



**Paratransit Advisory Board**  
**Alvarado Transportation Center – 2<sup>nd</sup> Floor**  
**Meeting Minutes**  
**March 20, 2018**

**Board Members:**

Jayne Frandsen, John Standish

**Members of the Public:**

Ellen Nolan-Sorenson, Joseph Sorenson, Diana Marquez

**ABQ Ride:**

Sandra Saiz, ABQ Ride Supervisor; Yvette Garcia, Administrative Assistant

**Meeting Called to Order:**

Ms. Frandsen called the unofficial discussion to order at 10:30 AM. She then took roll of everyone who was in attendance.

**Acceptance of Agenda:**

Agenda could not officially be approved because there was not a full quorum.

**Approval of Minutes from January:**

Ms. Frandsen stated that they could not officially approve the Minutes for January 16, 2018 due to not having a full quorum. The January minutes also needed one correction.

**Public Comment:**

Ms. Nolan-Sorenson said that when she has to schedule a ride down to the ATC for the Paratransit meeting, the customer service representatives are not aware that they are allowed to schedule a CWR (*Call When Ready*) to be picked up after the meeting is done to get home. She would like them to be reminded that they are allowed to do so. Ms. Saiz responded by saying that, as we all know, *Call When Ready* is used only for medical transport. She added she has to get clarification from Associate Director

Annette and Director Bernie Toon to see if meetings are another instance *Call When Ready* can be used. Ms. Frandsen mentioned that a couple of months ago, she attended a PTAB meeting when former Director Bruce Rizzieri was still here. She asked Mr. Rizzieri if she was able to do a *Call When Ready* to go vote, as she had no clue what time she would be done with voting. According to Ms. Frandsen, Mr. Rizzieri stated at that time if it was an official appointment, then a *Call When Ready* would be available for situations like that. Ms. Saiz stated she will get clarification from new ABQ RIDE director, Bernie Toon. He started March 20, 2018

### **Chairperson's Report**

Jayne has mentioned we will be having a new board member attending the Para-Transit meeting. Her name is Coby Livingston. She is a Sun Van client.

### **Director's Report**

Ms. Saiz has reported the Paratransit ridership is down about 8 percent. Also, refusals have risen 1.3 percent. Everything is hanging steady. Ms. Saiz mentioned during the last meeting, she spoke in regard to the forty-four Sun Vans ordered by ABQ RIDE. They are currently on the assembly line. They should be in town the first part of May. They all will have the same layout and will have a different design than previous Sun Vans, but she is wasn't too sure about the color. Ms. Saiz also stated that on March 25, 2018, ABQ RIDE is upgrading to Trapeze, Version 16. Ms. Saiz said this new version allows dispatchers to have only one screen up instead of two or three. It will also be a lot easier for dispatchers to contact drivers than before. The new software also gives a warning when a driver might run late, so the Sun Van can avoid getting other passengers to their appointments late. Ms. Frandsen wanted to know how companies or individuals can purchase the old Sun Vans. Ms. Saiz stated that they get put up for auction and anyone is allowed to purchase them.

### **Old Business**

None

### **Announcements**

None

### **Meeting adjourned**

The unofficial discussion adjourned at 11:05 AM