

**Para Transit Advisory Board**

**Alvarado Transportation Center – 2nd Floor**

**March 17, 2015**

**Board Members Attendance:**

Jim Copeland, Lorna Cross,Darlene Fattorusso, Jayne Frandsen, John Standish.

**Transit Department Attendance:**

Bruce Rizzieri, Director; Phyllis Santillanes, Administrative Assistant.

**Public in Attendance:**

Ellen Nolan, Joe Sorenson, Diana Marquez, Stephanie Kean, Wendy Wiggins.

**Call to Order:**

The meeting was called to order by Jayne Frandesen at 10:36 a.m.

**Acceptance of Agenda:**

Ms. Cross motioned to accept the Agenda and Ms. Fattorusso seconded and the agenda was approved by the Board

**January’s Meeting Minutes:**

Mr. Standish motioned to approve and Ms Cross seconded an the minutes were approved by the Board.

**Public Comment:**

Mr. Sorenson stated the IVR was working well. Ms. Nolan stated she caught an error concerning her scheduled ride, the night before her ride.

Ms. Martinez stated she is not able to hear the Sun Van and she suggested that the Sun Van driver honk the horn upon arrival. Ms. Frandesen asked Mr. Rizzieri if there was a reason why the driver did not honk. Mr. Rizzieri explained that it is the responsibility of the Sun Van rider to be ready when the van arrives at the pick-up location. Also, using the Sun Van horn to announce the van’s arrive could be disturbing to the rider’s neighbors.

Ms. Keans invited ABQ RIDE to the next Workshop for Veterans that is sponsered by Senator Grisham’s office.

Mr. Standish commented about Rio Metro providing train passes to veterans who have a VA health card so they can ride the train for free. Mr. Rizzieri stated it is a great program.

**Director’s Report:**

Mr. Rizzieri provided ridership information. Compared to the same timeperiod for FY14 ridership has increase by almost 3 percent. He stated that currently the department only has two Sun Van Chauffeur vacencies. The average number of weekday trips is about 990.

Mr. Rizzieri announced that the SunVan Newsletter will be going out next month, it will have information about the No Show / Cancelation policy.

He also announced that the department has hired an individual to fill the ABQ Ride Supervisor position. The person in this position will over-see the day-to-day operations of the dispatchers, Sun Van reservations and customer service.

New ADA accessibility regulations have been issued and go into effect in July.

If board members know anyone who is interested in volunteering to be on this board or the Transit Advisory Board, ask them to go to the city Web site, [www.cabq.gov](http://www.cabq.gov), go to “A to Z” and then to “Boards and Commissions”. At this location there is an application form.

The department will place this information in the next Neighborhood News Letter.

**Old Business:**

No old business

**New Business:**

There was a discussion about posting information concerning the next PTAB Meeting in May. Ms Nolan stated she will also make sure she posts the meeting notice.

Mr. Rizzieri stated, if there will be a change in the schedule and it will be posted on the Website.

Mr. Rizzieri answered questions regarding the changes in the ADA regulations. He stated that as more informtion is known about the modified regulations, department staff will determine what changes are needed to current Sun Van procedures.

Mr. Rizzieri stated the goal is to print the news letter by the end of April and to mail it.

Ms. Wiggins stated she was here to provide feedback about the appeals process. Mr. Rizzieri thought that would be great.

Ms. Frandsen had a question about keeping track of complaints. Mr. Rizzieri stated that complaints are currently tacked, however, improvements are needed.

Mr. Rizzieri announced that Ms. Sandra Saiz will be the new Albuquerque Ride Supervisor. Some of her responsibilities include the tracking of Sun Van applicants and updating the current data file.

Mr. Tilley asked if our system allows riders to schedule rides on-line. Mr. Rizzieri stated that this is not currently available.

**Next Meeting:**

May 19, 2015 at 10:30 a.m. in the training room at the ATC.

Meeting is adjourned at 11:04 a.m.