

City of Albuquerque
Advisory Committee for Transit of the Mobility Impaired (para-transit)
April 12, 2011 – Minutes

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

Transit Staff Attending: Annette Paez

Guests Attending: Terri O'Hare, Joe Sorenson, Vicki Kowal (NMSS) and Art Tannenbaum

Tracy A, Chairman, called the meeting to order at 10:37 am. Roll call noted above. Judy M moved to approve the agenda, Mike D seconded & all approved. There were no minutes available from the March meeting or the amended ones from February as Jayne F (responsible for minutes) was not available.

Public Comments: (2-minute limit) –

1. **Joe S** – stated his friend, Diana Marquez, has not heard back from her complaint to 311 when the IVR system called her at 1am that her van was coming in 5 minutes. Joe asks if the IVR system is working properly and Annette P stated she would follow up on that complaint.
2. **Art T** – thanked the committee for their service and brought up 2 concerns (not announcing bus stops as required by Federal Regulations and why new vans have not been purchased when funding is available) and 1 statement regarding the Delta Services evaluation.
 - a. **Bus stop announcements:** Art stated that within a 15 day period he was taken far beyond his desired stop only due to no automated announcements 3 times (noting he does not ride the bus every day, so this is a high percentage). He has filed a complaint for each time and stated the drivers blame the technology and the technologists blame the drivers. He also stated that once the automated announcer delivered multiple stop announcements back to back, which confused him and was upset when Bruce R asked him why that would disorient him. Tracy A stated it is understandable why that would be confusing to a rider. Art asked why sophisticated technology (such as the IVR and automated announcements) does not work, especially given the expense to ABQ Ride.
 - b. **New Vans:** Art asked about the funding that was appropriated for new vans less than a year ago. Annette P noted that federal funding is available and they are currently establishing a committee between drivers, maintenance and administrative staff to explore options. Tracy A stated that past experience shows the process from getting bids to actually getting vans has been 2 years, noting this is not acceptable when more vans are needed right now. Annette P assured us this will not take 2 years and that their next meeting would be in 2 weeks. Someone stated they heard the Department of Senior Affairs is getting 50 new vans and Judy M referred to the issues of ABQRide using them as a contractor for rides, such as fares and limited service areas etc.
 - c. **Delta Services evaluation:** He noted the Delta evaluation stated that no prioritization was given to rides and Tracy A clarified that this is a requirement of the Federal Regulations for para-transit. He added that they said our streetscapes (such as sidewalk terrain and cut outs at corners) were better than other cities, but he points out that the bus stops are far from the intersections.

Art asked that riders experiencing problems in regard to ADA file a complaint directly with the FTA Office of Civil Rights in order to get better resolutions.

3. **Terri O** – stated she has been using SunVan for 5 months and only became aware that someone will answer the phones starting at 4:30am when she received a letter of having too many No Shows. She stated she was following the guidelines in the Rider Manual that the phone lines were open from 8am – 5pm and so called to cancel her 7am ride at 8am –which was then determined to be a No Show. Annette P stated that all cancellations made after 2 hours before the ride are considered No Shows and that the dispatchers take cancellations starting at 4:30am, but Tracy A said that is not known by riders since that information is not provided to them. Terri noted that she has not had a response from Danny H since contacting him on 4/2/11 regarding her complaints and asked that the Rider Manual be updated so that she can act appropriately. Tracy A stated that this committee has been asking for an updated and more informative Rider Manual for several years, reiterating that good communication with the riders is needed so they fully understand what to do and what not to do to best use the SunVan service. She added that in fact, during this time this committee has worked twice with the ABQRide staff in creating a revised manual, including extra meetings to do so and a new manual has never been produced. Annette P’s response to this was that the request for a new manual is duly noted.

ABQ Ride Performance Metrics: Neither Danny H nor Bruce R was able to attend the meeting today and written statistics were handed out by Annette P, who asked if there were any questions. When asked for clarification on late cancellations documented in statistics since Annette P previously stated that Late Cancellations are No Shows, she confirmed they are included in the No Show tally below. Tracy A stated this was opposite of what this committee has been told previously by Danny H, concluding that the statistics continue to be confusing and questioned the value. Annette P stated that these statistics are sent to a national transit database. Tracy A read these numbers out for the public attendees, noting it is her understanding that the number of passengers is actually the number of trips provided one way (versus a number of total passengers that used the service throughout the day for round trips). She also noted that the 45 Ride Refusals are when the times offered are unacceptable to the rider calling for a reservation, and points out that this number along with the fact we are told about 50 new riders are certified each month yet only 407 more trips were provided in comparison to last year – it is clear we need more vans and drivers right now.

Statistics March	Yr 2011	Yr 2010
Reservations Made	24,489	23,495
Ride Refusals	45	
Placements (all rides provided)	331	158
Cancellations	4,696	4,251
No Shows	622	499
Number passengers	19,773	20,180
Number companions or attendants	2,608	1,755
Percentage of Subscriptions	41.7 %	38.6%
Percentage of On Time Performance	84.0%	86.4%
311 Transit Calls	244	

On-time performance 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	Between 16 & 30 minutes	Between 31 & 45	Between 46 & 60	Beyond 61 minutes
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	minutes		minutes	minutes	
15809 rides	2446 rides	1894 rides	1016 rides	1471 rides	30 rides
69.7 %	10.8 %	8.4 %	4.5 %	6.5 %	0.1 %

Incoming PeopleSoft (311) Calls – When asked, Annette P confirmed that the statistics provided to the committee under this title include any calls to 311 or ABQRide and that this includes SunVan and Fixed Route bus calls. Tracy A read aloud that out of 244 calls 76 were for employee misbehavior, 54 were safety related, 11 were passing up a customer or stop, 51 were for information, 1 for ADA compliance (which is not consistent with Art T calling in 3 times for this himself) and 17 compliments. Tracy A noted that Lucy Birbiglia (Transit Advisory Board Chairman) asked her to share that she has three unresolved complaints and 2 complaints that she has not yet received a Complaint Number for.

New Application & Certification Process Update: No discussion, since Danny H was not available and Annette P does not have any information regarding this item. Tracy A stated that last month the draft of the new application was given at the meeting. So not to delay progress, send all ideas, suggestions and questions to her by Friday April 22nd so that she can compile them for Danny by April 26th, allowing him 2 weeks to address them in time for the May meeting.

Newsletter Update: Annette P did not have any information regarding this issue. Tracy A reiterated that communication with riders is vital and the newsletter is also important part of that. She noted that Lucy Birbiglia (Transit Advisory Board Chairman) had asked her to request that information on how to call Dispatch when the Reservation Line is closed be included.

New Business & Items for May 2011 agenda: Mike D stated that he is discouraged with the slow movement in the Mayor's office/City Council to build this committee and that the ABQ Ride staff that have information and updates for us are not available. He thanked Annette P for coming but is dismayed at the process of ABQ Ride that was unable to plan appropriately so that the right players could attend or ask to reschedule the meeting so they could be here. Tracy A and Judy M agreed that it is frustrating not to have new membership addressed, adding that there are some applicants who have been waiting for nearly a year to hear back from the Mayor's office. Tracy A stated it is also unsatisfying that there continue to be issues around the Appeals this committee is asked to perform and that we are forced to interpret a quorum as the majority of the number of members currently appointed or we would have not been able to do anything for years. Mike D asked that we meet with the Mayor between now and the next meeting to address the committee membership issue, Tracy A moved that a couple of members do that and Judy M seconded. Tracy A stated that procurement of vans will be on the agenda for May.

Adjournment: Tracy A adjourned the meeting at 11:45 am. **The next meeting will be held Tuesday, May 17th, 2011 (the 3rd Tuesday) here at ATC from 1 pm – 2:30pm.** The public is welcome and encouraged to attend.

(Approved 5.17.2011)