

City of Albuquerque
Advisory Committee for Transit of the Mobility Impaired (para-transit)
July 12, 2011 – Minutes

PAB Members Attending: Tracy Agiovlasis (Chairman), Mike D’Arco, Olimpia Castillo & Bill Richardson (TAB liaison)

Absent: *Jayne Frandsen, Judy Moore (excused)*

Transit Staff Attending: Bruce Rizzieri

Guests Attending: Marilyn Martinez, Douglas Miller and Art Tannenbaum

Tracy A, Chairman, called the meeting to order at 10:39 am. Roll call noted above. Tracy A noted Danny Holcomb notified this committee that he transferred to the city’s Department of Senior Affairs. Mike D moved to approve the agenda, Olimpia C seconded & all approved. Mike D moved to approve the June 2011, Olimpia C seconded and all approved.

Public Comments: (2-minute limit) –

1. **Art T** – stated he does not want to give compliments to ABQ Ride as he feels it skews the statistics and he feels it has been demonstrated in these meetings that the statistics are not accurate, BUT he stated that the vast majority of fixed-route bus drivers have consistently good customer service. He is, however, flabbergasted about the politics in these meetings regarding the automated announcements, noting that at the September 5, 2004 City Council meeting Greg Payne (previous Transit Director) spoke in regard to a monetary warranty performance bond on the equipment. This bond stated the company would reimburse the City if the equipment failed. Bruce R responded he is unaware of this as it was many years ago under another administration. Art stated that transit staff stated at the last meeting the external announcements were actually from a speaker inside the doors of the bus and later that staff person told him he misspoke and they are located on the outside of the bus. He further noted that he has discussed the calibrations of the GPS with a staff person in charge of calibrating the system but continues to experience several missed or incorrect announcements when riding the fixed route buses. Bruce R responded that they disagree there is a systematic problem and that these are isolated issues.

ABQ Ride Performance Metrics: Bruce R presented the statistics from June 2011 compared to June 2010 to the committee as detailed below. Bruce R noted that the On-time Performance was increased 3.3% from last month using some suggestions from drivers, especially regarding subscriptions. There have been some changes in scheduling including having set start times for about 10 of the routes, instead of having drivers start directly based on scheduled rides.

Statistics June	Yr 2011	Yr 2010
Reservations Made	22,489	22,097
Ride Refusals	11	
Placements (all rides provided)	200	115
Cancellations	4,174	4,035
No Shows	690	361
Number passengers	17,695	17,425
Number companions or attendants	2,575	1,847
Percentage of Subscriptions	41.6 %	40.6%
On Time Performance percentage	85.5%	86.3%
311 Transit Calls	178	

Bill R noted that there were 54 Safety issues noted and that he has requested in the past a further breakdown into types of safety issues. He stated safety issues may be related to the vehicle or to driver operations and therefore the Employee Misbehavior may have a relationship to safety as well. Bill R stated that training would benefit from this information and asked Bruce R to follow up on his previous request of categorizing these issues. Bruce R stated he will find out if they can be broken down.

Number of Calls to 311	June2011
Accidents/Incidents	0
ADA compliance	1
Bus Stop	6
Compliment	21
Customer misbehavior	0
Employee misbehavior	37
Fare/Passes	0
Information	6
Lost/Found	41
No-shows	0
Passing up stop/customer	4
Route/Schedule	5
Safety	54
Vehicle Condition	3
TOTAL	178

Requested ride time vs Negotiated time is broken down into the time rides are actually scheduled in relationship to the time requested either before or after the requested time. Any that are scheduled beyond the 60 minutes (or 1 hour) are considered ABQ Ride error since Federal Regulations call for rides being scheduled within 1 hour of time requested. Bruce R pointed out that 89.4% of all rides are scheduled within 30 minutes of the requested time.

Within 5 minutes	Between 6 & 15 minutes	Between 16 & 30 minutes	Between 31 & 45 minutes	Between 46 & 60 minutes	Beyond 61 minutes
14962 rides	2251 rides	1417 rides	697 rides	1471 rides	51 rides
71.8 %	10.8 %	6.8 %	3.3 %	7.1 %	0.2 %

New Application & Certification Process Draft: Bruce R reported that he has begun reviewing the new application and will have a final version available at the August meeting. Then the new certification process will begin and they are looking at one option of contracting with an outside firm in order to provide impartial assessment. Tracy A reminded him that this committee's main concern is to have the person certifying riders is a qualified person with expertise in a wide range of disabilities, ideally someone with a medical or rehabilitation background. Art T asked why this was a focus and Tracy A responded that when the Delta Services did the para-transit audit last fall this was the area that they noted was lacking. In comparison to other agencies of similar size, ABQ Ride's definition of eligibility was too broad and the interview process did not really screen individuals well. Mike D added that through the appeals process this committee is involved in, we are aware of some persons who might be able to utilize the fixed-route system and that when he attended the National ADA Symposium recently it was clear that there are many persons who would be considered severely disabled using fixed-route services across the country. Tracy A noted that if a person does not absolutely need SunVan services according to the ADA, using the fixed-route buses offer more flexibility in transportation as well.

Meeting Increased Need for SunVan service:

- a. **New van invoice/order update** – Bruce R stated that they are almost done with a review, including trial operations, of security monitors and expect that after the first of August 2011, they will have picked a final version. He clarified that they are displeased with the current camera's they have and so they are reviewing other systems. Tracy A asked if the total number of new vans is still undetermined and Bruce R stated that the actual grant application is written as “up to 36 vans” to allow for prices changes between application time and receipt of grant money. He added that most of the vans will be replacements for current vans in the fleet that are old and that 5 years is the average expected life of a para-transit van in an agency such as ABQ Ride.
- b. **Contracting with local organizations for rides** – Bruce R stated that this was a long term goal and the city's Department of Senior Affairs (DSA) was the first agency they discussed partnering with but DSA first needed to increase their computer technological system. Tracy A noted the process has been halted by this since the very beginning of these discussions a year ago and asked if the goal was to keep it within the city agencies since it would make more sense to partner with a local organization that is currently more technologically sophisticated. She added that it was her understanding that ABQ Ride would share the Trapeze software and asked for clarification if it is hardware needed by DSA. Bruce R stated that the challenge will be in the separate billing on usage of the software. Tracy A stated while this could make it not feasible for partnering with another agency for fully accessible transport, what is the final word on Lucy Birbiglia's suggestion for using taxi's for rides of ambulatory certified riders. Bruce R reported that they analyzed information on rides during periods of peak usage which determined it would be more costly to use taxi's for those riders and he has already reported this back to Lucy B.

Driver Customer Service working with Persons with Disabilities – Tracy A noted that in the last meeting Marilyn Martinez offered to provide presentations to the drivers (at no charge) encouraging good customer skills when working with persons with disabilities. Marilyn M stated she left Sandra Saiz, the trainer, phone messages twice and did not get any response yet but she is preparing her presentation. Bruce R said he would follow up with Sandra. Tracy A asked if DRNM (Disability Rights of New Mexico) was still doing this type of training sessions with ABQ Ride staff and Bruce R said he did not know if they were still under contract, but would find out.

Updated Rider Manual & Appeals Process plan for changes – Tracy A stressed that a current and fully informational Rider Manual can allow for better use of the system for both riders and ABQ Ride staff, but that it is understandable with staff changes these projects may be set back. Bruce R stated this can be addressed in the future.

Committee Business:

- a. **Membership** - Tracy A stated there is no further news from Giselle Alvarez in the Mayor's office regarding movement on adding members to this committee soon. Tracy A noted that City Councilor Ken Sanchez has not responded to her email sent on June 13, 2011. She will follow up with both by the August meeting.
- b. **Annual Report to the Mayor** – Tracy A noted that this committee is asked to submit an annual report per the City Resolution and would like the committee members to share their views on accomplishments, issues and goals for mass para-transit transportation provided by ABQ Ride at the August meeting. Committee members present agreed to do this in order to compile a report by September 2011. The minutes of meetings are

also posted on the website with details of this committee's actions, discussions, ideas and suggestions.

New Business & Items for August 2011 agenda:

1. **Related to this committee monthly meeting** – Mike D thanked ABQ Ride for having the room set up for this committee meeting. He also stated that he does not understand why the ride for one committee member (dependent on SunVan) was picked up well before the meeting was over today, asking that Bruce R address this issue. Bruce R said he will follow up on how the rides were scheduled for today and he will address arrangements for any members using SunVan service to be in attendance for the whole meeting time.
2. **SW Disability Conference October 5-7, 2011 at the Convention Center** – Marilyn M stated that since she will be out of town for the August committee meeting, she wanted to let this committee know she is offering a presentation at this conference regarding bus usage for persons with disabilities. The date and time are not yet determined, but she will focus on safety tips. Tracy A suggested she collaborate with ABQ Ride for this and Mike D suggested that a fixed-route bus might be nice to have at the conference for trial and training. Bruce R said he is happy to discuss possibilities with Marilyn M and will follow up on Mike's idea.

Adjournment: Tracy A adjourned the meeting at 11.15 am. **The next meeting will be held as usual (the 2nd Tuesday) Tuesday, August 9th, 2011 here at ATC from 10:30 am – 12 pm.** The public is welcome and encouraged to attend.

(Approved 8/9/11)