



Transit Advisory Board
Thursday, September 12, 2024
4:00pm-5:30 pm

In Person Meeting at
Alvarado Transportation Center
100 1st St SW
2nd Floor, Mercer Conference Room
Albuquerque, NM 87102

Virtual Meeting (Online) Via ZOOM
<https://cabq.zoom.us/j/87938415163>
Meeting ID: 879 3841 5163
Phone#: 1 669 900 6833 or 1 253 215 8782

Members Present

Samuel Jensen, Chair (ZOOM); Steve Pilon, Vice-Chair (ZOOM @4:31PM); Althea Atherton (ATC/ZOOM); Michael Devin (ZOOM); Jennifer Layne Frederick (ABESNT); Ben Garland (ZOOM); Michael Patrick Martin (ZOOM); Jett Metcalf (ZOOM); Carlos Michelén Ströfer (ATC/ZOOM) Dara Osher (ZOOM); Jennifer Restrepo (ZOOM @4:12PM); Katherine Sullivan (ZOOM)

Staff Members Present

Margaret Lucero, Executive Assistant (ATC/ZOOM); Leslie Keener, Director (ZOOM); Mike Davis, Deputy Director (ZOOM); Jessica Luna, Facility Office Manager (ZOOM); Chris Bergs, IT (ZOOM) Madeline Skrak, Marketing and Communication Specialist

Visitors Present

Albert Lee (ZOOM); TASS (ZOOM); Peter Rice (ZOOM), Richard Meadows (ZOOM); Baruch Campos (ZOOM); David Pennington (ZOOM)

Land Acknowledgement

Samuel started meeting with a land acknowledgement reflecting on the fact that Albuquerque and New Mexico sits on unceded indigenous land and indigenous people still comprise over 14% of the population of our State. That population faces many disparities that are disproportionate compared to other populations of New Mexico. Through this committee, I'd like to work towards equity for all people in the State, including indigenous people and honor their stewardship of this land.

Call to Order

Samuel Jensen, Chair, began the meeting at 4:03pm.

Approval of Agenda or Additions

Chair Jensen asked for a motion to approve the September 12 agenda. Patrick Martin made a motion to approve the agenda. Ben Garland 2nd the motion. The motion was voice approved by Althea Atherton, Michael Devin, Ben Garland, Samuel Jensen, Patrick Martin, Jett Metcalf, Dara Osher, and Katherine Sullivan.
Carlos Michelen- abstained

Approval of Minutes

Althea asked for correction to August 8 meeting minutes 3rd page under "Second Round of Public Comment" regarding Althea Atherton's comment, she would like to add "with mobility concerns". Chair Jensen asked for a motion to approve the August 8 meeting minutes with the corrections. Althea Atherton made a motion to approve the August 8 meeting minutes, Patrick Martin 2nd the motion. The motion was voice approved by Althea Atherton, Michael Devin, Ben Garland, Samuel Jensen, Patrick Martin, Dara Osher, and Katherine Sullivan.

Jett Metcalf-abstain

Carlos Michelén Ströfer -abstain

Public Comment – *Reminder there is a 2 minute limit on Public Comment(s).*

Michael Devin: Route 31, Wyoming bus, in the afternoons have been very backed up around La Cueva High school. Bus is running about 20-50 minutes late.

Leslie Keener: I will ask Andrew to look at that route.

Carlos Stofer: Thank you to the department for fixing the Spanish language on the ART buses for the bike racks. It would have been great to advertise to take the bus to the State Fair. Lime will be coming to town with their scooters, it would be great to encourage using their APP with Transit.

Samuel Jensen: Transit is advertising Route 16 to Isotopes games, but does not run in the evening, if there's a night game.

Leslie Keener: We were advertising that route for day games.

Ben Garland: I'd like to pass this along, my wife mentioned she's noticed bus stops are cleaner and people at stops are not just hanging around.

TAB Chairperson's Report – Samuel Jensen, Chair

Samuel Jensen: Today is Katherine's last meeting. Thank you for all the work you put into the board you will be missed. I'd like to also introduce Carlos Strofer to the board. Steve will also term out this year and can serve until he is replaced, so we'll have a couple vacancies. Please let folks know if they are interested to be on the board to apply.

Director's Report: Leslie Keener, Transit Director

Leslie Keener: July ridership ART 184,952 riders decrease of -3.5%, Fixed route 645,974 riders increase of 25%; Sun Van 14,876 riders increase of 1%. Rio Grande Connect at 341 boarding and Southwest Mesa Connect at 698 boarding. We're starting to add some strategic buses to routes that are having a hard time staying on time. We've been struggling with vehicle availability, so there's been some missed service on ART, since mid-July. We're starting to send some PM's to Cummins to help with that and expect to see the new Gilligs out in October so that should help. There's still a 50% vacancy rate for mechanics. We're doing another rapid hiring event November 1 and will focus on mechanics. On September 29 will be having a bus rodeo at Yale facility, this is an opportunity for drivers and mechanics to show off their skills. It's going to be a great event for employees and family. We're in the process of updating our Public Transportation Agency Safety Plan. We'll be adding an additional safety performance targets, required by FTA, collision rates, pedestrian collision rates, vehicular collision rates, transit worker fatality rate, transit worker injury rates, assault on transit work rates. On Tuesday, September 17 there will be a Press Conference regarding ACS office at the ATC. ACS will do a more targeted service here at the beginning and end of their day at the ATC. They've been doing Connect to Care events here as well. October 1 we will be rolling out our banning policy with our Elerts app.

We've been really focused on educating people about behavioral expectation on the system with our updated rules to ride, we've been doing that since March. A lot of other transit agencies have this and some of them refer to it as a rider suspension to where, basically, if you're being informed on what the rules are, and you continue to break them at some point we should be able to tell you you're not allowed to use our services anymore, and it'll be dependent on what that violation is on how long the ban is. Hopefully, it'll aid us in keeping our repeat offenders off the system. Our managers, supervisors, police TSOs, metro security Guards will be able to issue those, they'll be providing the letter with the appeal process because there will be an appeal process as well, if someone wants to appeal the ban or have a conversation about it and a non-compliance on that order will be a suspension.

We have a See Say app as a reporting tool. It will allow us to respond in a timely manner. It will go live on October 1. Chris Bergs will demonstrate.

Samuel Jensen: Does this have a way to text?

Chris Bergs: We will have QR codes on our vehicles and you can scan to text or leave a voicemail.

Steve Pilon: Are these being routed through 311?

Chris Bergs: These will be directed to our Transit dispatch.

Dara Osher: This is really awesome, especially if you feel uncomfortable at a stop. It might be good to add stop number to the location options.

Patrick Martin: Can you add something to help with locating vehicle number? Is there any feedback to the reporter on any actions taken? About temporary service reduction shortages, would it be possible to have these announced publically on social media or on the App?

Chris Bergs: All buses have numbers on the outside and inside of the bus. Perhaps we can add the bus number to the inside back end of the bus. It depends on how it is reported.

Leslie Keener: We still try to get those routes covered throughout the day. I will communicate with the team and see how we can get that message out. The App will show if that route is not in service.

Carlos Strofer: Replacing bus stop signs, how will that work with recovery network?

Leslie Keener: We're going to put up these new signs understanding that there may be some we need to remove with the Network Recovery, but this may take up to 3-5 years before we see that. The signs that are up now are looking pretty rough and I think we'll get good use out of them if or when they need to be removed or replaced.

Samuel Jensen: Where are in with bus cleaners? I've been noticing issues with cleanliness on buses. I tend to ride the bus more in the evenings.

Leslie Keener: We've been short on custodians and vehicle servicers, but we're also trying to push the drivers to do their walk through. Touch ups are made at the CUTC mid-day.

Patrick Martin: Dashboard MCO vacancies gain and loss don't seem to line up for recent month.

Leslie Keener: They won't line up because of the way they are reported in HR. Refer to the gain/loss table on dashboard.

Ben Garland: There was an article about a pedestrian crossing at Buena Vista Drive, that would cross the ART lane, have you been involved in those discussions?

Leslie Keener: Yes, DMD has been in contact with Andrew.

Information Items

Albuquerque Long Range Transit Security Program Presentation, presented by Dave Pennington, Parametrix. See presentation link next to September meeting minutes.

Althea Atherton: Did you get a breakdown on demographics of the people who responded? I would encourage, when doing the next round of engagement, to have the demographic data collected. I had an issue with URL code, it was not user friendly. Regarding the data, you mentioned doing a buffer. Did you do along the whole route or the point of a bus stop?

Dave Pennington: We're trying to focus on the user and the folks that are really impacted on the safety. We did the buffer along the whole route.

Carlos Stofer: In Portland, there are employees that are engaging actively with passengers.

Samuel Jensen: I agree with the comment about Transit ambassadors.

Dave Pennington: We are also coordinating with the Office of Diversity and Equity. We want to make sure we're getting their perspective on this as well.

Althea Atherton: It would be great to have a retreat with TAB. Gathering ideas and dated for the retreat. Skill Building, TAB goals, look at community agreements. Transform Transit game. I will send out a doodle poll to see what day works better for everyone in November.

Dara Osher: Understanding our capabilities as an Advisory Board could be a retreat discussion.

Carlos Stofer: It would be great to get to know everyone.

Action Items:

Week Without Driving Resolution, presented by Samuel Jensen and T4B

Changes and corrections were made by Transit Advisory Board members.

Resolution approved and passed by:

Althea Atherton, Michael Devin, Ben Garland, Samuel Jensen, Patrick Martin, Jett Metcalf, Carlos Stofer, Dara Osher, Steve Pilon and Katherine Sullivan.

See Resolution on TAB website, next to September Meeting Minutes.

Second Round of Public Comment (Reminder there is a 2 minute limit on Public Comment(s).

Baruch Campos: America Walks reached out to T4B, because they were struggling reaching out to Albuquerque. Visit weekwithoutdriving.org to read more about this and please reach out to your councilor to share this Resolution.

Adjournment

Meeting ended at 5:34pm

Next Meeting: Thursday, October 10, 2024; 4:00 PM via online (ZOOM) or in person

Below are the chat messages exchanged during the ZOOM Meeting

00:09:28 Richard Meadows: Richard Meadows, Bernalillo County

00:09:35 Peter Rice / Downtown Albuquerque News: Peter Rice from Downtown Albuquerque News

00:21:12 Michael Devin: welcome Carlos!

00:21:24 Patrick Martin: Reacted to "welcome Carlos!" with ☐
00:21:35 Richard Meadows: I have an interested person from the South Valley who'd like to be on TAB
00:21:41 Althea Atherton- TAB: Reacted to "I have an interested..." with ♥
00:22:05 Richard Meadows: Thanks!
00:23:25 Margaret Lucero, Executive Assistant: You can apply on the Transit website under Advisory Boards or send me an email at margaretlucero@cabq.gov and I can get you connected with the B&C office. Thank you
00:27:33 Dara Osher (She/Her, TAB Member): Reacted to "I have an interested..." with ♥
00:27:41 Dara Osher (She/Her, TAB Member): Reacted to "welcome Carlos!" with ☐
00:28:39 Jett Metcalf (he/him/his): Wow!
00:36:25 Dara Osher (She/Her, TAB Member): This is awesome!
00:51:36 Ben Garland: <https://citydesk.org/2024/how-one-abq-student-got-the-citys-attention-over-pedestrian-safety/>
01:01:26 tass: I understand you want more applications for the TAB. I recommend that ABQRIDE posts on Facebook/twitter about the TAB and that there are openings. Thank you,
01:02:27 Margaret Lucero, Executive Assistant: Replying to "I understand you wan..."

Thank you for the suggestion. I will reach out to Maddy to help with that.
01:02:56 Maddy Skrak: Reacted to "Thank you for the su..." with ♥
01:13:09 Dara Osher (She/Her, TAB Member): Reacted to "I understand you wan..." with 👍
01:13:15 Steve Pilon: Excellent point Carlos
01:13:59 tass: Reacted to "Thank you for the su..." with 👍
01:15:30 Jett Metcalf (he/him/his): I think waiting for the vacancies make sense to me
01:37:43 Althea Atherton- TAB: weekwithoutdriving.org