

City of Albuquerque  
**Advisory Committee for Transit of the Mobility Impaired (para-transit)**  
November 9, 2010 – Minutes

**PAB Members Attending:** Tracy Agiovlasis (Chairman), Mike D’Arco, Olimpia Castillo, Judy Moore and Bill Richardson (TAB Liaison)   **Absent:** Jayne Frandsen (excused)

**Transit Staff Attending:** Annette Paez

**Guests Attending:** Ellen Nolan, Joe Sorenson and Donald Good

Tracy A, Chairman, called the meeting to order at 10:37 am. Roll call noted above. Tracy A noted that the October 2010 minutes included a note about IVR call issues from the previous month which needed to be deleted. Mike D moved to approve the October 2010 minutes as amended, Judy M seconded & all approved. There was no official agenda so the minutes were used as a guide to follow up on items staff agreed to address.

**Public Comments: (2-minute limit) – None.**

**ABQ Ride Performance Metrics:** Tracy A noted that last month there were no statistics on Cancellations, No Shows, Missed Trips and Placements for September 2010 provided and asked if these would be included in the ones presented today for October 2010. Annette P stated that no statistics are available due to staffing issues have put them behind schedule. She added that it is difficult for them to obtain the month before for our meetings in general as the SunVan statistics are not ready until the end of the month. In order to obtain accurate statistics moving the meeting date was discussed, but Judy M suggested that this committee be given the statistics from 2 months before for accuracy. This will be further discussed at the next meeting.

**IVR call problems:** At the October meeting riders notified staff that the IVR system had not been working for 2 weeks and Bruce R stated he would follow up. Annette P stated that the IVR system was restored that day.

**Spring Newsletter still not posted on website:** Last month Tracy A reminded staff that the website still had “Spring SunVan Newsletter coming soon” and Bruce stated he would get it posted. Tracy A stated the newsletter was still not posted at this time. Mike D added that the website is not noted on the SunVan newsletter that was printed and suggests that would be important to include. Annette P stated she did not have any information on the Spring newsletter issues described here, but stated that the staff is working on a new one currently.

**Committee Issues:**

**1. Minutes Recorder:** Annette P provided a digital recorder for this meeting and recorded the discussion.

**2. Code of Resolutions Update:** As the first step to this update is to have a city councilor sponsorship for the changes, Judy M agreed to talk to possible councilors with Tracy A to discuss the issue. Mike D moved that a plan be made by January 2011, Judy M seconded and all approved.

## Report from TAB (Transit Citizens Advisory Board):

- 1. New routes to Unser and McMahan:** Lucy B requested Bill R to ask if these bus route extensions are commuter or regular bus routes. Annette P stated they are commuter routes and should begin the first of next year.
- 2. Drivers report SunVan passenger dissatisfaction:** Bill R stated that they have heard reports that drivers are hearing from passengers that it is harder to get rides when they want them and that the riders are dissatisfied with SunVan services. The drivers also stated that they were working too many hours (14 and 15 hour days or double shifts) during the State Fair and Balloon Fiesta. Annette P responded that she feels any complaints about hours were related to the drivers being promised time off, but the demands of service required them to work. Bill R asked if they were short of vans for SunVan services in relation to the complaints from riders noted here. Annette P stated that there is no shortage of vans and that they are able to provide rides to riders within 15-30 minutes of the time requested. Tracy A asked Annette P to remind Bruce R that he stated he would provide statistics regarding time requested and time reserved for riders each month and that has not been reported to date. Bill R asked what the follow up on the suggestion to use taxi service agencies to provide SunVan rides to those who can use a taxi. Tracy A stated that Bruce R was also exploring supplemental service to SunVan needs from Department of Senior Affairs transportation service. Annette P did not have any information on either of these ideas to assist in providing rides needed by SunVan certified riders. Tracy A asked that a progress report on these be provided at the December meeting. Olimpia C asked when the staff would review which certified riders are not using SunVan services and if dropping them would free up vans for needed rides.

**Additional Stop on the #51 Atrisco Bus:** Judy M had requested at the September meeting that another stop on the other side of the street from Joy Junction be added so that riders with special needs living in the area do not have to cross the train tracks to get home. Bruce R stated in October he would review it and would include that in the December bidding process as appropriate. Annette P stated that the bidding process has been postponed and will be done January 29, 2011 and she would remind Bruce R of this request.

### New Business:

- 1. ADA Training:** Tracy A stated that she became aware today that Danny H is attending a ADA training out of town. Tracy A noted that Bianca C (staff member on the team determining certification for SunVan) was not included in that training and due to the fact that Danny H has probably been to many in his years of service, asked why she was not sent for training. Annette P stated it was a budget issue. Tracy A moved, Judy M seconded and all approved that ADA information, including any new information Danny H obtains be provided to appropriate staff, including Bianca C. Tracy A requests that be done through an official in service. Mike D asked if Danny H could also share the information he learned be shared with this committee. Annette P stated she would ask him.
- 2. Appeal Process:** Tracy A noted that there were several appeals before the meeting today and that this committee has been requesting a revision of the appeals process specifically addressed in the SunVan Policy & Procedure Manual since before January 2009 and we continue to need this addressed. Tracy A added that this committee has been asking for revised copy of the complete Policy & Procedure Manual (an internal document for ABQ Ride, not the Riders Manual available to the public) service since

2008. Since this was in revision since April 2010 under Bruce R, we will follow up on this at the December meeting.

**Items for December agenda:**

1. Performance Statistics – need complete report as promised and plan for accurate data
2. SunVan service rider satisfaction
3. Adjacent taxi and Senior Affairs van service with SunVan to provide needed rides update
4. Policy & Procedure Manual – Appeals Process update urgent
5. Policy & Procedure Manual – copy of revised edition for this committee (last one 2008)
6. ADA Training for staff and this committee plan
7. Newsletter

**Adjournment:** Tracy A adjourned the meeting at 11:24 am. **The next meeting will be held Tuesday, December 14<sup>th</sup>, 2010 (the 2<sup>nd</sup> Tuesday) here at ATC from 10:30 am to 12 pm.** The public is welcome and encouraged to attend.

*(Approved 12/14/2010)*