

City of Albuquerque  
**Advisory Committee for Transit of the Mobility Impaired (para-transit)**  
July 13, 2010 – Minutes

**PAB Members Attending:** Tracy Agiovlasis (Chairman), Mike D’Arco, Jayne Frandsen, Judy Moore & Olimpia Castillo and Bill Richardson (TAB Liaison)   **Absent:** none

**Transit Staff Attending:** Danny Holcomb

**Guests Attending:** Donald Good, Art Tannenbaum

Tracy A, Chairman, called the meeting to order at 10:40 am. Roll call noted above. Jayne F moved to approve the agenda, Judy M seconded & all approved. Mike D moved to approve the minutes from June 2010, Jayne F seconded and all approved. Olimpia C asked if the minutes could be provided in Braille for her and Danny H said he would check with NM Commission for the Blind, as they have a contract with them to provide required alternative formats of ABQ Ride information. He will let the committee members know when he speaks to them.

**Public Comments: (2-minute limit)**

1. **Art T** – stated that he attended the TAB meeting in which it was noted that complaints regarding SunVan have decreased and that it appears people are more or less satisfied with SunVan, however he feels that at least 75% of the time the automated announcements on the fixed route are missing or inaccurate. He added that Bruce R stated that GPS coordinates should be corrected by the end July, but Art T is dissatisfied that 20 years after the enactment of the ADA this is still such a problem. He stated that the driving staff is primarily very good and there does not seem to be as much a problem with the Rapid Ride buses. Olimpia C responded that she understands that there is still dissatisfaction with SunVan service as it is discussed on Newslines for the Blind.

**ABQ Ride Performance Metrics:** Danny H provided some of the metrics from the approved new set of metrics the staff and this committee have discussed for several months. Ridership is not fully calculated for June, but in May 2010 there were 18,196 trips provided compared to May 2009 in which 17,453 rides were provided. Tracy A noted that in the past the Ridership number was the number of trips, but that we were told the new metric would be the total number of persons who rode that month and questioned which number was represented here. Danny H was not sure for the May 2010 calculations and believed it was number of trips, but would confirm for the next meeting. Danny H noted that in the past Tracy A has stated that people are no longer using SunVan for rides and questions how that can be true if the ridership has increased. When Tracy A questioned, Danny H did not believe this number included the companions and PCA’s (personal care attendants), but he would check for sure. Tracy A noted that Bruce R said the riders, companions and PCA’s would all be tracked, but separately.

Comparison of number of Reservations to number of Cancellations was only presented for 2010. In May there were 21,199 Reservations with 3,741 Cancellations and in June there were 22,094 Reservations with 3,868 Cancellations. That means close to 18% of rides were cancelled both months.

In regard to No Shows, there were 391 No Shows in May 2010 and 533 in June 2010. Graphs also showed that in May 2009 there were 442 No Shows out of 15,883 Scheduled Rides and in June 2009 there were 506 No Shows out of 16,541 Scheduled Rides.

Danny H also reviewed a graph of Passenger Miles and Revenue Miles in which mostly the Revenue Miles were less than the other, but they were the same for May 2010. Danny H was unclear about the numbers and stated would clarify by next month. He believes the Revenue Miles are only those when there is a passenger on the van (not including miles from the station to the first pick up nor the last one back to the station from the last drop off) and Bill R agreed that is the standard interpretation of Revenue Miles. *(Later Danny H emailed: If all members of the PTAB are riding from the ATC to Coronado mall. Revenue miles counts the mileage from point A to point B as 1 trip. Passenger miles counts the mileage for each passenger traveling from the ATC to Coronado Mall. Passenger miles should always be higher than revenue miles. For the month of May 2010, the revenue miles should have been 150,396, not the 160,482 that was reported.)*

Last graphs were regarding On-Time Performance percentage and compared years 2008, 2009 and 2010. It showed that the pick up was within the 30-minute window 87.9% of the time in June 2010 and the average for this year so far is 88.1%. The average On-Time percentage for 2008 was 82.4% and for 2009 was 83.8%. Tracy A stated that the goal should be 100% and if she was late to work almost 88% of the time, she would be fired and Bill R added that some jobs would fire a person if they were late 95% of the time. Bill R wondered about tracking the reasons why vans are late, noting that sometimes it could be due to construction or traffic. Discussion concluded that tracking would have to rely on drivers making specific notations at the time of pick-ups, but this may not be feasible. Danny H stated that most often they do get the rider to their destination on time, but that is hard to track as a metric. All attendees agreed that the most important issue is that the rider gets to their destination on time. There was also discussion around difficulty in deciding the time to make a reservation in relation to time of an appointment. Tracy A said that she usually advises riders to ask for a time 1 hour prior to their appointment time, but that can be impossible for some persons to tolerate if the only time available is then 1 hour prior to the requested time (making the pick up 2 hours prior the appointment time). Danny H stated riders must plan for up to 75 minutes (or 1 ¼ hour) for transit time on the van.

Danny H stated that he would have the total number of Certified Riders calculation by the end of the day and would email it to all committee members. *(Later Danny H emailed that there are currently 6235 passengers in the system. Of those, 2800 are active as of 7/1/2010.)*

Tracy A asked for the data on other metrics promised and Mike D noted that they are listed in the June minutes. Danny H made a note of them and said he would check on these for the August meeting.

**Newsletter:** Danny H stated it was at the printers at this time and the labels are printed. It will take about 1.5 weeks to get them all labeled and then sent to City Hall for mailing. Tracy A questioned if the information would be outdated since the newsletter was originally due for disbursement in the first part of May 2010. Danny H did not believe it was, confirmed that all committee members are on the mailing list and that it will be available in Braille & other formats as needed.

**Complaint Call Backs:** Tracy A stated that she has heard that riders are still not being called back regarding their complaints. Art T stated that he did not receive a call back on a complaint filed with 311 on June 29, 2010 in which he did request a call back when they asked. Danny H stated he would check on that particular one with Art T as soon as he had the reference number. Danny H reminded everyone that the process is that all complaints are forwarded to the specific supervisor appropriate who is responsible for calling the complainant back. Danny H did confirm that it is also now the policy for ABQ Ride staff to always ask the caller if they would like a call back.

**IVR call issues:** Danny H did not know of any progress on this issue at this time. Danny H stated he would invite an IT representative to the August meeting to discuss this issue.

**ABQ Ride Updates: Use of other transport systems to help with SunVan needs -** Danny H stated he talked with Anthony Romero from DSA (Department of Senior Affairs) regarding use of their vans to help with SunVan rides needed. He noted they transport about 40 people a day and have 23 vehicles in their fleet (only some wheelchair accessible). Their base location is the John Marshal center and many details still need to be worked out (as has been discussed in previous meetings). Next Anthony R and Danny H will both visit the other's location to visualize scheduling operations. Olimpia C stated she is concerned that DSA do not have a policy to tie down wheelchairs and only use a step stool for getting into some vehicles high off the ground, both are safety concerns. Danny H will address this and driver pay difference between ABQ Ride and DSA, along with the other issues covered. Mike D asked if a person must be a member of a particular Senior Center to access the transport and Danny H confirmed that a person does not.

**Website updates:** Tracy A noted that she had an Assistive Technologist confirm that the Para transit portion of the website is accessible with a screen reader, speech recognition and use of keyboard versus mouse in general. She noted that it still requires updating but has not had time to review content completely. All committee members agreed to look at the site and provide input for updates needed.

**Report from TAB (Transit Citizens Advisory Board):** Bill R reported that they discussed the GPS inaccuracies as well as a few major intersections in which bus stops are difficult to maneuver through for transfers. They will maintain their current officers. Tracy A stated she saw a bus shelter about 10 feet from the bus stop on Eubank while driving the other day and asked what the regulations for bus stops are. Danny H did not know and would ask the bus stop staff to attend the August meeting. Judy M added that in the past she was told the distance between a shelter and stop was related to the bus pull out area in the side of the road. Tracy A would let Danny H know the location she was questioning.

**New business &/or items for August agenda:** no discussion

**Adjournment:** Tracy A adjourned the meeting at 11:55 am. **The next meeting will be held Tuesday, August 17<sup>th</sup>, 201 (the 3<sup>rd</sup> Tuesday) here at ATC from 10:30 am to 12 pm.** The public is welcome and encouraged to attend.

*(Approved 10/12/10)*