



**Para-Transit Advisory Board  
Tuesday, July 17, 2024  
Alvarado Transportation Center  
100 First Street SW, 2nd Floor  
4:00 p.m. to 5:30 p.m.**

**Members Present**

Jacqueline Smith, Chairperson, (ABSENT); Jeffrey Blair, (ZOOM); Keely Frazier (ZOOM); Christopher Love, Vice Chair (in person - car), Anthony Harkness (in person-Drove), Ernie Esquibel (ZOOM), Rachel Hoffman (Zoom); Deborah Gray (ZOOM)

**Transit Staff Members Present**

Leslie Keener, Director (ZOOM); Mike Davis, Deputy Director (ZOOM-Drove); Robert Romero, Customer Service Supervisor (ATC/ZOOM); Margaret Lucero, Executive Assistant (ATC/ZOOM-Drove); Jessica Luna, Facilities Office Manager (ATC/ZOOM-Drove); Chris Bergs, IT (ATC, ZOOM); Madeline Skark (ZOOM-Walked), Marketing and Communication Specialist (ATC/ZOOM) Mac Montoya, Assistant Transit MGR/Operations (ZOOM).

**Visitors Present**

Diana Marquez, (ZOOM); Ellen Sorenson, (ZOOM); Joe Sorenson, (ZOOM); Irenner Clough (ATC/Zoom- Sun Van), Dara Osher (ZOOM); Althea Atherton (ZOOM)

**Call to Order**

Christopher Love, Vice-Chairperson called meeting to order at 4:01pm.

**Approval of Agenda or Additions**

Vice-Chair Love asked for a motion to approve the July 17 agenda. Rachel Hoffman motioned to approve July 17 agenda and Jeffrey Blair second the motion. The motion was voice approved by Christopher Love, Jeff Blair, Keely Frazier, Anthony Harkness, Deborah Gray and Rachel Hoffman and Ernie Esquibel.

**Approval of Minutes**

Vice-Chair Love asked for a motion to approve the May 21 meeting minutes. Anthony Harkness motioned to approve the May 21 meeting minutes and Rachel Hoffman seconded motion. The motion was voice approved by Christopher Love, Jeff Blair, Keely Frazier, Christopher Love, Deborah Gray, Ernie Esquibel, Anthony Harkness and Rachel Hoffman.

**Public Comments (2 minute time limit)**

Diane Marquez: Stated she really likes that when you call in to make reservations for the sun van, that they use one number to cancel reservations or get the call when ready, also likes that the phone system tells them how long they have to wait on the phone before getting helped.

Irenner Clough: Stated that when ABQ Transit calls to remind her of her ride it doesn't give her the information and it says call me back later good bye.

Ellen Sorenson: Explained that when it calls and you answer it, it will say there is no **PTS** available and it hangs up. If you let it go to voice mail it will not leave a voicemail. Same thing for the five minute calls.

Anthony: Sun Vans was very organized, on time for rides that were scheduled for a group of clients.

Ernie Esquibel- Wants to give kudos to ABQ Connect, they were on time and enjoys using it. Sun van is great except for an issue that keeps happening. He requests to be picked up at Tower Pound Park and Sun van keeps going across the street to the Church. Both locations have the same address.

Christopher Love: There are a lot of reoccurring with being left with five-minute wait time rule. It is not enough time for some clients. Also everyone likes the 5-day advance schedule.

### **PTAB Chairperson's Report- Christopher Love-Chair**

Christopher Love: Stated he attended the TAB meeting last month and he was very impressed with how organized the department is and how in the mix we are with the busses.

### **Presentations**

*No Presentations*

### **Director's Report- Mike Davis, Deputy Director**

Mike Davis: Ridership ended in June with a 3.2% increase. Sun Van on time performance pick up is 86% rate and for appointments is 93.6 % rate. Applications received for April 110, May 107 and June 125. We're seeing higher numbers in applications. We are having a hiring event coming up on July 26<sup>th</sup>. Excited to get more applicants to interview, hire, and process them if hired. We are at 84 drivers for Sun Van and we're short on 20 drivers. Vacancy rate is about 20 to 24 percent rate. We are also cross training MCO to drive Sun Van to assist with the demand of service. So far we have completed a class with 6 to 8 employees in the cross training. Next week we have another class starting for cross training and will have another 5 to 8 employees. We've just completed a Team Talk with the department. We received good feedback and new ideas from all.

Robert Romero: July 2<sup>nd</sup> automated routing system was completed. Menu options has changed, option 1 is to cancel reservation, option 2 is to make Sun van reservation, option 3 is for general customer services, Option 4 is ABQ Connect, option 5 is invalid entry, option 6 is garneted ride home program, option 7 is a transfer to 311 for comments and complaints, and option 8 is for the Spanish speaking line. Dispatch is only available after hours and that is number 9. When you call into the system it will let you know what place in line you are in. If the system has been reach at 4 minutes and 30 seconds, it will then offer you a call back. If there are 35 people in the queue, we will offer a call back immediately and the system will let you know you are 36 in line. Once you press 1 it will prompt you to the follow all the steps for a call back. We will not offer call backs after 2:00pm or if there are 35 call backs, in the call back queue. This is to ensure we are able to call back all the callers from prior. On our end our employees are able to see what option callers selected so that we are ready to help with whatever option was selected.

Irenner Clough:is When calling Customer Service and requesting a time the rep says, "there is nothing available" so she hangs up and calls back and talks to a different rep who is able to find a ride for her for the time she initially requested.

Diana Marquez: Customer Service was trying to offer her a time that was not a good time, called back 10 minutes later and someone was able to find her a ride.

Robert Romero: Stated he will work on that issue with his team, because that should not be happening.

Robert Romero: Thank you for the feedback. We'll deliver call center metrics quarterly. April 2024 call volume was 15,517 calls, abandoned calls was 23.75%, average hold time 07:02.

May 2024 14,186 calls, abandoned calls 10.44%, average wait time 2:43, June 2024 14,997 calls, abandoned calls were 7.86 %. Abandon has gone down to 5.9% and our goal is get under 2%. We're staffed at 100% of our capacity.

**Unfinished Business:**

*No Unfinished Business*

**New Business**

*No New Business*

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

Joe: Asked if the phone messaging system will be fix because it was no working right on July 5<sup>th</sup>.

*Robert and Chris stated it should have been fixed. All the updates were completed that day.*

Rachel Hoffman: Thank you for changing the phone line system and the schedule time. It is really great and loves it. It's awesome.

Ellen Sorenson: Issues with safety drivers not tying down the wheel chair passengers correctly?

Mike Davis: Please make sure to report it to Customer Service with day and time for investigation.

Robert Romero: stated you can call dispatch and if your unable to talk to some we will give you a call back.

**Next meeting: Tuesday, September 17, 2024; 4:00 PM via online (ZOOM) or in person**

**Adjournment**

Meeting ended at 4:45pm.

**Below are the chat messages exchanged during the ZOOM Meeting**

00:36:13 Althea Atherton- Transit Advisory Board: Thank you for coming! It was great to have you  
00:42:19 Ellen Sorenson: How do you get to dispatch?  
00:43:08 Rachel Hoffman: I have the same question.  
01:04:44 Madeline Skrak: Thank you all!  
01:04:47 Dara Osher: Thanks!