

**Para-Transit Advisory Board**

**Alvarado Transportation Center – 2nd Floor**

**Meeting Minutes**

**March 21, 2017**

**Board Members:** Attendees included Jayne Frandsen**, Jim Copeland,** Darlene Fattorusso**, John** Standish**, and Antoinette Wright.**

**Members of the Public:** **Ellen** Sorenson**, Joe S**orenson, **Dianna Marquez, Michelle Salas, Tammy Harman**

**ABQ Ride:** **Bruce Rizzieri, Director; Amanda Trujillo, Customer Service Supervisor, and Cindy Sisneros, Human Resources Analyst I.**

**Meeting Called to Order:** Jayne Frandsen called meeting to order 10:36 am.

**Acceptance of Agenda:** Jayne Frandsen moved that the Agenda be approved. This motion was approved.

**Approval of Minutes from January:**

January meeting minutes were not available for this meeting.

**Public Comment:**

Joe Sorenson – indicated that IVR has been down for the past few week.

Mr. Sorenson –inquired when service will be available

Director Bruce Rizzieri stated that department staff and Department of Technology and Innovation staff are working to find out why the IVR system is not working.

Ellen Sorenson- inquired regarding about the Sun Van passengers being dropped off at UNM Hospitals. When passengers are being dropped off at the pavilion other vehicles are in the way and passengers are having to walk a long distance. Miss Sorenson stated she was unsure if UNMH security at the hospital was the issue or where the drop off area is located.

**Darleen** Fattorusso**- stated that location was changed for drop-offs for another location and inquired if this solution was possible for this location, UNMH.**

**Michelle Salas –stated that she works with young adults with disabilities between the ages of 18 to 22 for APS transition services. This service is considered job training. Students are advised how to make appointments for Sun Van services.**

**Ms. Salas itemized the following items needed to be addressed:**

1. **Ms. Salas teaches students how to make appointments in a classroom setting on Tuesday and Fridays. Students and staff go to different places every day. Students provide their time to operators for requested time. Students are provided times from customer service that are either really early or really late. Students don’t know how to ask for a different times that may work better for them. Ms. Salas suggested that the customer service rep help with problem solving.**
2. **Students are provided a time that is more than an hour earlier than requested by customer service reps, students call the next day to see if time can be changed in the chance of someone else cancelling. Students are not allowed to inquire if a better ride is available without cancelling the ride first.**
3. Ms. Salas stated that students who are requesting to make appointments by appointment time are being dropped off too early. For example, Students would call for an 8 am appointment, riders cannot be dropped off more than 30 minutes than their schedule time. However, a rider (a student) was dropped off 55 minutes before appointment time. Ms. Salas questioned the driver who dropped off the passenger about the policy of 30 minute pick up rule. Driver was not aware of policy. Ms. Salas did reach out to Annette Paez. Ms. Paez confirmed the policy and requested that Ms. Salas reach out to 311 to put a complaint on record. Ms. Salas would like to understand the policy if there is one.
4. Ms. Salas stated that they have a group of students who are going on outings. Ms. Salas stated that they are not able to make multiple appointment for multiple riders in one call. One student/rider must hang up and call to make an appointment for their own Sun Van. Ms. Salas stated that having each person call for an appointment is too much.

Director Rizzieri responded that there have been instances when one individual scheduled trips for several people and several of these people did not know that s/he had been scheduled for a trip.

**Darleen** Fattorusso -inquired what is the capacity of the Sun Van

Director Bruce Rizzieri response- 10 to 12 people. Wheelchair can take up to two seats. If there are three wheel chairs the capacity for seated comes down to 4.

**Ellen** Sorenson—Did mention that the capacity of the Sun Van does depends on how big a wheelchair is.

Director Bruce Rizzieri agreed with this statement.

Tammy Harmen – Inquired how early could an individual make an appointment for a doctor’s appointment. Another issue is scheduling a return trip. There are times when a doctor’s appointments are running behind schedule, which conflicts with the schedule pick-up time.

Director Rizzieri responded that individuals should be utilizing a call when ready for this situation.

Ellen Sorenson stated that the wait can be from 5 minutes to 75 minutes

Tammy Harmen asked if she can be dropped off at multiple locations during a ride.

Director Rizzieri responded that an individual can make appointments and be picked up at one location and then dropped off at a different location.

Tammy Harmen suggested that training should be provided to all transit employees because Ms. Harmen is getting conflicting information. Moreover, Ms. Harmen stated that transit employees should be trained on ADA standards and provide correct information to all.

Tammy Harmen asked what is the turnaround for complaints.

Director Rizzieri responded that it depends on the issue/nature of the complaint.

Tammy Harman stated one should not have to argue the ADA regulations with drivers

Director Rizzieri suggested that Ms. Harman email him directly if an ADA regulation happens. Mr. Rizzieri stated that it’s important to obtain the following information: time, direction the bus is traveling, location, drivers name (if you can), and bus number.

Jayne Frandsen inquired if anyone had questions about statistics

Director Rizzieri responded that Sun Van ridership has grown 3.85 percent

**Darleen** Fattorusso stated that Sun Van ridership is expected to grow due as the population gets older.

**Chairperson’s Report**

No report at this time.

**Director’s Report**

Mr. Rizzieri stated that in January questions were asked about the City’s capital budget process and the annual operating budget process. He then provided information about the capital program funding process. There is a General Obligation Bond election in October of odd-numbered years. The CIP division of the Department of Municipal Development begins the project recommendation process during the first quarter of the calendar prior to the election year. Departments are provided funding levels and capital program requirements. Departments submit their respective project funding recommendations to CIP. These recommendations are reviewed by several committees and a recommended plan is then sent to the City’s Environmental Planning Commission.

The EPC conducts a public meeting and then sends its recommendation to the City Council. The City Council conducts several meetings, modifies the funding priorities, and then sends its funding recommendations to the Mayor.

The operations budget recommendation and approval process begins in January when the Budget office sends instructions and budget preparation forms to each department. By April 1 the Mayor sends his recommended budget to the City Council. The City Council will conduct meetings regarding the recommended budget, make modifications, and then vote on the upcoming Fiscal Year budget in May.

**Old Business**

There was no Old Business.

**Announcements**

This is **Jim Copeland last meeting due to a new position.**

**Meeting adjourned**

Jayne Frandsen closed he meeting at 11:29 AM