

**Para Transit Advisory Board**

**Alvarado Transportation Center – 2nd Floor**

**Meeting Notes**

**September 15, 2015**

**Board Members Attendance:**

Jim Copeland, Lorna Cross, Darlene Fattorusso, Jayne Frandsen, John Standish

**Transit Department Attendance:**

Bruce Rizzieri, Director; Phyllis Santillanes Administrative Assistant.

**Public in Attendance:**

Joe Sorenson, Ellen Nolan, Diana Marquez

**Call to Order:**

The meeting was called to order by Jayne Frandesen at 10:30am.

**Acceptance of Agenda:**

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

**July’s Meeting Minutes:**

Ms. Cross motioned to approve and Mr. Standish seconded and the minutes were approved by the Board.

**Public Comment:**

Ms. Diana Marquez had issues with scheduling. Ms. Marquez had two separate incidents in which she scheduled a PM ride and the ABQ RIDE Customer Service Representatives scheduled her for an AM ride instead. Information about these rides was obtained so that Departmental staff can look into this situation. Ms. Frandsen stated that she believed it was standard proceedure to read back the reservations and asked Ms. Marquez if the schedule was read back to her. Ms. Marquez stated it was, but does not know why Sun Van did not keep the correct times. The IVR system helped her because it notified her with the five minute notification call and she was able to cancel these rides.

**Director’s Report:**

Mr. Rizzieri stated there were no statistics available for August at this time. Ms. Frandsen asked if it will include the breakdown on the 311 calls? Mr. Rizzieri stated the statisitcs will be regarding rideship informaition as well as information on the number of people who scheduled appointments for certification and he will look into information for 311 calls.

Mr. Copeland shared information about Sun Van issues, Mr. Copeland heard complaints about a Sun Van which was scheduled for a pick-up at 3:15, but did not arrive until 4:15, when the rider called Customer Service the response was, “The van will be there in 5 minutes”. Another incident involved a mother who was complaining about the Sun Van not getting the passenger to their destination on time. When they inquired what was the problem, customer service representative explained that more vans are needed. Mr. Copelands concern is that this is propbly happening to others as well. Mr. Rizzieri explained that if it is more than five minutes late the customer service representative should be in communication with the dispatcher to get a more accurate time of arrival.

Ms. Lorna Cross spoke to say, “I always gets that answer, even if the Sun Van is an hour late.” As long as she has used the program, that’s the only answer she gets.

Ms. Frandsen asked how much does road construction play into this. Mr. Rizzieri stated that if we are advised ahead-of-time some adjustments can be made for fixed-route service. Ms. Fattrousso added that the Sun Van drivers are smart enough to adjust when there is construction but the bigger concerns are when there are accidents.

**Unfinished Business/New Business:**

Old Business: Sandra Saiz and Vanessa Baca helped to place information on the Web site that is more user friendly for Sun Van riders.

Mr. Rizzieri was asked about the on-line hand book and if it was now available. Mr. Rizzieri stated that he would check with Sandra Saiz.

New Business: Mr. Copeland, Ms. Cross and Ms. Fattorusso did not feel it was appropriate that the Appeals Board should be brought a case in which the client had an incomplete application due to the medical providers portions being incomplete. Ms. Cross also suggested that the HIPPA request should be amoung the paperwork that the medical provider needs to complete on the application. Mr. Rizzieri agreed and stated he will work on a draft procedure.

Mr. Copeland inquired about indivduals who may have a legal presadent for Para Transit eligibility. Mr. Rizzieri explained that there are two situations in which a passenger is eligible. One is when they have eligiblity from another state, and they will be visiting Albuquerque. These individuals, will be able to schedule up to 21 trips without having to be certified through our process. The other is when a passenger from another state is moving to Albuquerque. These individuals will be able to schedule up to 21 trips while they are going through the certification process

Mr. Rizzieri stated that delivery of the new Sun Vans will begin in October.

Mr. Copleland asked if ABQ RIDE will be replacing any of the current vans. Mr. Rizzieri explained that there will be 40 new Vans of which about 30 of them will be replacement vans.

Mr. Rizzieri stated that the new Vans will look like the fixed route buses in that they will have the ABQ RIDE logos with additionial pictures of the Tram, Old Town Church, Lobos and Kokopelli.

Mr. Rizzieri stated that the department will be introducing the “new look” to Sun Van riders so they may be aware of the changes to the Sun Vans. This is being done per the request of Ms. Fattrousso, who explained this may be helpful for passengers.

**Adjourned**

Meeting adjourned at 11:05 am. Next meeting will be November 17, 2015 at 10:30 am.