

**Para Transit Advisory Board**

**Alvarado Transportation Center – 2nd Floor**

**Meeting Notes**

**March 15, 2016, 2016**

**Board Members Attendance:**

Jayne Frandsen, Jim Copeland, Darlene Fattorusso, John Standish

**Transit Department Attendance:**

Bruce Rizzieri, Director; Sandra Saiz, ABQ RIDE Supervisor; 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 10:32am.

**Acceptance of the minutes for January 11, 2016:**

Ms. Frandsen motioned to accept the minutes Mr. Copeland moved and Ms. Fattrusso seconded the motion and the minutes were passed.

**Public Comment:**

Mr. Joe Sorenson wanted to know, if the name of the reservationist was kept when a ride was booked. Mr. Rizzieri stated that it was.

Ms. Frandsen stated that Mr. Richardson was no longer the liason for this meeting. At this time no one has been appointed.

**Director’s report:**

Mr. Rizzieri spoke about the ridership report and stated that compaired to FY15 the ridership is holding steady and is slightly up through January.

Mr. Rizzieri stated that one day in March, the ridership was over one thousand passengers.

Ms. Frandsen asked Mr. Rizzieri if subscription rides have changed? If the percentage of No Shows have declined? Ms. Frandsen also asked about the percentage of refusals? Mr. Rizzieri answered that there were no changes to the subscription rides, and the number of no shows have declined as well as the number of refusals; we are doing a better job at getting rides for the passengers.

Ms. Nolan wanted to know if the option to ask for requested time or appointment time is the reason for the these declines. Mr. Rizzieri stated that providing these options may be helping out in regards to the no shows.

When it was asked about how the trip lenghts were calculated, Ms. Sandra Saiz explained that trip lenghts are calculated based on the total distance travel and the number of trips.

Mr. Frandsen asked Mr. Rizzieri, “what constitutes a refusal?” Mr. Rizzieri explained that if a passenger asks for a pick-up time at 8:30 pm and the reservationalist cannot offer a pick-up time between 7:30 pm and 9:30 pm that is acceptable to the passenger, the passenger decides they do not want to schedule a ride, this interaction is defined as a “refusal”.

**Unfinished Business**

Ms. Frandsen inquired about any new appoinments to the PTAB. Mr. Rizzieri stated that he believed that the mayor’s office may have received some inquires.

**New Business**

Ms. Frandsen was interested in finding out if Call When Ready (CWR) trips could also be used for jury duty or trips to the Department of Motor Vehicle (DMV). Ms. Saiz first answered that a CWR can only be used for medical appointments. A Same Day Service (SDS) call is a request to travel on the same day the servcie is requested. Same Day Service requests are only provided on a space available basis. These requests are not guaranteed. Sun Van riders are required to call at least 30 minutes before the requested pick-up time to confirm if Sun Van is able to provide the ride.

Mr. Rizzieri asked the Board if they want to add any suggestions for the Sun Van newsletter.

Ms. Frandsen suggested that information about the Same Day Service be added.

Mr. Copeland wanted to know what the distribution was for the Newsletter. Mr. Rizzieri stated at the last printing five thousand went out and about one thousand came back, which meant that we needed to update the database.

Mr.Rizzieri commented that eventually we hope to be able to send the Newsletter through e-mail. Mr. Rizzieri stated we will also provide the Newsletter in alternative formates. Several Board members want to be added on the list for distribution.

**Next meeting:**

**10:30 am on May 17, 2016 at the Alvarado Transit Center**

**Meeting adjourned:**

At 10:57 am