



**Para-Transit Advisory Board
Tuesday, January 15, 2019
Alvarado Transportation Center
100 First Street SW, 2nd Floor
10:30 a.m. to 12:00 p.m.**

MEETING CALLED TO ORDER @ 10:46 am

Jacqueline Smith, Acting Chair called the meeting to order at 10:46 a.m. Ms. Smith then took roll call A quorum was established with roll call

PTAB Roll Call:

In Attendance:

Jacqueline Smith (Acting Chair), Mary Hinderla, Darlene Fattorusso (via phone), Rene Fernandez, and Coby Livingstone

Transit Roll Call:

In Attendance:

Sandra Saiz; ABQ Ride Operations Supervisor, Rita Chavez; Executive Assistant, and Ernest Apodaca; Administrative Assistant

Public Attendees:

In Attendance:

Ellen Sorenson, Joe Sorenson, and Diana Marquez

APPROVAL OF AGENDA:

Before the agenda was approved, Mr. Fernandez wanted to add a new topic discussing an update on the by-laws started in December with Richard Weiner. Ms. Livingstone then stated she would like to add a new topic discussing elections and recruitment. There was then a brief discussion regarding free bus pass ID's for PTAB (Para-Transit Advisory Board) members and Ms. Smith then added the topic to the agenda requested by Ms. Livingstone

MOTION: Ms. Smith moved to accept January's agenda as presented and the attending PTAB members unanimously approved the motion by voice vote

APPROVAL OF THE MINUTES FROM NOVEMBER 2018:

MOTION: Ms. Smith moved to accept the minutes of November 20, 2018, as presented. **Changes made were as follow(s):** corrected Ms. Fattorusso to Ms. Smith since she was the one who directed the PTAB meeting (Ms. Fattorusso read out loud September's meeting minutes only), corrected Coby Livingstone's last name in all instances from "Livingston" to "Livingstone." Removed ABQ Ride logo and replaced with Sun Van Logo, corrected style format from TAB meeting to PTAB meeting. The minutes for November were approved via voice vote by the PTAB members

PUBLIC COMMENT(S):

Ms. Sorenson started Public Comment(s) by inquiring about appointment time statistics and wanted to know how well the appointment times are working for people versus requested times when it comes to using Sun Van services.

Ms. Saiz responded to Ms. Sorenson's question by stating pick up request (on-time performance) times are 88.8 percent, pick up appointment (on-time performance) times are 90.6 percent, and then reminded the meeting attendees the numbers for appointment times are much larger than requested times. Its thirty minutes for appointment times versus the fifteen minutes for requested times.

Mr. Sorenson then commented how the IVR (Interactive Voice Response) automated telephone system is working great and efficient again. However, there was a brief discussion on how the IVR works for some and doesn't work for others.

Ms. Marquez next wanted to thank Transit (Sun Van) for dropping her off at the right place at St. Joseph's Place Northwest on the Westside of Albuquerque.

During public comments, Stan Low, ABQ Ride's IT (Information Technology) Specialist entered into the meeting room to fix a phone issue Ms. Fattorusso was having and was asked by the PTAB members along with Ms. Saiz why the IVR behaves the way it does.

Mr. Low responded to the inquiries by stating the software is a box that makes phones calls, if it does or doesn't make calls, there must be software or a box that's unchecked that was once checked. A couple of months ago there was an upgrade to the system, and something occurred that affected the software. Mr. Low then added we will fix the software bugs that occurred after the upgrade.

ANNOUNCEMENTS:

There were no official announcements, however, Ms. Livingstone advertised a community outreach program called "Trailblazers," and left a brochure for attendees to view or read.

PRESENTATIONS:

There were no presentations, however, Ms. Saiz mentioned to the PTAB members if there's anything they would like the Transit Department to present, just let her know and she'd be happy to help out.

ACTION ITEMS:

Ms. Smith started Action Items by discussing the added topics mentioned during the approval of the agenda, she made it clear she didn't know about the by-laws meeting that occurred in December 2018, and would like to be invited to any future meetings regarding this subject.

Mr. Fernandez then asked for an update on by-laws and when the next meeting with Mr. Weiner will occur to further discuss the bylaws.

Ms. Saiz responded to Mr. Fernandez stating not in the near future, Mr. Weiner doesn't have anything scheduled with us and we are in the process of renewing his contract since it expired. As soon as we get his contract renewed we will get him scheduled and bring him back.

Ms. Smith inquired about how typical is it for contract renewal or is it something that's done every year at the beginning of the year?

Ms. Saiz answered the inquiry stating it doesn't happen at the beginning of the year and approval has to go through a lot of desks.

There was a brief discussion in regards to tension in the room, the PTAB members then talked about how these meetings need structure, and how a quorum is established. There was a disagreement between Ms. Livingstone and Ms. Fattorusso during this brief discussion.

Ms. Chavez then mentioned that the Chair of the PTAB can contact her and she will list what the action items are going to be discussed. This would prevent the action items from being blank or empty next time.

ACTION ITEMS (Cont.):

Ms. Smith then discussed the absence of PTAB Chair Jayne Frandsen by asking, is it appropriate for Ms. Frandsen to Contact Ms. Chavez or would it be appropriate for someone else to contact her.

Ms. Saiz responded to the question by stating, she will contact Ms. Frandsen, to see what's going on with her, and asked Ms. Smith if she would like to be the point of contact.

Ms. Smith answered Ms. Saiz by saying, "I'd be happy to help out with that."

Ms. Smith then asked Ms. Livingstone to discuss the topic of free bus pass ID's she brought up during the approval of the agenda discussion.

Ms. Livingstone discussed that she attended a TAB meeting and those board members get free bus pass ID's. She wanted the same thing for PTAB members.

Ms. Saiz responded to the discussion stating she will get with Director Toon and Deputy Director Paez to further discuss this topic. She will get back to them when she has an answer to this topic.

Ms. Smith then mentioned the PTAB minutes are not being posted online. The only minutes online are from January and March of 2018.

Ms. Saiz replied stating, we will get them all posted by the end of the day.

CHAIR PERSON'S REPORT:

There was no Chair Person's report.

DIRECTOR'S REPORT:

There was no Director's Report since most of the report was done during action items and public comments.

UNFINISHED BUSINESS:

There was no Unfinished Business to discuss.

NEW BUSINESS:

There was no official New Business, however, Ms. Saiz mentioned she and Yvette Garcia (ABQ Ride Administrative Assistant) are test working on a trip by trip certification rules or alerts system. When we learn more, we will present it at a future PTAB meeting and share what we have studied.

NEW BUSINESS (Cont.)

Mr. Fernandez then discussed promoting and advertising the PTAB meetings better to the public. Everyone needs to have access to the meeting, especially people with disabilities. He would like to see more emails and brails promoting the meetings.

Ms. Saiz responded stating we do promote it on news outlets, on our buses, on social media and through emails. I encourage everyone to share this information with others. We can also do a calendar of all the meetings to better inform the public.

Mr. Fernandez brought up the discussion that when calling ABQ Ride Customer Service, there's always a lot of background noise, and would like to see this improved. "This is not professional," he said.

Ms. Saiz replied to Mr. Fernandez that the Customer Service Representatives do have phone headsets, however, they do use the speakerphone option when training new representatives, and we cannot plug two headsets into a phone. We do have plans to improve the Customer Service area once the conference rooms are remodeled.

MOTION: Ms. Smith moved to have the meeting adjourned and was approved via voice vote by the PTAB members.

Meeting adjourned at 11:26 am.

Next meeting: 10:30 am, March 19, 2019, at the ATC

**Meeting minutes are written with strength and honor by:
Ernest Apodaca
ABQ Ride, Administrative Assistant**