



**Para-Transit Advisory Board
Tuesday, March 19, 2024
Alvarado Transportation Center
100 First Street SW, 2nd Floor
4:00 p.m. to 5:30 p.m.**

Members Present

Jacqueline Smith, Chairperson, (ZOOM); Jeffrey Blair, (ZOOM); Keely Frazier (ABSENT); Christopher Love, Vice Chair (in person - car), Anthony Harkness (in person – arrived 4:31), Ernie Esquibel (ZOOM), Rachel Hoffman (ZOOM); Deborah Gray (ZOOM)

Transit Staff Members Present

Leslie Keener, Director, (zoom), Mike Davis, Deputy Director (ZOOM); Sandra Saiz, Fixed Route Operations Manager (ZOOM) Robert Romero, Customer Service Supervisor (in person); Margaret Lucero, Executive Assistant (in person); Eugene Lujan, Training Specialist (in person)

Visitors Present

Diana Marquez, (zoom); Ellen Sorenson, (zoom); Joe Sorenson, (zoom); Irenner Clough (ATC/zoom), Terri Teaters (ATC/Zoom), Tasha Ogden (in person); Bonnie Garfinkel (in person) ; Jeremy Brettner (in person); Fenella O'Brien (in person); Peter Redpath (in person); Bernadette Mercado (in person); Valentine Gabaldon (in person); Rachel Minnaar (in person); Stavi Montoya (in person); Madeline Tierny (in person) ; Leroy (in person)

Call to Order

Jaqueline Smith, Chairperson called meeting to order at 4:07pm.

Approval of Agenda or Additions

Chair Smith asked for a motion to add Training Presentation to approve March 19 agenda.

Ernie Esquibel motioned to add presentation to agenda, Jeff Blair 2nd the motion. The motion was voice approved by Jackie Smith, Jeff Blair, Christopher Love, Ernie Esquibel, Deborah Gray and Rachel Hoffman.

Approval of Minutes

Chair Smith asked for a motion to approve the January 16 meeting minutes. Rachel Hoffman motioned to approve meeting minutes, Ernie Esquibel 2nd the motion. The motion was voice approved by Jackie Smith, Jeff Blair, Christopher Love, Ernie Esquibel, Deborah Gray and Rachel Hoffman.

Public Comments (2 minute time limit)

Diane Marquez: We're on hold for a long time trying to make reservations.

Robert Romero: We are short staff, busiest time of day is 8am -12pm. Spread out your time and stagger you call times, that will help with the hold time.

Ellen Sorenson: How many reps do you have on Sundays?

Robert Romero: They are usually 4 reps on Sundays.

Madeline Tierney: My concerns are Harassment and code of Conduct issues. Driver sent a female client inappropriate text messages, driver was upset passengers “playing musical chairs”. Reports were made with Transit.

Leslie Keener: All new hires go through code of Conduct and harassment, retaliation training through HR and our Training Department. Please continue to report it. We have zero tolerance for that.

Bonnie Garfinkle: Driver keeps showing up to the wrong entrance of my home and keep getting no shows. Experiencing long hold times. New trainees seem great.

Jeremy Brettner: Sunvan has stranded me a few times. Are drivers trained in all parts of town?

Irenner Clough: It’s not always the driver, it is also the call center, reinforce your calls with the customer service reps.

Terri Teaters: I’d like to request 2 rovers or 2 extra board drivers during busy days. Requesting corrections on Sunvan applications, *gave Transit a list of recommendations. The list was passed on to Transit Operations Managers and Executives.*

Valentine Gabaldon: I get picked up late, every morning they go to the wrong address. They do not use their beepers.

Sandra Saiz: Suggested notes on reservations for driver to go to the door.

Rachel Minnaar: Thankful for new vans, most Transit staff is helpful. Students have had offensive comments made directly or indirectly to them. Drivers are late for pickups and make some clients wait over 2 hours. Training on inclusive language would be helpful.

Bernadette Mercado: Long hold times on the phone, 5 minute rule needs to be longer, some clients are sitting on the vans for 2 hours without bathroom breaks and that is too long.

Stavi Montoya: Apps need to be more accessible and user friendly. Accurate updates when van is arriving. Wait time rule needs to be longer than 5 minutes.

Leroy: My son is new to the service and 89% it is great. Is there some kind of notification when the Sunvan is on the way? Van arrives late to pick up my son and has dropped him off at the wrong location and said they can’t do anything about that. I’ve made a couple complaints and Jerry was supposed to call us back, but have not received a call.

Sandra Saiz: Suggested using IVR system.

Robert Romero: Leroy, I will gather all of your information to have these issues addressed.

PTAB Chairperson’s Report- Jacqueline Smith-Chair

Jacqueline Smith: No update from Chair

Director's Report- Leslie Keener, Director

Leslie Keener: We appreciate all of the comments so we can make improvements. January ridership for Sunvan 16,360 passengers. Continuing to see increase in applications. Hiring Event at Ken Sanchez Facility on April 19. We're focusing on hiring mechanics. We have 20 more new vans coming on board.

New Business

Robert Romero: I've sent out emails for our Appeals Committee training on March 22. We will also review some applications for appeals.

Margaret Lucero: ABQ Ride will be hosting a meet and greet with Para-Transit and Transit Advisory Board on March 28 at 5pm at the Alvarado Transportation Center.

Unfinished Business:

No Unfinished Business

Presentations

No training presentation by Eugene Lujan, due to being short on time. We will add it to the next meeting

Second Round of Public Comment (2 minute time limit)

Stavi Montoya: Customer Service has gone downhill. Why does the entire day need to be erased when you need to cancel just one ride?

Diana Marquez: What are those small vans that are taking people places?

Jaqueline Smith: We can have Transit give more information about ABQ Ride Connect at the next meeting.

Madeline Tierney: Why are passengers, living on the same street or same area, picked up by different vans?

Jaqueline Smith: It depends on when the client schedules the ride.

Christopher Love: Is Microtransit ADA accessible? If you call Customer Service to speak to a supervisor the reps will tell you they are in meetings. They don't really listen to you.

Next meeting: Tuesday, May 21, 2024; 4:00 PM via online (ZOOM) or in person

Adjournment

Meeting ended at 5:42 pm.

Below are the chat messages exchanged during the ZOOM Meeting

00:01:56 Rachel Hoffman (she/her): Hi there! I'm actually headed home on the bus now, so I'm joining by phone.

00:04:40 Jacqueline Smith: Great!

00:19:13 Deborah Gray: That was my comment also

00:57:33 Ernie Esquibel SW CPC Chair: Due to a scheduled meeting at 5:30 I need to leave the meeting at 5:15. Thank you

00:57:58 Jacqueline Smith: Reacted to "Due to a scheduled m..." with 🖐

00:58:14 Jacqueline Smith: Thank you Mr. Esquibel.