

**Para Transit Advisory Board**

**Alvarado Transportation Center – 2nd Floor**

**Meeting Notes**

**May 19, 2015**

**Board Members Attendance:**

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

**Transit Department Attendance:**

Annette Paez, Associate Director; Sandra Saiz, ABQ Ride Supervisor; Phyllis Santillanes, Administrative Assistant.

**Public in Attendance:**

Alice Maestas-Marshall, Ellen Nolan, Joe Sorenson.

**Call to Order:**

The meeting was called to order by Jayne Frandesen at 10:47 a.m.

**Acceptance of Agenda:**

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

**March’s Meeting Minutes:**

Mr. Copeland motioned to approve and Mr. Yake seconded and the minutes were approved by the Board. There was mention that the minutes for March were not posted on the website. This will be looked into and resolved.

**Public Comment:**

Ms. Frandsen passed around the Sun Van newsletter and it was noted that Ms. Maestas-Marshall did not receive one. Ms. Maestas-Marshall asked if it was electronic or if it was in brail, in which Ms. Paez stated that Ms. Maestas-Marshall will receive it electronicially.

Ms. Maestas-Marshall wanted the Board to know she appreciates the Sun Van Services, but Ms. Maestas-Marshall feels that it needs to be stand out service. In her eyes, the drivers do not get paid for the complexity of their job discreption. They do the job, they are the ones who endanger their lives having to drive around in the city all day. They are very courteous and they are her guardian angels who get her to her destination safely.

The one issue she feels the drivers have to face is the fact that the shelterd passengers are placed on the Sun Van too early, and being that they are not allowed to leave them because the programs are not open yet, this causes the drivers to double back to their destination and that causes these passengers to be on the Sun Van to long. Ms. Maestas-Marshall states that because it is not that big of a deal, she suggests that there should be an A program and B program, and the sheltered passengers shouldn’t be picked up prior to a certain time. Transit should put more thought into how the vans are scheduled. Ms. Maestas-Marshall told the Board about a late ride she recently had, the driver did not make her pay, because it was late. She states the drivers have compassion.

Ms. Maestas-Marshall states this should be a model program by now, the funding is there, so the commitment should be there. She suggests there be more seating. Passengers should get home in a timely manner because their time is also precious. Ms. Maestas-Marshall wants to compliment the Sun Van drivers, she wishes she could march in Washington and let them know that the disability community needs to be more accepted into society in order for the program to be improved. She feels the money is there for this. Ms. Maestas-Marshall states, “do not put more seats, unless they are going to be transported in a group of passengers who are going in the same vacinity of the City and get them there within 45 minutes”. Ms. Maestas-Marshall would like a copy of these minutes so I can tell the drivers I really tried to promote progress into a better paying position. The money is there, pay them what they are worth.

Ms. Frandensen asked for verification that the minutes will be posted to the web site.

When asked if they had any comment, Ms. Nolan and Mr. Sorenson stated they had none but ask that the Board pause for a moment of silence in remberance of Mr. Sorenson’s wife who passed away in April and asked for a prayer for him.

Ms. Maestas-Marshall stated that no one wants to make complaints, but she hears about them, there are complaints. She explains that passengers are afraid they will be treated differently if they complain, for instance, when the van is late picking them up.

Ms. Frandsen wanted to know if there is a “hall pass” for a ride that was late, can the drivers make note of it and then the next ride will be free.

Ms. Paez explained that this could not be done.

Ms. Frandsen stated how important complaints are to the City so that issues can be addressed.

Ms. Nolan states 311 is the best way to have a written record about a complaint or compliment, and Ms. Frandsen suggests to also ask for a response back by leaving your phone number.

Ms. Paez states if you do not get a response back, call 311 back and let them know that you did not get a callback from Sun Van because we do maintain the files for compliments and complaints.

Ms. Frandesen asked a question regarding sheltered passengers, who would be responsible for working with the city to establish something so that the shelterd passengers are not on the Sun Van for long periods, and also for the drivers who are forced to accept the responsibility of a shelter passenger .

At this point in the meeting, Ms Paez introduced Ms. Sandra Saiz, who will be the new ABQ Transit supervisor and explained that Ms. Saiz will be the person who will handle a lot of these issues. Ms. Saiz will be attending these meetings with Mr. Rizzieri.

Ms. Paez addressed the issue of the shelterd passengers who are on a Sun Van for what appears to some people to be a long time periods. She explained that this is a complicated issue. Because of FTA regulations, we cannot tell a person when to schedule a ride, we cannot tell them, “no you can’t do that because the agency is not opened by that time”. We also have suggested to the parents or guardians who are scheduling these rides to schedule by appointment time. Ms. Paez explains that Transit has tried working with the programs and requested that all agencies don’t open and close at the same approximate time, with no success. Futhermore, the FTA will not allow these passengers to be seperated in their own Sun Van due to the sheltered status because it has to be equal access for everyone.

Ms. Fattruosso agreed that for this situation it does appear that the passengers are scheduled to be dropped off at 6:30 a.m. and bless the driver who will not leave anyone if the program is not open because they know that person may not be safe. The driver will go drop off two people and then return. Kudos to the drivers. And speaking of the parents, they say they have to leave, so the passenger is left to get on the Sun Van and go through the long ride.

Mr. Copeland wonders where the liability is if an agency is not opened and the passengers gets dropped off early. He feels like the family may try to sue the City because you did not provide adequate safety and if the driver has to go back, herein lies the problem for others not getting their rides on time. Is there anything is the Sun Van policies that states they will be liable when they get there early.

Ms. Paez confirms, that there is not an easy answer. We would be liable, but we have drivers with common sense, who will not leave a shelterd passenger or a passenger that may not require a signature, but may be at risk, and the phenominal drivers will not leave them either.

Ms. Frandsen asked Mr. Sorenson if he can post this information for the community to be aware of these issues and Ms. Nolan stated she could also post information on facebook.

**Director’s Report:**

There is no Director’s Report.

Ms. Saiz went over the ridership report that was handed to the Board.

Ms. Frandesen stated Mr. Rizzieri promised a performance measurements report, i.e. on time, phone callers, late, accidents, unsafe drivers, unsafe riders, which was explained to her that there was a computor change and it was dropped out of the loop. Ms. Saiz stated she will make sure that it will be brought back for the Board to review.

Ms. Maestas-Marshall stated since we collect these statistics, how many more vans are going to be made availabe to the drivers and how many more drivers will be added. We need to be able to meet the need of more passengers.

Ms. Paez reported that three new Sun Van drivers have just been recently hired and as of July 13th the new vehicles will go to the assembly line for completion in August.

Ms. Maestas-Marshall asked if that meets the needs of the growth of Sun Van. She feels these are all excuses and it is not fair to the drivers. Ms. Frandensen reminds Ms. Maestas-Marshall that everything is tied to budget and Mr. Rizzieri is very aware and dedicated to doing everthing he can.

Ms. Maestas-Marshall comments on the money being spent on the ART, which is taking parking from shoppers on Central. “Someone isn’t having the vision”. She feels there is money out there, matching federal funds for every mile per trip. Ms. Maestas-Marshall states she feels the rides are longer because they are adding up the mileage for more money from the Federal Government. Ms. Maestas-Marshall feels this program needs looking at.

Ms. Fattrusso feels that one aspect that is overlooked is that people change, Sun Van does not, but people do. It may be that there are five riders an hour that should be using the fixed route.

Ms. Frandsen voiced concerns that the City and the County have very complex issues with transportation. Everyone should be working together. The agencies used to be present at these meetings, i.e. ARC, Adelante, VSA, and it is diffucult to make decisions with no representation. Mr. Frandsen knows its hard for people to make time, just as it is for the Board members, who all have jobs, lives other than being on this Board.

Ms. Frandsen inquired about the open house meetings that Ms. Luna, from MRCOG, spoke to the TAB about in which the Road Safety Assessment Team will be providing.

Ms. Paez gave information on when these meetings will be scheduled: Monday, 8-31-15, all day; Tuesday 9-1-15, all day; and Wednesday 9-2-15 for half the day, at the bank building at Central and San Mateo in the Conference Room.

Ms. Saiz introduced to the Board the new restraint system for mobility devices that is now being tested on a Rapid Ride bus. Ms. Saiz explained that with this new system it will make securing the mobility device quicker and easier. It positions the mobility device user to be backward facing, which is safer for the individual. The device is currently being tested on bus #6904 which services the 790 Route. Training for the drivers was provided as well as the passengers. The device will remain on this route for three months and then move to different routes.

**Old business:**

There was none.

**New business:**

Ms. Frandensen inquired if transportaion will be provided by Sun Van for these meetings. She states it is in the bylaws. Ms. Paez will look at the bylaws and asked Ms. Frandensen where in bylaws this was stated. Ms. Frandesen will get them to her.

Ms. Fratrusso asked about scheduling through the internet, for those individuals who are not articulate to ask for reservations over the phone.

Ms. Paez stated that at this time the department does not have this capability.

Next meeting will be July 21, 2015

**Adjournment:**

Ms. Frandensen adjourned the meeting at 11:40 am