

 **Para Transit Advisory Board**

**Alvarado Transportation Center – 2nd Floor**

**Meeting Notes**

**September 20, 2016,**

**Board Members Attendance:**

Jayne Frandsen,Jim Copeland, John Standish, Darlene Fattorusso, Antoinette Wright

**Transit Department Attendance:**

Sandra Saiz, ABQ RIDE Supervisor; Marc Montoya, Transit Scheduling Coordinator; Phyllis Santillanes Administrative Assistant.

**Public in Attendance:**

Joe Sorenson, Ellen Nolan, Diana Marquez.

**Call to Order:**

The meeting was called to order by Jayne Frandsen at 10:35 am.

**Acceptance of the minutes for July 19, 2016:**

Ms. Frandsen motioned to accept the minutes, Mr. Standish moved to accept the minutes and Ms Frattrusso seconded and the minutes were accepted.

**Approval of Agenda for Septmeber 20, 2016:**

Ms. Frandsen motioned to accept the agenda Mr. Copeland moved to approve the agenda, Mr. Standish seconded and the agenda was passed.

**Public Comment:**

Ms. Diana Marquez inquired about the numers that she has seen at some of the stops, regarding texting for ride information. Her first concern was that she is not seeing this information on all the poles and secondly she needed help on texting because it was not clear how to obtain the information.

Ms. Saiz stated that this is the relatively new “Text to Ride” text message service that ABQ RIDE is now offering. The bus stop number pucks will eventually be placed at all bus stops; the Planning and Marketing Division staff are working on this project.

Ms. Saiz offered to get Ms. Marquez assistance in receiving instruction on how to use this service.

Ms. Saiz introduced Mr. Montoya, who is the new Transit Scheduling Coordinator for the Sun Van services. Mr. Montoya is a former Sun Van chauffeur who feels that Sun Van passengers are his priority. Along with Mr. Mike Hutkins, they provide the drivers their work assignments and their schedules. Mr. Montoya will be taking over responsibility for subscription rides; a job Ms. Saiz formally did.

Ms. Frandsen had a comment regarding a person she has contact with, who relayed a story of their experience in which he felt he was taking a tour of the City. He stated that there were two times during this trip where he was just a couple of blocks away from his house. The passenger did not fault the driver, he believes that he was a new driver.

Ms. Nolan stated that they have experienced a similar type of ride in which they came very close to their destination and the driver went in another direction.

Ms. Saiz stated that it is ok for a passenger to tell the driver that they are near their stop and then the driver can adjust the trip and they will call that information into the dispatcher. Ms. Saiz stated the new drivers, who are not to familuar with locations tend to only follow their manifests.

Ms. Frandsen stated she felt it would be good for Customer Service Representatives to ride and see what it is like.

Mr. Copeland asked if the drivers know they can ask dispatch to change a route. Ms. Saiz answered that they do know that this can be done, as long as it does not effect drop offs.

**Directors Report:**

Ms. Saiz explained that the individual that provides our ridership statistics for Sun Van has been out of the office and this is why August stats are not available.

The Sun Van eligibiltiy tracking report was presented. Mr. Copeland commented that he felt this was good information.

Ms. Saiz stated that “other” in the report will be changed to “pending info”, as this better describes this category.

Mr. Copeland noticed that numbers did not add up in June, it has since been corrected.

Ms. Wright asked what the category, N/S was. Ms. Saiz explained that this was when a applicant was scheduled and did not come to the interview appointment.

**New Business:**

Ms. Fratorusso inquired about recruiting people for the Para Transit Advisory Board, suggesting that places like Transtitional Services might be a good place to recruite. It was also suggested that signs regarding recruitment for the PTAB also be placed on the buses.

Mr. Copeland wanted to know how often the trash cans at the bus stops are emptied.

Ms. Saiz explained that there are four employees who are each responsible for a quadrant of the City. During their shift they are responsible for the stops in their area. Ms. Saiz added that we do recognize that this is an issue and added that the more populated areas are harder to get to but if we receive a call from 311, they address those areas that are reported. They all work very hard in keeping their areas from being neglected.

Ms. Frandsen asked if the blue trash trucks do this because she saw one at a stop recently. Ms. Saiz explained that other departments are working with transit because this issue was also brought up in the Transit Advisory Board meetings.

Mr. Copeland asked what should be done when a passenger is dropped off eight blocks from their destination. Mr. Copeland feels that this situation could be a liability for the Transit Department.

Ms. Saiz stated that the passenger also plays a role in scheduling. They need to make sure that the address is correct and that the Customer Service Representative repeats the correct address back to them.

Next meeting will be at the Alvarado Transit Center on November 15, 2016 at 10:30 am.

Meeting was adjourned at 11:10 am.