



**Para-Transit Advisory Board
Tuesday, May 21, 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 (ZOOM); Christopher Love, Vice Chair (in person - car), Anthony Harkness (ABSENT), Ernie Esquibel (ABSENT), Rachel Hoffman (in person-sunvan); Deborah Gray (ZOOM)

Transit Staff Members Present

Leslie Keener, Director (ZOOM); Mike Davis, Deputy Director (ATC/ZOOM); Sandra Saiz, Fixed Route Operations Manager (ATC/ZOOM) Robert Romero, Customer Service Supervisor (ATC/ZOOM); Margaret Lucero, Executive Assistant (ATC/ZOOM); Eugene Lujan, Training Specialist (ATC/ZOOM); Jessica Luna, Facilities Office Manager (ATC/ZOOM); Chris Bergs, IT (ZOOM); Madeline Skark, Marketing and Communication Specialist (ATC/ZOOM)

Visitors Present

Diana Marquez, (zoom); Ellen Sorenson, (zoom); Joe Sorenson, (zoom); Terri Teaters (ATC/Zoom), Adena Martinez (ZOOM); Dara Osher (ZOOM); Althea Atherton (zoom)

Call to Order

Jaqueline Smith, Chairperson called meeting to order at 4:02pm.

Approval of Agenda or Additions

Chair Smith asked for a motion to add Training Presentation to approve May 21 agenda. Approved by Jackie Smith, Jeff Blair, Keely Frazier, Christopher Love, Deborah Gray and Rachel Hoffman.

Approval of Minutes

Chair Smith asked for a motion to approve the March 19 meeting minutes. Approved by Jackie Smith, Jeff Blair, Keely Frazier, Christopher Love, Deborah Gray and Rachel Hoffman.

Public Comments *(2 minute time limit)*

Adena Martinez: I've been stranded a couple times, my call when ready's have been canceled. Driver was late dropping me off for a Press Conference with Councilor.

Diane Marquez: Last Saturday in April when I was riding the window shattered for no reason. I had glass all over me.

Joe Sorenson: Great improvement on the 5 days scheduling out for reservations.

Deborah Gray: It is a great improvement, you don't have to be on hold a long time. Driver times and call center is so much better.

Terri Teaters: Sunvan drivers show up at the wrong apartment complex or area of pick up.

PTAB Chairperson's Report- Jacqueline Smith-Chair

Jacqueline Smith: No update from Chair

Presentations

Eugene Lujan presented on [Sun Van Chauffer Training](#)

Please click on Sun Van Chauffer Training above to view

Director's Report- Mike Davis, Deputy Director

Mike Davis: April ridership 16,600 trips with a 5.6% increase. Sunvan applications for March is 127 and April is 110. We're seeing higher numbers in applications. We are looking at new Sunvan software for customers to book a trip through their phone. We have 5 new Sun Van Chauffers this week. We are at 65 drivers for Sunvan and we're doing really well. Microtransit, ABQ Ride Connect, was launched on March 18, it is a 1 year pilot program. The service is in two zones, headways are typically 60 minutes, The two zones are West Mesa and Rio Grande areas. Download an App to book the trips. Anyone eligible for Sunvan can use this service as well. There is one van in each zone. These are electric vehicles. Service is free. We're seeing increasing ridership.

Robert Romero: 90% complete on automated routing system. Target launch is mid to end June 2024. The benefits of the system is options in Spanish, updated hold music with messaging, call back options if 35 people on hold or 4.5 minutes or longer hold time. As of April 15, 2024 we've extended ride schedule to 5 days out, every day of the week, not just Fridays.

Christopher Love: It makes a much easier, but I had a friend try to schedule but CSR told her it was only 3 days out.

Robert Romero: Thank you for the feedback. I will reinforce the messaging. We'll deliver call center metrics quarterly. Feb 2024 call volume was 19,309 calls, abandoned calls was 49.3%, average hold time 13:41 March 2024 13,838 calls, abandoned calls 34.70%, average wait time 11:52, April 2024 15,517 calls, abandoned calls was 10 %, average wait time 7:02. May, month to date, 9,839 calls, abandoned calls was 12.20%, average wait time 3:13. 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)

Adena Martinez: I went to eat at my nieces work and nobody showed up to pick me up. I called dispatch and they said van showed and I was marked no-show. Dispatch tried to call me, but I did not have my phone. I was told by dispatch that there were no drivers out and they could not send anyone to pick me up. I spoke to a driver days later and he told he was out at that date and time. There are times where we totally depend on

sunvan for rides. I know there are rules, but you can't just leave people stranded. I appreciate the Sunvan drivers and employees.

Robert Romero: I will call Adena tomorrow to discuss the issues that occurred.

Sandra Saiz: Adena please call when you're having issues. Don't wait till this meeting.

Jacqueline Smith: Does Transit have an email where we can send questions or concerns?

Robert Romero: It's in process now. We're working with our IT department.

Diana Marquez: I was shocked to hear we can schedule our trips 5 days in advance. Will Transit be doing a newsletter soon?

Sandra Saiz: That is on our to do list, this will be Jessica duty. It's great to be staffed and we can get these updated things out.

Althea Atherton: I'm from Transit Advisory Board. Thank you for all the updates and the improvements on the Call Center.

Ellen Sorenson: Will the newsletter be posted online? What is the lost and found process? I lost a ring and reported it.

Robert Romero: Customer Service handles those calls. You can call and ask for myself or Jerry.

Next meeting: Tuesday, July 16, 2024; 4:00 PM via online (ZOOM) or in person

Adjournment

Meeting ended at 5:13 pm.

Below are the chat messages exchanged during the ZOOM Meeting

00:25:17 EllenEllenSorenson: I agree with that. It is a hole lot easier.

00:27:15 Jacqueline Smith: Thanks Ellen

00:51:23 Althea Atherton- Transit Advisory Board: This is fantastic news, thank you!