



**Para-Transit Advisory Board
Tuesday, September 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, (ZOOM); Jeffrey Blair, (ZOOM); Keely Frazier (ZOOM); Christopher Love, Vice Chair (in person - car), Anthony Harkness (in Person-Drove), Ernie Esquibel (ZOOM), Rachel Hoffman (in person- Sun Van); Deborah Gray (ZOOM)

Transit Staff Members Present

Leslie Keener, Director (ZOOM); Mike Davis, Deputy Director (ZOOM- Rode bike); Robert Romero, Customer Service Supervisor (Absent); Sandra Sais, Fixed Route Operations Manager (ZOOM- Drove); Margaret Lucero, Executive Assistant (ATC/ZOOM-Drove); Jessica Luna, Facilities Office Manager (ATC/ZOOM-Drove); Chris Bergs, IT (ZOOM Drove); Madeline Skark (ZOOM-Walked), Marketing and Communication Specialist (ATC/ZOOM) Mac Montoya, Assistant Transit MGR/Operations (ZOOM-Drove); Eugene Lujan, Training Specialist (ATC/ZOOM Drove); Gerald Berkhahn, Administrative Assistant (in person- Rode bike); Paula Madrid, Administrative Assistant (in person-Drove)

Visitors Present

Diana Marquez, (ZOOM); Ellen Sorenson, (ZOOM); Joe Sorenson, (ZOOM); Irenner Clough (ATC/ZOOM-Fixed Route), Albert Chavez (ZOOM); Kate Unna (ZOOM); Rachel Minndar (ZOOM); Paloma Garcia (in person- Drove)

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 approve September 17 agenda.

Approved by Jackie Smith, Christopher Love, Anthony Harkness, Jeff Blair, Deborah Gray and Rachel Hoffman, Ernie Esquibel,

Approval of Minutes

Chair Smith asked for a motion to approve the July 16 meeting minutes. Approved by Jackie Smith, Jeff Blair, Christopher Love, Deborah Gray, Rachel Hoffman, Ernie Esquibel, and Anthony Harkness

Public Comments (2-minute time limit)

Irenner Clough: Stated she did not have a schedule appointment and she was picked up by sun van and it took about 1 hour and 45 minutes to get to her destination. Irenner wants to know if that is normal?

Sandra Saiz: Stated it happens sometimes, and due to short staff more routes are being added to the route. Sandra stated she would like more information to see what happened and would contact Irenner to get more information.

Rachel Minndar: Rachel asked “what happens to people who are on the sun van for long periods of times and need to use the restroom?”

Sandra Saiz: Sandra said to let the driver know so he can stop at a nearby area to let the passenger use the restroom.

Rachel Minndar: Rachel said she didn’t know that was an option, and she will let people know.

Joe Sorenson: Joe likes all of the new improvements that transit is changing and updating. Also appreciates the call back system. Fantastic improvement.

Ellen Sorenson: Ellen agrees with Joe on all the improvements. Ellen has heard from others that the sun vans aren’t being cleaned like they were when co-vid was around, and wants to know what has changed.

Sandra Saiz: Sandra asked Ellen to get the sun van number and report it right away because this has been one of the driver’s main complaint lately about the bus’s not being cleaned.

Ellen Sorenson: Ellen said she could email Sandra to let her know, and Sandra said yes you can email me and include the sun van number.

Chris Bergs: Chris that they are working on rolling out an app called “see say” hopefully on October 1st. This app will allow quicker feedback. It will be available via smart phone, there is a phone number and a web app that will be integrated with the transit app. This will allow you to upload pictures of dirty bus stops, dirty vehicles or if you see any suspicions people or vehicles. This feedback will come directly back to Transit dispatch instead of going to Metro security and 311.

Diana Marquez- Really likes the telephone reservation line. Diana wants to know if she left her information, would dispatch call her back?

Ellen Sorenson: Ellen responded and said yes they do call you back.

Ernie Esquibel: Ernie called the day before to schedule a ride and it was around 4:30pm and the phone system said he was 26th in line. Ernie wants to know if it has always been up to 26th in line or if there is a shortage of customer representatives.

Paula Madrid: Paula stated usually any time after 4 it tends to get busy, but they are also short staffed.

Deborah Gray: Deborah has heard from a couple of drivers that they are getting written up before they get any warning and that it isn’t fair. Also last month was really great with drivers being on time, for some reason this month hasn’t been good.

Sandra Saiz: Sandra stated that the drivers are under a contract called the Collective Bargaining agreement and there are steps that need to be followed before writing a driver up.

Deborah Gray: Deborah said one of the drivers told her that he scheduled his doctor appointment for his day off which would have been today, but was called in to work and had to cancel his doctor appointment.

Sandra Saiz: Sandra stated it is part of their contract and common practice.

Albert Chavez: Albert wants to know if there will be guide lines for electrical scooters?

Mike Davis: Mike stated that there is a policy in place, as long as the scooter folds it is allowed on the bus.

Albert Chavez: Thank you

Rachel Hoffman: Has heard from several drivers that they are getting called to work during their lunch hour.

Sandra Saiz: Sandra stated that they should not be bothered during lunch and if you hear this please let her know thru email or text.

Eugene Lujan: Eugene stated that during training they are told that they need to disconnect during their lunch break and when in training he will talk to the drivers and let them know that they should not be pressured to work during their lunch break.

Sandra Saiz: Sandra also said that their lunches are also very flexible/float and it depends on the day and where they are at, at that time.

Rachel Minndar: Rachel wants to know if there could be two kind of rides, urgent and none urgent?

Mike Davis: Mike stated they cannot have an urgent and none urgent ride due to the Americans with Disabilities Act. section 37.131 section B. Service has to be provide regardless of the purpose.

Rachel Hoffman: Wants to know if there is any Feasibility of an After-hours Cancellation Voicemail or Text System.

Gerald Berkhahn:

PTAB Chairperson's Report- Jacqueline Smith-Chair

Jacqueline Smith: Jacqueline advised that there is an opening and are accepting applications to become a board member.

Presentations

No Presentations

Director's Report- Mike Davis, Deputy Director

Mike Davis: Thank you for all the good feedback with the calling system. Also Transit had interview last week for customer services representatives. Hopefully this will help on keeping the call volume low as possible. Ridership ended in July with a 15,728 and from the same month in the previous year it was an increase of 6.6%. Applications received for July were 141, out of 83% 2.1 The vacancy percent stayed the same at 27%. There were three new SunVan started September 7th. There were 141 applications in July for SunVan. 83% were certified unconditionally 2.1 conditionally 10.26 temporary 8.5 not eligible. We're seeing higher numbers in applications for July there were 127 applications and 156 for August. Vacancy rate for the MCO is at 37%. Update on ABQ Ride Connect, this is a door to door service for two zones which are for South West Mesa and Rio Grande. There was a 6-month update on that service and it is currently in a one-year pilot project that will end in March. The goal is to be at 2.4 to 3 passenger per vehicle per hour. Transit is getting 23 new Sun Van vehicles and hopefully will be ready by October. Transit is also looking forward to improving on more technology.

Ellen Sorenson: What is going on with the new vans and the pad?

Sandra Saiz: The que 1 is not working as planned. There has been issues with it being narrow and issues with the electronics compartments in it and moving away from it.

Unfinished Business:

No Unfinished Business

New Business

Rachel Hoffman: Is there a visibility of an after afterhours cancellation thru the phone or text system? Could there be a way to cancel a ride thru a via app or a voice call due to unforeseen circumstances?

Gerald Berkahn: The only way to confirm it is you calling in to cancel the ride is for you to call in yourself. There is personal working at 4:30am to midnight. Please call during the hours of operations to cancel.

Sandra Saiz: You can also call customer service to have a no show turned over especially if it was for a medical issue.

Ernie Esquible: ABQ Connect and it is working and it is fantastic. A couple of things; the when the driver entered the address to the location it was not pulling up. As he continued on route he had to pick up a couple of passengers and the same thing happened, it did not give an exact location and waited for a few minutes until finally some passengers came out form a complete different location. Can this be fixed so that it helps the drivers.

Also when I used left for a ride thru ABQ Connect, the driver expressed that he was upset because they don't get tips when using ABQ connect and I noticed it doesn't give an option for the tip.

There are some upset drivers thru left. Is there a way to give a tip?

Mike Davis: Yes, Ernie we are still working on getting the locations into tune and making sure that people are getting picked up at the right time. For the most part we are getting most of the locations rights and still working on getting it in tune. Regarding on the tips for left, we can go back and talk to the vendor about tips. Right now it is setup as the drivers not getting tips.

Sandra Saiz: Do you type in the address or business name when using left?

Ernie Esquible: I put in the address.

Sandra Saiz: I wonder if you put in the business name and clicked on the right one the driver would know where you were.

Ernie Esquible: Ok I will try it next time and let you know how it goes.

Jackie Smith: Question for Connect; When and where can a pickup be scheduled?

Mike Davis: Destination and origin have to be in the same zone.

Christopher Love: Heard great things about the ABQ Connect. I also have a question for one of my friends who is a Sun Van driver and she would like to use ABQ Connect, but when she schedules a ride an Uber or left shows up instead of ABQ Connect. My friend then cancels the ride because she wants a ABQ Connect and knows what to look for. Uber and Left are different vehicles. Also is there a way to add another van to the South west area.

Mike Davis: Yes, we did add another Van to the South West area.

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

Diana Marquez: When I call in to customer service the rep says their name really fast and I hate to ask them to repeat themselves and I haven't been writing down anyone's name on my manifest. Also is the ABQ Ride Connect ever going to a van in the north east heights?

Mike Davis: It has been proposed and the plan is still being developed and hopefully it will be implemented within a year.

Diana Marquez: How will we know when it happens?

Mike Davis: We will get the word out thru our Marketing.

Albert Chavez: Ernie and I were at a party and heard people commenting about not having easy access in the further west area, further from cotton wood mall.

Jackie Smith: Are there plans of expanding further west routes?

Mike Davis: It will be part of new discussions on if transit will provide services and of course part of that is making sure we can provide services in those areas. As of now we don't know if that is a possible.

Paloma Garcia: Council Roger will be promoting the fix route service on Nation week without driving, and will be happening the whole week of September 30th. We will be encouraging people to use transit bus more.

Rachel Minndar: What is going on with the five-minute rule? Some of our clients have a hard time getting to the van within 5 minutes especially if they have mobility issues.

Mike Davis: The rule is that you do have to be out within the 5 minutes. We are looking to changing it, as of right now there are no changes. If we were to extend the time it could possibly cut off others who are trying to use the Sun Van.

Jackie Smith: Rachel can you give an examples of the why the 5 minutes isn't enough time to come out.

Rachel Minndar: There is a client who is in a wheel chair. We are located on the second floor and it is hard for the client to go from one side of the building to the other, then they have to use the elevator to go down. Once they are on the 1st floor the client has to again go to the other side of the building to exit and it is not enough time. Clients sometimes miss the bus by like 30 seconds or a minute. Is it possible to track the ride like Uber so that they know where the Sun Van is, that way the client knows how much time they have to get outside?

Christopher Love: Yes, I agree, that would be great and useful.

Mike Davis: Yes, that is something transit is working on, stay tuned.

Irenner Clough: You can also request to get called before your pick up, but it has to be thru your cell phone. I wouldn't recommend using your land line because if your outside you won't get your notification.

Next meeting: Tuesday, November 19, 2024; 4:00 PM via online (ZOOM) or in person

Adjournment

Meeting ended at 5:38pm

Below are the chat messages exchanged during the ZOOM Meeting

00:09:15 Ellen Sorenson: I am typing this so we don't have the feedback.

00:51:03 Ellen Sorenson: What is going on with the new vans and the pad?
00:56:56 Albert Chavez: Please Share....., What goes into determining, expanding new further routes in the far Westside/Cottonwood Mall? I have a case and point information,
00:57:37 Eugene Lujan - ABQ RIDE: I apologize I do have to jump off.
01:13:13 Maddy Skrak: Need to hop off - have a good night everyone!
01:36:00 Ellen Sorenson: I think that even a text message would help with that.
01:38:12 Ellen Sorenson: You can forward your calls to your cell phone.