

City of Albuquerque
Advisory Committee for Transit of the Mobility Impaired (para-transit)
May 11, 2010 – Minutes

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

Transit Staff Attending: Bruce Rizzieri, Transit Director & Annette Paez, Operations Manager

Guests attending: Diana Marquez, Joseph Sorenson, Ellen Nolan, Leslie Hoelzel (ARCA), Richard Bension (ABQ City ADA Coordinator), Donald Good, Art Tannenbaum, Marilyn Martinez, Susan Weiss (ARC of NM), Jenna Hill, Vicki Kowal (NMSS), Robert & Kathleen Stevenson (NMSS)

Tracy A, Chairman, called the meeting to order at 10:34 am. Roll call noted above. Jayne F moved to approve the agenda, Mike D seconded & all approved. Mike D moved to approve the minutes from March 2010, Jayne F seconded and all approved.

Public Comments: (2-minute limit)

1. **Joe S & Ellen N** – Joe asked if there was anyway the CSRs (Customer Service Representatives) could have maps available to them for scheduling and routing. Ellen added that the issue is when 2 riders live a couple of miles away from each other and are going to the same appointment, sometimes they are able to request the same van and sometimes not. If the CSR had a map available it could be easier to see and schedule the riders on the same van. Bruce R said that if a rider tells the CSR they want to be on the same van as another rider, it can be arranged either at that time or by the person reviewing the schedules the night before. This cannot be done if the other person has not already scheduled a ride. Bruce R added that if one rider gives permission in writing for a second rider to book rides for him/her, the second rider can in fact book a ride on the same van for both of them. Tracy A questioned if this information would be kept in the information that comes up on the screen when scheduling and Bruce R responded that they are discussing caution in what information can be included on the screen in order to honor privacy.
2. **Art T** – Art stated that despite ABQRide advertising they are 100% ADA compliant on the fixed-route buses, he feels they are “no where near 100%” whether looking at vehicles or in the operation of the vehicles. Art T noted that some buses do not have operational signals for wheelchair users to signal for their stop and that many improvements will be required beforehand if transferring SunVan users to fixed-route service would ever occur. Bruce R responded that they are working on the inaccuracies of the automatic announcements of street intersections, with the help of Art T notifying them of specific problems. Bruce R also stated that beginning Monday 5/3/10 they are now regularly checking buses on routes for ADA compliance with follow up by appropriate staff to correct. The staff have also discovered that the announcements were too close to the stop so they are rescheduling the trigger for a bit earlier allowing adequate time for a rider to signal the driver to stop in time. Bruce R and Annette P noted that the older buses have a button near the wheelchair location that will ring twice to alert the driver the stop will require wheelchair lift deployment and that the newer buses have a “lift requested” light linked to the button near the

wheelchair and that they will be retraining drivers to routinely look at the light with signals to stop.

- 3. Vicki K** – Vicki asked about the size of the buttons, noting that size and sensitivity need to be considered for persons with visual and/or motor hand control issues. Annette P said that the older ones are round buttons about 1 inch in diameter and the newer ones are a rectangular strip about 3 inches long and both should be touch sensitive for any rider.

ABQ Ride New Performance Metrics: Bruce R stated that the staff has collectively compiled some measurements, with input from other agencies as well, that should provide information to improve, maintain and/or change procedures needed to provide good service. He shared a copy of a draft of 16 specific things to track and is open for modifications to the list from this committee and the public. Tracy A noted this committee would like the total number of certified riders, the number newly certified each month and asked if there was a way to track the number that drop their certification. She also requested that a general statement of the number of disciplinary actions taken be shared without revealing level of the action or who/what was involved. Bruce R stated that both the certified riders they lose and the disciplinary actions would be best on a quarterly basis for ensured privacy. Tracy A also suggested that it could be useful to track the number of cancellations for trips done via the IVR confirmation call versus those done by riders initiating a call to ABQ Ride. The list will not be retyped in these minutes, but Bruce R will have them posted on the website SunVan section for anyone to review and did verbally go over the list at the meeting. Please send suggestions to Bruce R by May 31, 2010.

Newsletter Update: Bruce R stated that the newsletter should be mailed out by the end of next week and that 600 names are on the list. He added that they are working with the NM Commission for the Blind to provide copies in Braille, have it on the Newline for the Blind service and posted on the website. There will be information included that asks anyone who prefers receiving it on email to let ABQRide know that and give them their email. Tracy A requested that everyone on this committee be included on that mailing list and Bruce R said he would make sure we were included. Olimpia C asked if it were possible to change the mailing list to send only one newsletter to an address where 2 SunVan users reside and Bruce R answered that they would be happy to do it if that were specifically requested.

Delta Compliance Assessment for SunVan: Bruce R noted that this would be the first time SunVan services will be reviewed by the national company that evaluates mass para-transit and transit services nationally. This will occur this summer sometime and will include assessment of several service components including the Policy & Procedure Manual, appeals process and service, comparing it to other mass transit companies of similar size. This committee and a few SunVan riders conducted the only other third party evaluation of SunVan service two years ago.

IVR call issues: Tracy A stated that there have been complaints regarding the IVR (Interactive Voice Response) system including getting the 5 minute call (due before pick up) while already on the van, not getting the 5 minute call at all, verbiage and length of confirmation calls the night before etc. Regarding the 5 minute call, Bruce R stated that it is normally automatically triggered according to the drivers manifest or scheduled plan so if the schedule is changed due to a late pick up or driver changing the sequence of pick ups/drop offs and the manifest is not updated, those calls will not correspond to the real pick up time. They are working on how to correct that problem. Regarding the confirmation call the night

before, Bruce R stated that they are working on decreasing the script and decreasing confusion by changing it to use the rider's ID number versus a trip ID number and he will present a revised draft of the script to the June meeting. Diana M stated she is confused about cancelling a trip on that night before call since it asks for an ID number and a password. Annette P stated that the ID number is the rider's ID number and the password currently refers to the trip ID number, but they are in process of changing it all to the rider's ID number.

Bruce Rizzieri - ABQ Ride Update: Tracy A asked Bruce R to follow up on several items he talked about in the April meeting and/or stated he would check into for today's meeting.

Multiple pick up spots on CNM and UNM campuses: Bruce R stated that the process of installing signs at the identified locations at CNM would hopefully be done by the end of June and the UNM signs by the end of July. Tracy A noted that the various spots will be named and asked about how that will be communicated to the ridership. Bruce R responded that they will be posted on the website and in the next newsletter. Jayne F asked if the dispatchers and CSR's will have detailed descriptions of those locations since riders may need time to get used to the names given to each location. Bruce R stated they would obtain detail information from CNM & UNM for spot identifiers that his staff can be made aware of for troubleshooting pick-ups or drop offs.

Use of one van to pick up riders going to or coming from one location: This is an idea from ABQ Ride to also assist in van efficiency and timely customer service. Bruce R stated that this is a 6-8 month project goal and will need to include analysis of geographical information of riders in relationship to the one location as well as what times of day would have a high number of riders requesting a trip. He did suggest that for example they would consider talking to a dialysis location to see if the SunVan riders could be scheduled for dialysis on the same day as each other and as close to the same time(s) as possible so that this idea could work.

Complaints and Compliments: At the last meeting there were still some concerns that riders would not hearing back from staff regarding their complaints or compliments and Bruce R stated he would check on the status of the customer service. Bruce R stated that Danny Holcomb is doing a great job in following up with riders especially regarding complaints. He noted that they are also tracking if the problem was a result of actions or miscommunication on the part of staff or the rider. Tracy A stated that it is vital for riders to call in with complaints and compliments so that ABQ Ride can address these issues appropriately. Bruce R agreed and added that the more information given at the time of the call including location, date, time, van number and other specifics, the better for them to properly address the issue. They are also currently posting compliments on the board in the various areas for staff to see and are looking into a way to honorably recognize individual staff members who receive a compliment. Richard B asked if Danny H gets back to the complainant at the end of the investigation into the complaint and Bruce R verified that is true. Danny H is the primary person responding to these calls.

Utilizing other transportation systems for SunVan rides: Bruce R stated the Delta review team would evaluate this idea.

Funding follow up: Tracy A stated that there were some questions from the audience at the last meeting regarding expenditure of the federal and state dollars received by ABQ Ride. Bruce R stated that federal funds appropriated through Congress have several components specific to where they are applied in the budget. He stated that funds to purchase new vans and/or buses are obtained about every 3 years and also include a local match amount of money. Bruce R added that some of last year's federal funds were specified to pay the loan debt for new buses purchased about a year ago. Tracy A noted that Bruce R has previously stated that the ¼ cent city tax in which 36% will go to transit will begin collection in July 2010, but that any funds from that month will not be distributed until September or October of 2010. Bruce R added that some of these fund distributions would be applied to fill the gaps in the budget for the current level of services, not to expand any. He noted that the City of ABQ fronted funds last year for the Blue Line and Green Line in anticipation of the ¼ cent tax approval and so some funds will be applied to those bus lines and may or may not include some expansion.

Staff Liaison for this committee, website updates and committee membership: Bruce R confirmed that the liaison position for this committee will be shared by Annette P and Danny H and that he will change the website information to list Danny H as the point of contact.

Tracy A noted that the website still uses the term "Para-Transit Advisory Board" in some places and needs to be updated to ACTMI, some links to committee minutes are broken as well as outdated information continues to be posted (such as rides must be cancelled by 5pm the day before a ride) etc. Bruce R agreed that anyone who notices any issues with the website, please contact Danny H about this. Tracy A applauded the ABQ Ride staff person, Bobby S, who has been very responsive in getting the approved minutes from these meetings posted on the website quickly and invites everyone to visit the website area for information about this committee etc.

Tracy A announced that this committee is still in need of new members, recognized that several attendees have applied on-line to become members and that the contact in the Mayor's office has changed. Please contact Giselle Alvarez to follow up on your application or to apply for an appointment to volunteer on this committee.

Appeals Process and Policy & Procedure Manual Update progress: As stated above by Bruce R, review of this manual will be part of the Delta service review this summer. He added that internally they are working on sections at a time, currently it is the role of the CSR, standard procedure for incoming calls, how to answer the phones as well as the relay between staff such as dispatchers and drivers. The next section will be regarding training of SunVan drivers.

Report from TAB (Transit Citizens Advisory Board): Bill R had nothing to significant to report at this time.

New business &/or items for June agenda:

1. Diana M asked if the bus stop signs could be redone since they were fading and therefore difficult to read. Bruce R said they are already in the process of replacing them with new ones.
2. Jenna H stated that she is part of a transportation committee for People First and would like this committee to connect with hers. Tracy A agreed to contact Susan W, also associated with the People First committee within the next few weeks.

3. Ellen N distributed copies of the letter to the editor she and Joe S wrote to the ABQ Journal.
4. Tracy A noted that she is beginning to compile an email list to send monthly agenda's to people interested in the work of this committee, so please let her know if you would like to be added to this distribution list. She also noted that she has been usually sending draft minutes to anyone who attended, but it is important to note that these are not for distribution to anyone and that approved minutes are posted on the website for anyone to view.

Adjournment: Tracy A adjourned the meeting at 11:45 am. **The next meeting will be held Tuesday, June 15th, 201 (the 3rd Tuesday) here at ATC from 10:30 am to 12 pm.** The public is welcome and encouraged to attend.

(Approved 6/15/10)