

**Para Transit Advisory Board**

**Alvarado Transportation Center – 2nd Floor**

**Meeting Notes**

**November 15, 2016,**

**Board Members Attendance:**

Jayne Frandsen, Darlene Fattrusso

**Transit Department Attendance:**

Bruce Rizzieri, Director; Sandra Saiz, Customer Service Supervisor; Phyllis Santillanes, Administrative Assistant.

**Public in Attendance:**

Joe Sorenson, Ellen Nolan, Kathy L. Sjulin

**Call to Order:**

The meeting was called to order by Jayne Frandsen at 10:45 am.

**Acceptance of the minutes for September 20, 2016:**

The board did not have a quorem for a vote.

**Approval of Agenda for November 15, 2016:**

The board did not have a quorem for a vote.

**Public Comment:**

Mr. Joe Sorenson wanted to know if it was possible to schedule a Call When Ready (CWR) from the Social Security Office. He had an experience in which he did not get a call to-be-seen at the Social Security Office in a timely manner and faced having to miss the Sun Van. So he left the Social Security Office.

Ms. Frandsen suggested doing a Same Day Service (SDS). Ms. Nolan stated that this is not a guarenteed ride.

Ms. Frandsen stated that this was discussed at another meeting and that a SDS ride would be the best for a non-medical appointment.

Ms. Frandsen asked Mr. Rizzieri if there was anyway to change the CWR policy to include places like the Social Security Office and for jury duty. Mr. Rizzieri stated he will speak with Sandra Saiz regarding this question.

Ms. Kathy Sjulin, a Sun Van passenger relayed three incidents’ in which she experienced poor service from Sun Van. In one case she was picked up 45 minutes late and other passengers were dropped off before her drop off location, causing her to miss her meeting. Another time she stated that the driver had some difficulty finding the pick-up location and the driver didn’t come for the return trip. The driver reported that he came for her but did not find her at three different doors at the pick-up location. Ms. Sjulin stated that there are not three entrances as the driver reported. The third time she waited at the desginated spot at Coronado Mall and when the late window passed, she began to try to find a phone to call us. Ms. Sjulin finally got a ride from Sun Van. Ms. Sjulin now hesitates using the service due to her experience.

Ms. Fratrusso and Ms. Frandsen asked Ms. Sjulin several questions and gave her several tips on how to schedule by appointment time.

Mr. Rizzieri asked Ms. Saiz to meet with Ms. Sjulin after the meeting so that these situations could be looked into.

**Directors Report:**

Mr. Rizzieri stated that ridership compaired to this time last year is up 5 percent: Weekday ridership is up six percent , Saturday ridership is up ten percent and Sunday ridership is up twenty four percent.

Ms. Nolan stated that Sunday morning is the worst because it is so busy, Ms. Saiz agreed.

Regarding efforts to fill vacant PTAB positions: Mr. Rizzieri stated that in January he will send letters to various agencies who provide assistance to people with disabilities to inform of the vacancies.

**Announcements/Chairpersons’ Report:**

Ms. Frandsen inquired when the electric buses would begin operating. Mr. Rizzieri stated that the buses will begin arriving in late summer to early fall 2017. The ART is scheduled to start service in mid-November 2017.

**New Business:**

Ms. Ellen Nolan Sorenson presented a book of poems written by herself and Mr. Joe Nolan. They are for sale at the cost of $5 per copy.

Next meeting: 11:45 am January 17, 2016 at the Alavarado Transit Center

Meeting Adjourned: 11:16am