

**Para-Transit Advisory Board**

**Alvarado Transportation Center – 2nd Floor**

**Meeting Minutes**

**January 17, 2017**

**Board Members:** Attendees included: Jayne Frandsen, Darlene Fattorusso**, John** Standish**, Jim Copeland and Antoinette Wright.**

**Members of the Public:** **Ellen Nolan-**Sorenson**, Joe S**orenson, **Dianna Marquez, Catherine Arment**

****Approval of the Agenda****

**Ms. Frandsen moved approval of the agenda. The motion was approved.**

****Approval of November 2016 Minutes****

**Ms. Frandsen moved approval of the November minutes. The motion was approved.**

**Public Comment:**

Ms. Arment had comments regarding the fixed-route service. She was informed of the meeting schedule for the Transit Advisory Board.

Ms. Marquez wanted to know if the IVR call can also be sent as a text message. Mr. Rizzieri responded that he would find out.

**Chairperson’s Report**

Ms. Frandsen stated that she has received complaints for individuals who have called in complaints, asked for a telephone call back and have not received one. Mr. Rizzieri asked Ms. Frandsen to send him the CRM numbers and he would have a staff member call the individuals.

Mr. Copeland asked if “refusals” were being tracked differently. Ms. Saiz responded that for rides that individuals refuse, this action is not being recorded as a refusal and not a cancelled ride.

**Director’s Report**

Mr. Rizzieri reported that Phyllis Santillanes has accepted another job with a different City department; that Amanda Trujillo has accepted a promotion to the Customer Service supervisor position; and that presently Sun Van has two vacant M-12, assistant transit supervisor positions.

Mr. Rizzieri provided information concerning the 2017 capital program funding process.

Mr. Rizzieri requested that Board members provide updated contact information to the department.

Mr. Rizzieri provided ART project information

**Old Business**

There was no Old Business.

**Announcements**

None

**Meeting adjourned**