



**Para-Transit Advisory Board
Tuesday, January 21st, 2025
Alvarado Transportation Center
100 First Street SW, 2nd Floor
4:00 p.m. to 5:30 p.m.**

Members Present

Jacqueline Smith, Chairperson, [Z]; Jeffrey Blair, [E]; Keely Frazier [Z]; Christopher Love, Vice Chair [D], Anthony Harkness [D], Ernie Esquibel [Z], Rachel Hoffman [E]; Deborah Gray [Z]

Transit Staff Members Present

Leslie Keener, Director [Z/D]; Mike Davis, Deputy Director [Z/B]; Robert Romero, Para-Transit Ops Manager [D/Z]; Margaret Lucero, Executive Assistant [Z/D]; Jessica Luna, Facilities Office Manager [D]; Chris Bergs, IT [D/Z]; Madeline Skark, Marketing and Communication Specialist [E]; Eugene Lujan, Interim Training Manger [Z/D]

Visitors Present

Diana Marquez, [Z]; Ellen Sorenson, [Z]; Joe Sorenson, [Z]; Irenner Clough [A], Albert Chavez [Z]

Call to Order

Jacqueline Smith, Chairperson called meeting to order at 4:00pm

Approval of Agenda or Additions

Chair Smith asked for a motion to approve January 21st Agenda.

Approved by, Christopher Love, Keely Frazier second motion. The motion was voice approved by Anthony Harkness, Deborah Gray and Ernie Esquibel

Approval of Minutes

Chair Smith asked for a motion to approve the November 19th meeting minutes. Approved by Christopher Love, Keely Frazier second motion to approve. The motion was voiced by Deborah Gray, Ernie Esquibel, and Anthony Harkness

Public Comments (2-minute time limit)

Diana Marquez: Why when several of us are leaving the same location at the same time I can't take the same van that others are picked up? I have to wait up to 45minutes for another Sun Van to pick me up.

Robert Romero: The reason for you not being able to take the same ride is because it the way our scheduling system works. I recommend you schedule your pick up a little earlier then the end time so that you're not waiting for a long time after church.

Irenner Cough: I had a medical appointment on January 7th and the message stated that they would be picking me up in 10 minutes and it was late over an hour and it said it would take me straight to my appointment. After I was picked up, there were two others on the Sun Van who were also running an hour late. My complaint is that customer service needs to give the correct information instead miss information.

Robert Romero: We will work on fixing that issue. That day was a rough day. We work on retraining and place a better practice.

Ellen Sorenson: I tried to schedule a ride for one of friend for Defined Fitness and we could not get the ride.

Robert Romero: It has to be to a medical facility.

PTAB Chairperson's Report- Jacqueline Smith

P-Tab Openings

P-Tab Resolution for 2025- All present members approve.

Mandatory Training for P-Tab Members

Presentations

No Presentations

Director's Report- Mike Davis, Deputy Director

Ridership concluded in December with a total of 192,000, marking a 1% increase from the previous year. There are 6 Sun Van Operator positions in training now. Over the last three weeks, we completed a total of on time Performance of 82% and appointments 91%. The Micro transit service performance we had last the second best week we had 358 trips, and 376 trips was our highest week. We had a hiring event on January 10th and offered 50 conditional positions and a dozens of those were Sun Van positions.

Robert Romero- Para-Transit Ops Manager- For the end of December or Sunday English 13,766 calls offered to us and we handled 12,582 and our average queue time was a minute and 42 seconds and that was for English or Spanish Q 129 calls were offered. We answered them within on average 1minute and 57 seconds and out of that 129. We were able to get to 119 of them so definitely doing a really strong job there we're under two minutes of old time on average. Client behavior sometimes they hang up so our rates are still low only about 6% of our folks hung up before we were able to handle their call in December. Month to date for January we're starting out really well we're trending to about the same amount of calls right now we've taken we've been offered 11,190 call's and handled 10,460 call's 9006 9696 sun van in English calls and 98 Spanish calls average queue time for English or to answer is a minute and eight seconds and for Spanish a minute and 47 seconds Average abandon has gone down for English down to 4.62% and Spanish colors are hanging up before they can answer about 7.14% and for callbacks it's an interesting number. I would be interested in we handle our English callbacks on average within 30 minutes after that call is coming originally so if you select a callback option we're with you in under 15 minutes and English and Spanish customers haven't used the callback option This month.

Unfinished Business:

No Unfinished Business

New Business

P-Tab members would like to be invited to future events. All members agreed.

Second Round of Public Comment (2-minute time limit)

Ellen Sorenson- what is going to happen to the 23 vans that the paddle boards?

Mike Davis- The vans are going to be repaired.

Irenner Cough: Complement to the customer service that is a lot better.

Robert Romero: Thank you

Ernie Esquibel: Who created Connect, I love using Connect, this is one of the best ride ever!

Mike Davis: Coordination with Mayor's office and city council.

Next meeting: Tuesday, March 18st, 2025; 4:00 PM via online (ZOOM) or in person

Adjournment

Meeting ended at 5:05pm

Below are the chat messages exchanged during the ZOOM Meeting

00:23:20 Jessica Luna: Hi 15107592141 can you tell us your name.
00:28:17 Jacqueline Smith: Ellen do you have a public comment.
00:39:09 Jessica Luna: Training must be complete by Feb 3rd 2025.
00:50:15 e51838: Here is the link to the 2025 transit calendar: <https://www.cabq.gov/transit/events>
00:51:08 e51838: The best way to find this page is by visiting ABQRIDE.COM and navigating to the left hand tab titled "Upcoming Events"
00:51:20 Jessica Luna: Reacted to "Here is the link to ..." with 🙌