

City of Albuquerque
Advisory Committee for Transit of the Mobility Impaired (para-transit)
September 14, 2010 – Minutes

PAB Members Attending: Tracy Agiovlasis (Chairman), Mike D'Arco, Jayne Frandsen, Judy Moore & Olimpia Castillo and Bill Richardson (TAB Liaison) **Absent:** none

Transit Staff Attending: Danny Holcomb, Bruce Rizzieri

Guests Attending: Donald G, Diana M, Ellen N, Joe S

Tracy A, Chairman, called the meeting to order at 10:40 am. Roll call noted above. Jayne F moved to approve the agenda, Judy M seconded & all approved. There were not minutes from the August 2010 meeting.

Public Comments: (2-minute limit)

1. **Diana R** – asked if the IVR calls could begin at 5pm and Danny H responded that the schedulers are refining the schedule between 5pm and 7:30pm and that is why they begin later.
2. **Ellen N** – again reminded us that the recording when you call in for a ride needs to be updated as it still refers to July 4th schedule and Danny H responded that he would check with marketing since they are involved in content. Olimpia C added that she would like a change in the music.

ABQ Ride Performance Metrics: Danny H provided metrics that included 18,485 total number of persons transported in July 2010 (16,716 were certified riders and 1,769 were companions). This is 151 more persons than July 2009 (16,893 riders and 1,441 companions). Revenue Miles for this July were 151,795 versus last July of 162,135. These are miles that include miles traveled while in service (including waiting at the end of a route) and Danny H stated it indicated the decrease shows they are more efficient in planning routes. On-Time Percentage for July 2010 was 89.7% versus July 2009 that was 87.7%, so they feel they are getting better at picking up passengers on time. The last graph showed the total numbers for the fiscal year 2010 (July 2009-June 2010). While it showed per month, the average No Shows were 388 and Advanced Cancellations were 3,670 (119 of those were within the late window and 256 were cancelled the same day). It also noted that trips missed due to ABQ Ride error, User Error Cancelled Trips, were an average of 8 per month. Tracy A requested full statistics agreed on for next month and graphs in color to better understand them.

Bruce R Update: Bruce R noted one of their big challenges noted within the last 2 weeks were that the wait times on the phone for callers were too long especially on Fridays between 8-9 am. They will get extra help in during that time to help with the increased volume of calls. Bruce R noted that the usual staff included 8 CSR (Customer Service Representatives) Monday through Friday that handle incoming calls, the window sales / questions and sometimes some dispatching.

Jayne F asked if the van drivers were to leave the van running while waiting on the route and Bruce R responded that it is the practice to keep them running so the camera captures that

time, plus it maintains the temperature appropriately cool or warm for passengers. On-board cameras only work while the motor is running.

Bruce R noted that the Park and Ride is no longer provided for the State Fair and should save money in the ABQ Ride budget. They will publish in the Journal this week a map of the regular routes that anyone can take to get to the State Fair.

Bruce R stated it was noted at the TAB meeting that the fixed route announcements had improved.

August Meeting Follow Up: Bruce R noted that the shorter version of the IVR message should be released about September 20, 2010 including some of the public requests such as using the term “rider” versus “client”.

Report from TAB (Transit Citizens Advisory Board): Bill R noted they discussed the bus stop locations that are nearly 1 mile apart where #157 and #790 meet near Golf Course and Coors. They would like to make them located closer together especially for transferring riders and ABQ Ride is looking into this.

New business &/or items for August agenda:

1. Judy M requested ABQ Ride adds another bus stop on the #51 bus route near Joy Junction or further north. One could be useful to Joy Junction, but good for a home where persons with special needs live nearby. The walk to the stop is 2.4 miles, making it inaccessible for some. She suggested that would provide enough rider ship to make it worth extending past the Prosperity turn off of 2nd St SW.
2. Bruce R clarified that the buses and para-transit van service that are now running to Rio Rancho are funded by the Rio Metro budget.
3. Jayne F asked if there were plans to increase bus service on Voting Day and Bruce R responded that there is not.
4. Mike D asked about plans to make bus stops with covered shelter along Rio Grande (#36) Route. Bruce R responded that the Federal Stimulus funds for shelters allowed them to add 300 shelters to bus stops and the criteria for choosing which ones get the covers includes rider ship and “right of way”. Right of way involves variables such as if the land nearby is private and if the space is available within city regulations to construct the shelter. He noted that the shelter is in process of being completed at Sequoia and Coors bus stop.

Adjournment: Tracy A adjourned the meeting at 11:24 am. **The next meeting will be held Tuesday, October 12th, 2010 here at ATC from 10:30 am to 12 pm.** The public is welcome and encouraged to attend.

(Approved with corrections on 10/12/10)