

## Facilitator's Summary Report

**Project:** WOTNA BioPark Concerns Meeting #7  
**Date Submitted:** Oct. 30, 2019  
**Submitted by:** Kathleen Oweegon  
**Meeting Date/Time:** Oct. 29, 2019 4:00 p.m.  
**Meeting Location:** Los Duranes CC  
**Facilitator:** Kathleen Oweegon  
**Co-facilitator:** Jessie Lawrence

**Parties (names of individual attendees are listed at the end of the report):**

- West Old Town Neighborhood Association (WOTNA)
- Bio Park
- Bio Park Society
- Cultural Services
- City Council

**Background/Meeting Summary:**

This was the seventh meeting regarding WOTNA's concerns about the impact of the BioPark and the River of Lights (ROL) on the surrounding neighbors.

The purpose of this meeting is to:

1. Review plans for traffic/parking at ROL 2019 [Nov. 30-Dec. 30, 2019]
2. Determine what collaboration is needed for ROL 2019
3. Hear any updates the BioPark has for us regarding ongoing cleanup of the storage area.

**Action Items from this meeting:** *(see Meeting Specifics for more details)*

By When	What	By Whom
Approx. 11/15/19	Provide Jessica Hoult & Ray Barr with 1 neighborhood pass per residence to distribute	Taylor
11/15/19	Make neighborhood passes available to area residents to pick up at Los Duranes Community Center	Taylor
11/15/19	Email NA representatives (Ray Barr, Jessica Hoult, Gil Clarke & Glen Effertz) to inform them of availability of neighborhood passes for area residents to pick up at Los Duranes Community Center, so that the NA reps can inform their constituency.	Taylor
When receive notification from Taylor	Post info on availability of neighborhood passes to NA Facebook page, mailing list, and on NextDoor.com, and request the readers to share it with their WOTNA resident networks as well	Glen
Before ROL begins	Arrange for a single cell phone to be passed between ROL administration (aka "manager on duty") for use as a single contact point for NA representatives (Jessica Hoult, Ray Barr, Gil Clarke & Glen Effertz) to call if there is a problem during ROL that needs an immediate resolution. <ul style="list-style-type: none"> <li>◆ This number will be <b>shared with Ray Barr, Jessica Hoult, Gil Clarke &amp; Glen Effertz only</b>, not with all residents.</li> <li>◆ Facilitator will be copied on the email providing the phone number.</li> </ul>	Baird
Before ROL begins	Look over cleaned up storage area for unsightly areas and address them	Baird
Before ROL begins	Send NA information on "Elle the Elephant" <i>(see pg. 5, item 2)</i>	Glen
Before ROL begins	See about scheduling an "Elle the Elephant" info support person during ROL.	Baird
March, 2020	Invite a ROL representative to attend the March 2020 NA meeting to debrief 2019 ROL with the neighbors.	Glen

## Meeting Specifics

### 1) BioPark parking plan for 2019 ROL

- a) Taylor: I emailed the parking plan to the Facilitator and it was distributed. *[enclosed with this report]*
- b) Glen: I'm sorry that no one from Ray's trailer park is here. They're the ones who really have the immediate consequences.
  - i) Baird: I spoke with Ray.
    - (1) There was one incident last year with the road closure; it turned out it was the gas company.
    - (2) We're making sure that everyone knows that if they're doing any work at all during this time, they need to let us know. Hakim has done a really good job.
    - (3) Julie: There's a moratorium with all of the different departments to not do anything in the vicinity during this event.
      - (a) We've contacted PNM and the gas company.
        - (i) If something happens, it's because there's an emergency.
- c) Taylor: We're also looking at more Park & Walk locations.
  - i) There's a parking lot at Central/Atrisco we might be able to use.
  - ii) Julie: It's just on the west side of the bridge, where there's a little strip mall.
    - (1) The city owns the lot, but it's overgrown. It's a great spot to relieve maybe a couple hundred cars from the BioPark parking lot.
- d) Baird: We're also relocating all staff parking even further away than last year.
  - i) They're going to be parking on dirt, which frees up an additional 80-90 spots.
- e) Taylor: CABQ has opened up three spots for ABQ Ride. Uptown, Central/Unser, and One ABQ (Transportation Center, lot at Central/First).
  - i) Julie: We're not putting that info out now because they're not announcing the buses running yet. We can't jump ahead.

### 2) Neighborhood Passes

- a) Taylor: Ray *[Manager, trailer park behind BioPark]* and I planned after the ROL 2018 debrief meeting on March 19, 2019.
  - i) We are providing 52 copies of neighborhood passes, 1 for each resident in Ray's trailer park, and then the one pass for each resident for Jessica *[Manager, trailer park across from BioPark]*.
    - (1) I don't recall her exact number of residents, but I'll text her.
- b) Julie: We tried to mail the neighborhood passes last time and that didn't work very well, so we're back to having the managers pass them out.
- c) Glen: How are you getting passes to people who live in houses?
  - i) Taylor: I think we're going to have some here (Los Duranes Community Center) for people to pick up.
  - ii) Glen: How will they learn that?
    - (1) Taylor: We'll email NA representatives.
  - iii) Glen: We'll post it to our Facebook page and mailing list, but I'm not sure we'll get everyone.
    - (1) Taylor: Maybe those people who receive it can be asked to re-share as well.
  - iv) Facilitator: Does your community use Nextdoor?
    - (1) Glen: We don't have an official presence, but I can post.
  - v) Glen: Who do the passes go to?
    - (1) Taylor: Anyone in WOTNA.
    - (2) Glen: The issue affects certain people more than others. People who live farther away, off Mountain, don't need one.
    - (3) Julie: That's why it's good to have them pick up the passes here at the community center.

- (4) Glen: You'll let me know when they'll be available?
    - (a) Taylor: Yes. Who's the president of the NA?
    - (b) Glen: Gil Clarke.
  - d) Glen: You'll be checking for passes at Central and New York?
    - i) Taylor: Yes.
  - e) Glen: And also at New York and Thompson?
  - f) Taylor: Yes.
    - i) There will be another officer at Panmunjon. They don't usually let anyone go through that section, but if they have the neighborhood pass, they can usually get through.
  - g) Glen: So I'll tell everyone to use the pass in the evening.
  - h) Taylor: I'll let both Glen and Gil know that the passes are available by November 15.
- 3) Traffic Management
- a) Taylor: No left turns will be permitted.
    - i) In ART lanes, people will stop to turn left to turn into Los Compadres Mexican restaurant.
      - (1) They cannot do that and cannot do U-turns, which will free the back-up at Central / New York.
      - (2) Glen: What does Los Compadres think?
        - (a) Julie: They're not happy.
  - b) Taylor: We're going to have Magic Hour, opening early for 400 people nightly.
    - i) Hopefully, we'll have at least 100 carloads of people in and out before the actual event.
    - ii) Glen: What's time is that?
      - (1) Taylor: 5-6 PM.
  - c) Julie: We think we've trained every officer and security person but, inevitably, there will be some night with some person when it doesn't work.
    - i) Glen: I can see that there could be confusion if I'm following someone.
- 4) BioPark evacuation plan
- a) Glen: Where are we on evacuation?
    - i) Julie: We're very good with all of that.
      - (1) We just talked with APD, AFR, everyone yesterday.
- 5) Communication during the event
- a) Facilitator: If there is a hitch anywhere and the neighbors need to communicate, what's the best way for them to do that?
    - i) Taylor: I'd ask if you email me at night and I don't email back until the next morning, you forgive me for that. The 12-hour days I work during ROL get very hard.
    - ii) Baird: If there's an issue the day of – we'll figure something out and get that to you.
      - (1) Facilitator: Please copy me
      - (2) Baird: Don't know when we will have that, but before the event, we'll be able to pass out a phone number. It might be mine.
      - (3) Julie: We're looking at having a manager on duty.
      - (4) Baird: If it's an individual phone number, I could be that point person.
        - (a) Julie: Because we have 3 different supervisors, if we had a single cell phone that were provided to the manager on duty each night, we would have one number to share.
        - (b) Baird: I'll see about getting a cell phone that could serve as a single contact point for NA representatives to call if there is an immediate concern.
          - (i) This phone could be passed among whomever is serving as manager on duty during ROL.
  - (5) Facilitator: If there's a phone number you want only a NA representative to call, let them know that.

- b) Facilitator: Something that the Fair West NA found helpful during the State Fair was putting together a flyer that listed: 311 for this, APD for this, 242-COPS for this, and a direct line for anything else.
  - i) They found it cut down the number of calls that went to the wrong place.
  - ii) Julie: We just don't want to have hundreds of neighbors making phone calls.
    - (1) Glen: Gil and I will work out which of us should be the contact.
    - (2) Facilitator: Jessica, Ray, Glen and Gil will receive that phone number information, and I will not disseminate it to the whole WOTNA list.
  - iii) Taylor: Could we see the flyer the state fair put together?
    - (1) Facilitator: I will email that to you
  - iv) Facilitator: 2 weeks before ROL, if I haven't gotten seen the email with the ROL manager on duty contact number, I will follow up.
- c) Julie: We made a ton of changes last year, and I think they all still work. Are there any other concerns?
  - i) Glen: No. I'm feeling good.
- 6) Update on cleanup of storage area
  - a) Baird: It's done.
  - b) Glen: I don't think it's done. I think it's much better. There are some spots, a little hill you can see from the fence, and in several places, there's junk.
    - i) Baird: It's stuff we'll be keeping. Anything there will be kept. If it's in the ditch, we'll take care of it.
  - c) Glen: There is some stuff there hanging in the ditch.
    - i) Baird: We'll take a look at it.
    - ii) Glen: It's not completely clean. It's much better.
  - d) Baird: What is there now will be staying there, but I'm happy to take another look and tidy it up a little more.
    - i) If it's an aesthetic concern, that will be developed soon. If it's an eyesore – is it an eyesore?
      - (1) Glen: Yes, it looks like junk.
      - (2) Baird: We'll look at it. I can't promise we'll move it, but if we can do anything with it, we will.
  - e) Facilitator: What is a good time for a follow up communication on this?
    - i) Baird: Anything that will be moved will be taken care of before ROL.
      - (1) If it isn't moved by ROL, it just needs to stay there for some reason or another, and we'll be happy to pass on what that reason is.
      - (2) We will look at it.
      - (3) Anything there will be reused for some other purpose.
      - (4) Glen: But do check the lip over into the ditch.
      - (5) Baird: I will. Before the end of the week. Personally.

Next steps:

1) **Future facilitated meetings**

- a) Facilitator: I'd like to propose that this be last facilitated meeting unless something significant happens during ROL, such that you feel you need a facilitated meeting to debrief.
  - i) If that's all right, I'd like to discuss an agreement about how you all will do your debrief in the absence of a facilitated meeting.
  - ii) Glen: I'd like a brief follow-up every year.
  - iii) Baird: It would be great to have before and after ROL communication.
    - (1) We can try email first, and if that doesn't work, we can get together and have a chat. You can come to the BioPark. We'll feed you.
    - (2) Glen: Who should I contact?
      - (a) Baird: Taylor is the point of contact for all things ROL.

- iv) Taylor: Maybe after the event, can you send us questions, and I can get the three of us to answer them?
    - (1) Glen: I'd like to debrief including the neighborhood association and also with Ray and Jessica.
    - (2) Baird: Could we do a survey? Something we could send to you?
    - (3) Julie: We could do it by email in the beginning, and if it's not just simple, then we can have a meeting.
  - b) Hakim: When does the NA meet?
    - i) Glen: Every 2 months. November, January, and March. The March meeting will be at 6:00 PM at the Los Duranes Community Center. (To Baird, Julie & Taylor): It would be great if you could come.
      - (1) Agreement: In early 2020, Glen will send an invitation to ROL Julie, Taylor & Board to attend the March NA meeting to debrief with the neighbors.
      - (2) Glen: So you can present at March meeting about how things went?
        - (a) Julie: Yes, someone will, but I'd still like to encourage that if you feel things are pretty good, you let us know.
    - ii) Glen: I'll let you know.
- 2) **New source of on-demand information – “Elle the Elephant”**
- a) Baird: Hakim has made it possible to have an Artificial Intelligence program on the BioPark website that can answer questions for people.
    - i) Her name is Elle the Elephant, and she learns as she goes.
    - ii) If Glen can share that information with WOTNA, people can use that instead of 311.
      - (1) But that means we need to feed Elle a lot of ROL info.
    - iii) A lot of the time with 311 calls, they route it and it takes a few days to answer it.
      - (1) Elle might be able to answer it there and then.
    - iv) It's on the City's BioPark website: [www.cabq.gov/culturalservices/biopark/events/river-of-lights](http://www.cabq.gov/culturalservices/biopark/events/river-of-lights).
      - (1) On that page, in the lower right corner, there is a red box that reads, “Chat with us.”
        - (a) When you click on that box, a chat window opens up, with a message that begins with: “Welcome to the ABQ BioPark! My name is Elle, the ABQ BioPark's elephant who never forgets an answer!”
  - b) Glen: If the Elle program doesn't know information?
    - i) Baird: Then it sends me a message saying there's info she doesn't know.
    - ii) Glen: But for me, the user?
      - (1) Baird: It says, “I'm sorry, I can't answer that, I will try to answer that as soon as I can.”
      - (2) The more people use it, the better, because she learns and gets smarter.
      - (3) Hakim: It should say in the information you send out about it: The more questions you ask, the smarter it gets.
    - iii) Glen: But if there's no answer, then what?
      - (1) Hakim: You can call 311.
        - (a) The idea was that it would send you to 311, and we have a chance to augment what 311 knows.
          - (i) But you can make the call so there's follow up.
    - iv) Baird: During the day, there are people standing by to feed information when Elle can't answer. We can see if we can have that individual as support during ROL.
  - c) Glen: It's just a box that says chat. That's not intuitive to me as an information source.
    - i) Hakim: If you recommend people in the community use it, you should let them know that it just says, “Chat with us.”
    - ii) Glen: I just asked a non-sequitur question and it just gave me hours and location. It should say, if this doesn't answer your question, call 311.

### 3) **Contact numbers**

- a) Facilitator will provide Glen, Gil, Jessica, and Ray with Julie's, Taylor's and Baird's contact numbers and email addresses, and will assure that all seven of them have each other's contact info.
  - i) Taylor: Email is preferred for discussion about the debrief.
- b) Facilitator: So, there will be November communication to brief before each ROL, and March communication to debrief.
  - i) Who will initiate this communication?
    - (1) Julie: We will check in.
    - (2) Facilitator: And I assume if a check-in does not come when wanted, Glen will initiate?
      - (a) Glen: Yes.

### **Names & Affiliations of Attendees:**

#### WOTNA

- Glen Effertz – WOTNA Board

#### BioPark

- Baird Fleming – Director

#### BioPark Society

- Julie Rugg – Executive Director
- Taylor Pellegrini – Events Director

#### CABQ Cultural Service

- Hakim Bellamy – Deputy Director

#### CABQ City Council

- Jeff Hertz (on behalf of Diane Dolan, Policy Analyst for Councilor Benton)