

City of Albuquerque
Advisory Committee for Transit of the Mobility Impaired (para-transit)
June 14, 2011 – Minutes

PAB Members Attending: Tracy Agiovlasis (Chairman), Mike D’Arco, Jayne Frandsen, Judy Moore & Bill Richardson (TAB liaison)

Absent: *Olimpia Castillo (unexcused)*

Transit Staff Attending: Danny Holcomb and Bruce Rizzier (toward the end)

Guests Attending: Robert Lange, Donald Good, Merry Mata, Marilyn Martinez, Douglas Miller, Phillip L Martinez, Steve Scarton (ARC of NM), Diana Marquez and Art Tannenbaum

Tracy A, Chairman, called the meeting to order at 10:30 am. Roll call noted above. Jayne F moved to approve the agenda, Judy M seconded & all approved. Jayne F reported she does not have minutes available from the February and March meeting. Tracy A reported that two corrections had been requested regarding the May 2011 minutes: Art T corrected the dates in his statement that Bruce R was scheduled to talk to the city council on 4/18 and 5/2 instead of 4/4 and 4/11 and Richard B clarified his statement: “Richard B suggested that 10 of the 100 could be SunVan drivers running regular SunVan service transporting certified riders to and from their homes and the park-n-ride to make the 4th of July fireworks event accessible.” Mike D moved to approve the May 2011 minutes with these noted corrections, Judy M seconded and all approved.

Public Comments: (2-minute limit) –

1. **Art T** – apologized for being less than cordial at the last meeting but stated he was “flabbergasted with the presentation by Rick D” last month with “off the wall suggestions”. He reminded the committee that federal funds were appropriated to Albuquerque for vans. Art detailed the problems with the automated announcements on the fixed route buses he took to the meeting this morning and asked what the difficulty in properly calibrating the GPS boxes is. He said that when he spoke to the IT Project Manager in the city, the manager stated that there are mistakes – noting that once he knew a fixed-route bus had been stopped for 20 minutes but the monitor showed it moving all around. He also noted that he rang the bell to get off the Central bus before University and was not let off until after University, causing him to cross back across the busy street. Art stated that he has seen limited improvement with the bus service over the years, but he is so frustrated giving details to the staff to help fix issues since he feels it does not result in changes.
2. **Robert L** – stated that he will be 70 years old on July 4th and continues to be disappointed that there is no feasible way for him to get to the Freedom 4th Event. He stated that he contacted his city councilor, Brad Winter, about the issue and was disappointed in the response from that office. Mr. Winter’s assistant asked Bruce R about bus service on July 4th and forwarded the well-known response that the park and ride service is in compliance with FTA rules and did not acknowledge the basic problem that those dependent on SunVan will be unable to get to the park and ride sites from their homes. Mr. Winter referred him back to Bruce R, which he reviewed that his suggestions given to Bruce R in early 2010 were not followed up on. Robert L also contacted Mayor Berry’s office and had no response from him. Art T added that attending the event would probably be a very good morale booster for new veterans returning from the Middle East. Mike D stated that the Freedom 4th event is not the only one and if SunVan was provided for one it would be unfair to all the others that day as well as other events throughout the year. Jayne F asked him to consider writing the Albuquerque Journal and Robert L stated he has already written a letter to the editor. There was discussion about how many SunVan dependent riders would want to attend and if it is more of a political issue, then maybe Larry Barker could be an avenue to bring the concern to light. Bill R stated that it is also a big financial issue since drivers

would be paid a holiday pay rate. Danny H stated that there is no regular bus service on July 4th per Bruce R and estimated there are less than 5000 SunVan riders.

3. **Diana M** – stated she sometimes rides the fixed-route buses and in order to not cross the streets she will ride to the end of the line and back. A driver recently asked her why she did that and she said that the driver had no business asking her why. She did not file a formal complaint. In regard to announcements on the bus, she said she hears them sometimes on the inside and sometimes on the outside. Danny H confirmed that the speakers are located inside the doors and the driver has limited adjustment for the volume.
4. **Phillip M** – stated that he drove 30 years ago and now as a disabled person he feels that drivers need to be in the shoes of a disabled person before ever driving a bus and that ABQ Ride should look to other states for ideas and help. Tracy A stated that ABQ Ride has looked at other state transit systems. Danny H had recently returned from Tucson Arizona, which has the closest number of variables to our city.

ABQ Ride Performance Metrics: Danny H presented the statistics from May 2011 compared to May 2010 to the committee and Jayne F read them aloud to the attendees. They are detailed below. Tracy A asked Danny H to estimate how many of the under 5000 certified riders use SunVan regularly – he guessed about 60-70%.

Statistics May	Yr 2011	Yr 2010
Reservations Made	23,115	21,199
Ride Refusals	33	
Placements (all rides provided)	309	248
Cancellations	4,471	3,741
No Shows	636	391
Number passengers	17,897	17,707
Number companions or attendants	2,833	1,857
Percentage of Subscriptions	41.3 %	40.5%
On Time Performance percentage	82.2%	89.2%
311 Transit Calls	173	

Bill R asked if the zero under “Accidents” meant there were no accidents and Danny H replied that this is only a number of calls to 311 about accidents, but confirmed there were no accidents in the month of May 2011.

Tracy A stated that she was on the 311 website for another reason and noticed that it listed there were 79,305 calls to 311 regarding Transit for April 2011, much more than the 276 reported by ABQ Ride to this committee. She asked Danny H to explain this and he stated that 311 calls are mostly to obtain fixed route schedules and that there were only 276 complaints.

*(*note there was one call that was blank and not categorized in the table to the right)*

Number of Calls to 311	May2011
Accidents/Incidents	0
ADA compliance	1
Bus Stop	7
Compliment	22
Customer misbehavior	0
Employee misbehavior	36
Fare/Passes	3
Information	10
Lost/Found	24
No-shows	2
Passing up stop/customer	7
Route/Schedule	16
Safety	43
Vehicle Condition	1
TOTAL	173

Tracy A stated that when she met with Danny H to review the new application, he showed her how the calls are entered into the People Soft computer program either at 311 or at ABQ Ride, noting a

space for supervisors to enter a notation that a rider was called back. Jayne F stated that several riders from a recent ABC (Association of Blind Citizens) meeting have told her that they are not getting calls back when requested on complaints they called in. Danny H stated there are about 20 supervisors who should be calling back when requested by a rider. When asked, Danny H also estimated there are about 250 fixed-route bus drivers and 75-80 SunVan drivers. Bill R asked if there could be a classification of the types of Safety issues called in, wondering how many may be major issues. Danny H stated that most of the calls are of a minor nature.

Requested ride time vs Negotiated time is broken down into the time rides are actually scheduled in relationship to the time requested either before or after the requested time. Any that are scheduled beyond the 60 minutes (or 1 hour) are considered ABQ Ride error since Federal 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
14806 rides	2385 rides	1607 rides	791 rides	1709 rides	41 rides
69.4 %	11.2 %	7.5 %	3.7 %	8.0 %	0.2 %

New Application & Certification Process Draft: Tracy A met with Danny H on May 27, 2011 to go over the concerns, ideas and suggestions compiled from this committee, Lucy Birbiglia (Chairman of Transit Advisory Board) and interested community members. Danny H stated that he is already incorporating some of the ideas and his goal is to get an updated draft to Bruce R by June 24 and then present the final version to this committee at the July meeting. The next step will be to implement a fair assessment of the applicants and he has certification information from Tucson transportation to review and possibly include.

New van invoice/order update – Danny H reported that they hope to have the specifications, including type of equipment and total prices, finalized and a vendor picked after July 4, 2011. Tracy A asked if the specifications had not already be clearly defined in the quotes submitted to the city for approval and Danny H said they are not. Tracy A asked if Danny H could comment on the number of vans requested in the quotes and he stated he could not due to the specifications not clear at this point. Art reminded the committee that federal funds appropriated was specifically for 36 vans to Albuquerque per an Associated Press article in September 2010 that stated “U.S. Sen. Jeff Bingaman, a New Mexico Democrat, says more than \$3 million of the funds will go toward the purchase of 36 vans for ABQ Ride and for work associated with the renovation of fueling stations and transit maintenance facilities.”. Tracy A stated that she does not understand how the details cannot be clearly defined in a quote. Jayne F reminded Danny H that this committee would like them to ensure vans are delivered with proper specifications, noting that previous ones received did not come right and had to be retrofitted with proper seat belts, and suggested that the vendor not be paid until the delivery is completed correctly.

Driver Customer Service – Tracy A noted that in the last meeting Marilyn Martinez offered to provide presentations to the drivers encouraging good customer skills when working with persons with disabilities and asked about the follow up on that offer. Marilyn M stated she emailed Sandra, the trainer, twice and did not get any response. Danny H said he would follow up with Sandra. Tracy A asked if DRNM (Disability Rights of New Mexico) was still doing this type of training sessions with ABQ Ride staff and Danny H said he did not know if they were still under contract, but would find out.

Updated Rider Manual plan for changes – Danny H provided a copy of the Riders Manual (a folded pamphlet) he picked up from the Tucson transit authority and stated he had other materials

he would like to view himself prior to sharing them with the committee. He stated that he will begin the process at the July meeting with us.

Appeals Process plan for changes – Danny H also picked up materials regarding this issue from the Tucson transit authority and the same plan will apply for the July meeting.

Newsletter Update: Tracy A asked if Danny H knew of any progress on a newsletter and if a survey of riders interested in the city sponsored July 4th event could be included. Danny H stated that they are trying to figure out how to do it and how to pay for it. He noted that the Tucson transit department does not do a rider newsletter due to the prohibitive costs and only do a quarterly staff newsletter.

Committee Membership – Tracy A stated Giselle Alvarez in the Mayor's office still notes that there should be movement on this committee soon. Tracy A also emailed City Councilor Ken Sanchez on June 13, 2011 as he had offered to help with this issue when this committee saw him last month. We described the long wait for applicants who have applied and the antiquated verbiage of the city resolution which we operate from.

New Business & Items for July 2011 agenda:

1. **Department of Senior Affairs vans take overflow of rides needed** - Tracy A stated that Bruce R and Danny H talked about utilizing Department of Senior Affairs transport vans to help with SunVan need for more rides beginning back in April 2010. She asked about the progress of these negotiations and Danny H said that they need Department of Senior Affairs to upgrade from paper notations and hand written manifests for drivers to at least an Excel spreadsheet before there could be any movement on a contract. Tracy A stated that this committee was under the impression that ABQ Ride could have them utilize Trapeze software. Danny H stated that they need to advance electronically before anything can move forward.

Adjournment: Tracy A adjourned the meeting at 12.00 pm. **The next meeting will be held as usual (the 2nd Tuesday) Tuesday, July 12th, 2011 here at ATC from 10:30 am – 12 pm.** The public is welcome and encouraged to attend.

(Approved by committee 7/12/11)