



Para-Transit Advisory Board
Alvarado Transportation Center – 2nd Floor
Meeting Minutes
July 18, 2017

Board Members:

Jayne Frandsen, Antoinette Wright, Darlene Fattorusso, John Standish

Members of the Public: Ellen Nolan-Sorenson, Joseph Sorenson, Dianna Marquez

ABQ Ride:

Bruce Rizzieri, Director; Sandra Saiz, ABQ Ride Supervisor; Amanda Trujillo, ABQ Ride Customer Service Supervisor; Suhein Medina-Baca, Administrative Assistant

Meeting Called to Order:

Ms. Frandsen called the meeting to order at 10:31 AM. She then took roll.

Acceptance of Agenda:

Ms. Frandsen asked for approval of the Agenda. All members of the Board voted to approve the Agenda.

Approval of Minutes from May:

Ms. Frandsen asked for approval of the Minutes. The members of the Board voted to approve the Meeting Minutes for May 16, 2017.

Public Comment:

Ms. Marquez asked if there has been any talk about getting text message alerts instead of audio alerts. Mr. Rizzieri stated that the Transit Department is in the process of upgrading the Trapeze software system from 10 to 16 and he is not sure if that option will be available with the new system. Mr. Rizzieri said that he will look into it.

Chairperson's Report

None.

Election of Chairperson

Ms. Frandsen will continue to serve as Chairperson, Ms. Wright will be Vice-Chair

The Fiscal Year 2018 Meeting Notification Resolution was approved by the Board.

The Fiscal Year 2018 Meeting Schedule Resolution was approved by the Board.

Director's Report

Mr. Rizzieri said that ridership is up 2.8% compared to the end of last Fiscal Year. He also stated that for the past 5-6 years in a row ridership has been increasing. During this time period more vans and drivers have been added.

Mr. Rizzieri said that this October 2017 there is a General Obligation Bond issue on the ballot and one of the requests is for funding revenue vehicles, which includes Sun Vans. These bond funds are used as a local match for federal funds and if we don't get the funding it delays our ability to replace the Sun Vans. Ms. Fattorusso indicated that she wants to help get the word out about the Bond election in October. Mr. Rizzieri stated that he will attempt to get information regarding how the outreach effort is organized.

Ms. Frandsen asked Mr. Rizzieri if there is a full time maintenance crew for the Sun Vans. Mr. Rizzieri responded by saying we do have a full time maintenance crew. The maintenance crew does preventative maintenance on all transit vehicles. Ms. Wright asked the year of the oldest van. Ms. Saiz responded by saying 2012. Mr. Rizzieri stated that the Sun Vans have a life of five years. He stated that even if the vans are ordered this summer, delivery would probably not take place until late next spring or early summer.

Mr. Rizzieri stated that Richard Weiner has been hired as a consultant for ADA training and also helping us out with fine tuning our interview process. We are hoping to present a draft of procedures at the next PTAB meeting. Part of the changes will be the applicant mailing in the application first so the interviewer has time to review and follow up with individuals or healthcare professionals before they scheduled the interview. Ms. Frandsen thinks it sounds excellent.

Some changes for the appeals process would also be discussed. There are a couple of options. First option: The Transit employee who issued the denial of service letter would

give the Board Members an explanation as to why s/he did not certify the applicant. The Board Members can hear the applicants' appeal and take a look at any additional information the applicant brings with them.

Second option would be for the Appeals Board to hear the applicant's appeal and if a member of the Appeals Board has any questions s/he would be able to ask a representative from the Transit Department questions regarding the application information.

Ms. Wright asked if Mr. Weiner would be able to provide training for Board Members. Mr. Rizzieri responded by saying, "yes" and he will find out when Mr. Weiner will be back in Albuquerque.

Ms. Wright asked what Sandra, Amanda, and Su oversee and that she knows that Yvette is doing the Sun Van eligibility certifications. Ms. Saiz stated that she oversees Sun Van, Customer service and dispatch and Amanda. Amanda oversees Customer service as a whole and is the direct supervisor of Yvette and Su.

Ms. Saiz stated that Mr. Weiner had suggested Su do a percentage of Sun Van eligibility certifications so she is familiar with conducting interviews. Ms. Saiz said that she's not sure of the exact percentage but Yvette is doing approximately 75% and Su is doing 25% of the Sun Van eligibility certification. Mr. Weiner also suggested that if Su denies an applicant then she should be writing the denial letter since she's the one who has the information from that applicant. Now that Yvette is focusing on Sun Van eligibility certifications, Su has a lot of responsibility overseeing the cashiers, customer service, support service representatives, and in-person complaints.

New Business

Ms. Fattorusso wants to set up some type of recruitment plan for getting new ParaTransit Advisory Board Members.

Meeting adjourned

The meeting adjourned at 11:05 AM.