



Para-Transit Advisory Board
Alvarado Transportation Center – 2nd Floor
Meeting Minutes
September 19, 2017

Board Members:

Jayne Frandsen, Antoinette Wright, John Standish

Members of the Public:

Ellen-Nolan-Sorenson, Joseph Sorenson

ABQ Ride:

Bruce Rizzieri, Director; Sandra Saiz, ABQ Ride Supervisor; Amanda Trujillo, ABQ Ride Customer Service Supervisor; Yvette Garcia, Administrative Assistant

Meeting Called to Order:

Ms. Frandsen called the meeting to order at 10:31 AM. She then took roll.

Acceptance of Agenda:

Ms. Frandsen asked for approval of the Agenda. All members of the Board voted to approve the Agenda.

Approval of Minutes from July:

Ms. Frandsen asked for approval of the Minutes. The members of the Board voted to approve the Meeting Minutes for July 18, 2017.

Public Comment:

None.

Chairperson's Report

None

Director's Report

Ms. Saiz talked about the visit with consultant Richard Weiner from Nelson/Nygaard. Mr. Weiner has helped put in motion a new format for the Sun Van application, along with new steps on how to apply for Sun Van certification. Instead of having the applicant bring in the application at the time of their interview, the applicant now will either mail, fax, or email the application to Sun Van and then, once the application is reviewed, a Sun Van representative will contact the applicant with a date and time for the interview. Receiving the application before scheduling an interview provides more time to review the applicant's health condition. This also helps personalize the interview and the interviewer can ask questions based on the applicants ability and not their disability.

Ms. Saiz stated that ABQ RIDE will upgrade the Trapeze software system on October 31, 2017. The upgrade should be seamless for passengers calling in for rides or information. There will be a Trapeze representative on-site for three days to provide training on the new features and offer technical support.

Mr. Rizzieri said that we are in the process of hiring a second person to work on the data information required for the para-transit service. July ridership is the same from the previous year. On-time performance for pickups is just under 89.5%. On-time performance for appointments times is 91.6%. The goal is to have an on-time performance of at least 90%. We are in the process of ordering forty-four new Sun Vans. Forty of those Sun Vans are for replacement purposes, and the other four are for expansion. Mr. Rizzieri stated that we will not be receiving these vans until 2018.

Ms. Nolan-Sorenson asked Mr. Rizzieri what are the new Sun Vans going to look like and what the layout is going to be. Mr. Rizzieri responded by stating that the look and layout will be the same as the last van purchase

Ms. Wright asked Mr. Rizzieri were the vans budgeted for or did you receive unexpected money for the fort- four vans. Mr. Rizzieri responded by saying that the purchase is part of the regular replacement schedule.

Ms. Frandsen asked Mr. Rizzieri if the fixed-route ridership for the month of July was down due to the heat or because of the crime rate here in Albuquerque. Mr. Rizzieri responded by saying that gasoline prices are low and the construction on Central are reasons why ridership is low.

Ms. Wright asked, "What is a refusal and if the new Trapeze system would help with scheduling." Ms. Saiz stated that a "refusal" is when the Sun Van passenger is offered a ride within the two-hour window and declines the offered pick-up time. The new Trapeze system will not change the reason for a refusal.

Old Business

None.

New Business

None.

Announcements

Meeting adjourned

The meeting adjourned at 11:00 AM.

DRAFT