



**Para-Transit Advisory Board
Tuesday, March 18th, 2025
Alvarado Transportation Center
100 First Street SW, 2nd Floor
4:00 p.m. to 5:30 p.m.**

Members Present

Jacqueline Smith, Chairperson, [Z]; Jeffrey Blair, [E]; Keely Frazier [Z]; Christopher Love, Vice Chair [D], Anthony Harkness [D], Ernie Esquibel [Z], Rachel Hoffman [Z]; Deborah Gray [Z]

Transit Staff Members Present

Leslie Keener, Director [Z/D]; Mike Davis, Deputy Director [Z/B]; Robert Romero, Para-Transit Ops Manager [D/Z]; Margaret Lucero, Executive Assistant [Z/D]; Jessica Luna, Facilities Office Manager [D]; Chris Bergs, IT [D/Z]; Madeline Skark, Marketing and Communication Specialist [Z/W]; Eugene Lujan, Interim Training Manager [Z/D] Leo LaPlant, Risk Management, [Z]

Visitors Present

Diana Marquez, [Z]; Ellen Sorenson, [Z]; Joe Sorenson, [Z]; Irenner Clough [A], Albert Chavez [Z]; Amanda Sofio [D]; Shannon OQuinn, [D]; Nathan Behrens, [D]; Nathan W, [D]; Erin White, [Z] Althea Atherson, [Z]

Call to Order

Jacqueline Smith, Chairperson called meeting to order at 4:03pm

Approval of Agenda or Additions

Chair Smith asked for a motion to approve March 18th Agenda.

Approved by, Christopher Love, Keely Frazier, Anthony Harkness, Deborah Gray, Ernie Esquibel and Rachel Hoffman

Approval of Minutes

Chair Smith asked for a motion to approve the January 21st meeting minutes. Approved by Christopher Love, Keely Frazier, Deborah Gray, Ernie Esquibel, Anthony Harkness, Rachel Hoffman

Public Comments (2-minute time limit)

Ellen Sorenson: Thank for solving issues.

Joe Sorenson: Why do we have to have blue cards.

Robert Romero: This will help reduce time when going on to military base.

Irenner Cough: Thank you for improving call system and van 2321 is the worst van she has in.

Robert Romero: We will follow up on the van.

Nathan: When clients make a reservation the sun van is not on time.

Robert Romero: Can you provide more , Jessica will give you my information.

Erin White-Canales: A Sun Van driver dropped off a client unattended, who has dimension and was supposed to sign for the client at the point of drop off. What is the policy and procedure?

Robert Romero: Please report it immediately. We will look into this as well and Jessica will give you my information.

Ellen Sorenson: Are the Sun Van drivers supposed to tie down the walkers

Robert Romero: Yes, they should be tied down if there isn't a wheel chair tied down.

PTAB Chairperson's Report- Jacqueline Smith

- Jacqueline Smith, Last Board Meeting
- PTAB Board Openings- One Chair and one P-Tab member
- Elections May 20th, 2025

Presentations

No Presentations

Director's Report- Mike Davis, Deputy Director

Ridership for January 2025 over January 2024 we dropped 3.7% of ridership. The year is still up and by about 1.5% small increase year to date, but January was slightly lower. Total reservations taken for January or was approximately 21,000 and for February 20,000. On-time performance for pickups we improved in February we are we're up to 86.5% and in January 82.5% this is an increase from December which was 81.9% are on time for appointments also improved December 91.1%, January 92.3% and in February 92.9%. We did receive 126 applications in January and in February 1st 121 applications. We do have a hiring fair coming up on April 11 we're excited for that. We did have five Sun Van chauffeurs begin and they'll be in training for a few weeks and then be out on the road. Another recent event that we had a few weeks ago is we celebrated ABQ rides 10,000 riders. We did a small Press release there was a little bit of news on television regarding that achievement.

Robert Romero- Para-Transit Ops Manager- In January 2025, we were offered 15,416 that were answered on an average within one minute, and handled 14,634 calls with an abandoned rate of 4.12% so folks are hanging up before we get to them but we're getting to them in exactly a minute that month the average callback return time for Sun Van was 13 minutes and one second so if someone selected for a callback back to them under 15 minutes. In February, we saw a small decline a call volume we offered 14,477 calls we actually answered those calls in approximately 55 seconds on average and out of those 14,477 calls we handle 13,785% and we had a 4.03% abandoned rate.

Unfinished Business:

No Unfinished Business

New Business

No New Business

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

Irenner Cough: Windows are rattling and air is coming in.

Robert Romero: Took the information and will follow up on the rattling

Shannon OQuinn: How long is the waiting list for Sun Van subscription?

Robert Romero: Depending on the needs of the applicants and SVD is what we determine how long the waiting list is. We have to have staff who can provide the service in order to approve the applicant.

Next meeting: Tuesday, May 20th, 2025; 4:00 PM via online (ZOOM) or in person

Adjournment

Meeting ended at 5:02pm

Below are the chat messages exchanged during the ZOOM Meeting

16:06:35 From Ernie Esquibel : I'm having audio issues
16:12:01 From Jessica Luna : No worries Ernie.
16:12:09 From Ernie Esquibel : This is Ernie i'm having audio issues
16:12:39 From Robert Romero : Thanks Ernie, we can capture responses in chat
16:12:57 From Ernie Esquibel : inaapprove
16:13:30 From Ernie Esquibel : I approve
16:16:39 From Margaret Lucero, Executive Assistant : Change of ID cards??
16:29:05 From Ernie Esquibel : Thumbs up for customer service. Sunvan drivers friendly and on time. My appointment times are on time. ABQ connect needs more drivers. My first name was misspelled on my new card, should I get a new card?
16:30:11 From Jessica Luna : I will ask now Ernie. thank you for your kind words.
16:31:07 From Ernie Esquibel : Thanks
16:31:34 From Jessica Luna : Reacted to "Thanks" with 👍
16:32:14 From Jacqueline Smith : Can you please identify yourself in the chat so we can have your name and correct spelling.
16:32:53 From Erin White-Canales : LaDawna Pea (with LSG) We can add it to the list that Nathan will be sending
16:33:32 From Jacqueline Smith : Reacted to "LaDawna Pea (with LS..." with 👍
16:43:16 From Madeline Skrak - ABQ RIDE : <https://www.krqe.com/news/albuquerque-metro/abq-ride-connect-celebrates-10000th-passenger/>
16:43:27 From Jacqueline Smith : Reacted to "<https://www.krqe.com...>" with ❤️
16:44:30 From Jacqueline Smith : Thank you!
16:44:31 From Erin White-Canales : Reacted to "<https://www.krqe.com...>" with ❤️
16:45:51 From Jessica Luna : Reacted to "<https://www.krqe.com...>" with 👍
16:56:30 From Rachel Hoffman : It was mentioned to me in my interview.
16:56:44 From Rachel Hoffman : Reacted to <https://www.krqe.com...> with "❤️"
16:57:33 From Rachel Hoffman : About 7 years, I believe
16:59:06 From Rachel Hoffman : Gotcha. They mentioned it more in terms of explaining how the service itself works.
17:02:41 From Madeline Skrak - ABQ RIDE : Thank you!