

City of Albuquerque
Advisory Committee for Transit of the Mobility Impaired (para-transit)
October 12, 2010 – Minutes

PAB Members Attending: Tracy Agiovlasis (Chairman), Mike D’Arco, Jayne Frandsen, Judy Moore and Bill Richardson (TAB Liaison) **Absent:** Olimpia Castillo

Transit Staff Attending: Bruce Rizzieri, Annette Paez

Guests Attending: Rene Fernandez, Sharon Fernandez, Ellen Nolan, Joe Sorenson, Richard Benison, Robert Stevenson, Kathleen Stevenson and Vicki Kowal

Tracy A, Chairman, called the meeting to order at 10:35 am. Roll call noted above. Mike D moved to approve the agenda, Jayne F seconded & all approved. Tracy A clarified the information in the September 2010 minutes regarding bus stop on #51 and added temperature control to Bruce R’s statement regarding running the vans while stopped. Jayne F moved to approve them as corrected, Judy M seconded and all approved. Jayne F moved to approve the July 2010 minutes, Mike D seconded and all approved.

Public Comments: (2-minute limit)

1. **Ellen N** – stated that the message while on hold when calling in still has the July 4th promotion and needs to be updated. This was addressed at the last meeting and Ellen stated she still heard it as of this morning. Bruce R responded that he would update it appropriately.
2. **Sharon F** – noted that she and Rene moved to a new location that is so new it is not included on some area maps, but ABQ Ride was able to “geo-code” it into their records as their home destination, but it is not recognized when other riders are asking for it to be a destination for them. She stated that some CSR staff has been rude when not able to enter that destination. Annette P apologized for any staff behavior and responded that these two areas are separate at this time, but they recently purchased map maker software that will update the map hopefully within a couple of months. At that time, the new location should be registered in the overall database and should not cause problems for visitors to their address.
3. **Art T** – (was not able to attend, but sent an email comment to share in the meeting) Tracy A read the email comment: “Regarding trying to determine what is causing problems with the ADA announcements, we are finding connections between component (kind of like “I never knew this could affect that” scenario) in the bus that might be the reason. Joe and Stan have the announcement company in on investigation”. Bruce R responded that he believes this is in reference to an announcement on a bus was repeated, but they were not able to reproduce the effect. They did however contact the company to alert them of the incident.

ABQ Ride Performance Metrics: Bruce R reviewed some of the metrics from August 2010 compared to August 2009. Individuals Transported in August 2010 was 19,658 (17,655 Riders and 2,003 Companions &/or PCAs). This is 1149 more than last year.

Bruce R also reviewed a graph of Passengers per Revenue Hour in which the total of persons transported per hour this year was 2.19 versus only 2.04 last year. Annette P stated

that the national benchmark for this statistic is 1.5 and anything above that is considered very good.

Bruce R noted that Passengers per Revenue Mile this year was 0.12 versus last year only 0.11 and added that this does not have much value as the length of trips each rider takes varies so much.

Last graphs were regarding On-Time Performance percentage and compared years 2008, 2009 and 2010. It showed that they were on time only 81.7% of the time this year, versus 86.9% in 2009 and 80.8% in 2008. Bruce R stated he does not know why they were on time much less in August and he may see if he can determine why. Mike D asked if this was due to the extended service into the Rio Rancho area, but Bruce R stated that those services would not begin until December.

Tracy A noted that there were no statistics on Cancellations, No Shows, Missed Trips and Placements provided and added that these are some of the most important as they relate to rider satisfaction of services. Bruce R stated that he would see if he could obtain them for the future. Tracy A also noted that, as stated in the past, the goal was to get more riders on subscription and the challenge was many needed the rides during the peak morning and evening hours, so wondered if they were able to accommodate any more riders. Bruce R did not have information on added subscription riders.

Complaint Call Backs: no discussion

ABQ Ride Updates:

- a. **IVR Script Update:** Tracy A noted that in the last meeting it was stated that the IVR message would be shorter and re-scripted with community recommendations considered and that this has been done. Ellen N questioned the repeating of information including the 2nd automatic repeat of information and the “press the star key” for more repetitions. Bruce R again noted that it is set that way for those who’s phone recorders cut off the first part of the message as well as giving the option for any rider who needs or desires the information repeated. He added that if any rider is satisfied with the first confirmation of the ride(s) for the next day can hang up at any time. Tracy A applauded this option as it is accessible for a wide variety of riders. ** However, it was noted by all riders present that the IVR system, including confirmation calls the night before and the 5 minute calls before the pick up, have not been made in the last 2 weeks. Bruce R was unaware of this and stated he would correct that problem right away. Every rider is reminded to call ABQ Ride for any complaints and not assume it is a glitch that is being attended to by the staff.
- b. **Commission for the Blind providing Braille and audio formats:** Tracy A noted that in previous meetings it had been noted that Braille was not readily offered and staff stated they would confirm the availability of both Braille and audio formats. Bruce R stated that it is available and the number to call to request alternative format was published in the newsletter or anyone can call ABQ Ride directly. **Tracy A noted that as of this morning the website did not have the newsletter posted – it still said “Spring SunVan Newsletter coming soon” and asked for it to be posted. Sharon F asked if she could get it emailed and Tracy A stated that in the newsletter it advertised that anyone who desired this format just needed to request it. Mike D acknowledged that in such a large department the website may not be a

priority, but asked that someone please update necessary information. Bruce R noted he would get the newsletter posted.

- c. **GPS Accuracy update on Fixed Route Buses:** Jayne F noted that this committee was told in May 2010 that people would be riding the buses to check this on a monthly basis and Bruce R verified that this is done. He added that the announcements for intersections were being adjusted to allow time for a rider to pull the cord requesting the bus stop and they are 95% accurate for the entire system at this time. They continue to make these adjustments.

Report from TAB (Transit Citizens Advisory Board): none since their meeting is later this month.

Committee Issues:

1. Minutes Recorder: Tracy A asked for a member volunteer to take minutes of these meetings, which reintroduced the issue that if ABQ Ride could provide a recorder for the meetings as they did many years ago it would be helpful. Bruce R stated he would obtain a recorder (preferably a digital one so that it could be more easily transported to a member's home for transcription) and if that can be done, Jayne F offered to transcribe the minutes.

2. New Members Needed: Tracy A reported that she spoke to Giselle Alvarez, contact in charge of Boards and Commissions in the Mayor's office. Giselle A did say that she has 5-6 interested persons for our committee, that there are 7 open positions and 3 members whose terms are expiring. Her ideal situation would be to have at least 2 candidates for each needed position and while this is probably not attainable, she offers to work with our members and/or to speak to any group to recruit more candidates. Tracy A asks anyone who is interested or knows of another person good for this committee to apply as soon as possible. The members at the end of their terms may or may not be forwarded for another term. After the group of candidates is assembled, Mayor Berry reviews them with Giselle and picks those he will ask the City Council to approve.

3. Code of Resolutions Update: In regard to the proposed changes to the committee's Code of Resolutions, including but not limited to, changing the name to Para-Transit Advisory Board and reducing the number of committee members needed is also something Giselle A is able to assist with. Tracy A agreed to send her the previously proposed changes and they reviewed what City Counselors might be approached to review and submit the changes to the council meeting.

New business:

1. **No State Fair Park & Ride:** Tracy A reviewed the changes this year and asked Bruce R how much money was saved by not providing extra buses for park and ride. He hopes to have those figures by next month. Bruce R stated that they did get some complaints; some noting that the distance from the stop into the fair grounds was long.
2. **Luminaria Tour in December:** Mike D asked if there would be SunVan vans available again this year for the tour and Annette P stated that they would have 3 available this year. Tracy A noted that a rider dependent on the SunVan still could not be picked up at their home to attend and Bruce R confirmed that Fixed Route and SunVan will stop service at about 3pm and that any SunVan rider needs to get

themselves to the beginning of the tour where they would be able to ride the buses or vans.

- 3. Additional Stop on the #51 Atrisco Bus:** Tracy A asked if the staff had looked at Judy M's request from the last meeting and it had not been addressed. Judy M reviewed the request especially for another stop on the other side of the street from Joy Junction so that riders with special needs living in the area do not have to cross the train tracks to get home. Bruce R stated he would review it and would include that in the December bidding process as appropriate.

Items for November agenda: none at this time *(note community members are welcome to request subject matter they feel needs to be addressed)*

Adjournment: Tracy A adjourned the meeting at 11:24 am. **The next meeting will be held Tuesday, November 9th, 201 (the 2nd Tuesday) here at ATC from 10:30 am to 12 pm.** The public is welcome and encouraged to attend.

(Approved 11/9/2010 by the committee)