond 61 minutes
15874 rides	1691 rides	1218 rides	683 rides	1627 rides	55 rides
75.1 %	8.0 %	5.8 %	3.2 %	7.7 %	0.3%

Delta Services Group Review 2010: Presented by Dave Rishell – who detailed some of his experience including as a founding director of an ADA unit in the a mass transit service in New Jersey, as a court appointed ADA Auditor in Detroit and who assisted in restructuring the system in Washington DC to comply with ADA. He noted that Delta has been doing evaluations on the ABQ Ride fixed route service since 2004 and notes that the fixed-route service is much better since then. Dave R added that our streets are much better than other cities in regard to smoothness, cut outs etc. Ellen N stated that some of our curb cut outs are too steep. The para-transit service, or SunVan service, was evaluated for 9 days in end of July and end of September and included 70 rides, 41 of those rides Dave R took personally. He noted that he did mostly stay along the Central Ave NE corridor and many rides where from his hotel to the VA Hospital. He only took a couple rides off that corridor or to the west side of town. Here is a basic overview of his presentation:

- **Eligibility:**
 - Current application covers all ADA required items
 - Letters regarding denial or acceptance of certification are sent within required times
 - Unwarranted denials are not a problem
 - Interviews are conducted (some services in US do not do interviews at all) **
Danny H noted that the current Interview is primarily detailing how SunVan works rather than as assessment of ability to use fixed- route service or not.
 - Summary: Eligibility system is too open, our interviews do not focus on actual mobility needs, there is too much stress on medical verification and the overall assessment is very lax.
 - Suggestion: Revision of process advised to include a needs based interview and educate persons on accessibility of ABQ Ride fixed-routes

- **Service Area:** Far more service area than required by ADA regulations, well beyond $\frac{3}{4}$ mile from other mass transit (or fixed-route bus lines)

- **Response Time:**
 - Reservations made between 8am – 5pm M-F meets requirements
 - Call time good – out of the 40 calls Dave R made between 8am – 11am, he was on hold only twice (less than a minute) and calls mostly answered within 4 rings
 - Negotiations to schedule within 1 hour of requested time:
 - 41% he was given requested time
 - 41% were within 30 minutes
 - 12% were scheduled between 31-45 minutes
 - 5% were scheduled between 46-60 minutes
 - Allowed too many reservation per call (more than 6 reservations standard policy for ABQ Ride)

- **Fares:**
 - SunVan fare (\$2) is no more than twice a regular bus fare (\$1) as required
 - Coupon books offering discount is above requirements

- **Trip Purpose:** No prioritizations on trip purpose was given per regulations

- **Hours & Days of Service:** SunVan is offered overall from 5:30am to 10 pm anywhere, which is beyond regulations. Regulations state that SunVan should run in any given area only according to what fixed route time is offered in that area.
- **Capacity Restraints:**
 - There are no waiting lists for rides, as offering riders a “placement” is okay, these should be watched (as all rides within ¾ mile from fixed-route service are mandatory to be provided on SunVan)
 - On-time performance was okay but could be improved
 - 78% of pick ups were within the +/- 15 minutes allowed
 - 14% were within 16-20 minutes of scheduled time
 - 5% were within 21-30 minutes of scheduled time
 - There were no rides denied
 - Only 1 missed trip in which the dispatcher was unprofessional
 - Suggestion: Provide professionalism training to staff on phones with public
 - Trip duration (or time on the van) was reasonable, but most rides were direct and seem too short to be efficient – it “felt too much like a taxi service”
 - 66% of the rides only took less than 20 minutes
 - 22% took between 21-30 minutes
 - 10% took more than 30 minutes (but distance was from Coors to Eubank for example)
- **Non-ADA Items:**
 - Only 12% of the time was there a problem finding a rider & none were missed
 - No boarding delays
 - Only 3% of the time was there failure of drivers to assist passengers
 - No lift or other bus malfunctions and vans all clean (attributed to the method of ABQ Ride assigning vans to specific drivers giving them pride and ownership to keep the vans clean)
 - 70% of the time drivers failed to ensure seat belts were worn by riders
 - Van tie-down always used for wheelchair users, but 7% of the time they were not secured properly (3 cases the lap/shoulder belts were not used)
 - Driver attitude was good (70% friendly, 30% neutral and none were hostile)
- **Conclusions:**
 - No ADA compliance violations
 - ABQ Ride provides very good service overall
 - On-time performance can be improved
 - Eligibility process needs to be redesigned and improved as noted above
 - In discussion of better assessing riders needs, Dave R pointed out that at one point any person who was blind was automatically given SunVan certification and this should only be true if it is needed according to an individuals issues in using fixed-route service
 - There was also some discussion regarding riders who are “Conditionally certified”, that is can sometimes use fixed-route service and sometimes needs SunVan due to specific conditions. There are no specific FTA regulations regarding this, but the Federal Justice Department is moving toward no blanket certification, but determination on a trip-by-trip basis.

Bruce R stated that their challenge over the next 6 months is getting a working plan to address issues noted from the Delta review, primarily starting with improving eligibility. He and Danny H noted they would have a draft of a new application and process at the February meeting. Bruce R stated they are also working on getting Rio Metro, DSA and ABQ Ride all using Trapeze software to better blend para-transit needed by our community. Tracy A asked that as restructuring is implemented communication with the community, especially SunVan riders and their advocates, be a priority. Bruce R stated he would provide handouts and put information on the website appropriately.

ADA Training for staff and this committee: Danny H stated that he covered information from his conference in the last meeting and did not have anything to add. Bruce R noted that ARCA received a grant (part of the New Freedom grants) to provide training on fixed-route buses recently and ABQ Ride is contracting with ARCA for 3 months in the process.

Items for February 2011 agenda: none noted other than eligibility changes review

Adjournment: Tracy A adjourned the meeting at 11:59 am. **The next meeting will be held Tuesday, February 8th, 2011 (the 2nd Tuesday) here at ATC from 10:30 am to 12 pm.** The public is welcome and encouraged to attend.

(Approved 2/8/11 by committee quorum)