



**Para-Transit Advisory Board
Tuesday, May 20, 2025
Alvarado Transportation Center
100 First Street SW, 2nd Floor
4:00 p.m. to 5:30 p.m.**

Members Present

Christopher Love, Vice Chair (ATC), Jeffrey Blair, (ZOOM); Keely Frazier (ZOOM); Anthony Harkness (ATC); Ernie Esquibel (ABSENT), Rachel Hoffman (ZOOM @ 4:29); Deborah Gray (ZOOM)

Transit Staff Members Present

Mike Davis, Deputy Director (ZOOM); Robert Romero, Transit Manager, Paratransit Operations (ZOOM); Margaret Lucero, Executive Assistant (ATC); Eugene Lujan, Training Specialist (ZOOM); Chris Bergs, IT (ZOOM); Madeline Skark, Marketing and Communication Specialist (ZOOM); Leslie Keener, Director (Phone @ 4:35pm)

Visitors Present

Diana Marquez, (zoom); Ellen Sorenson, (zoom); Joe Sorenson, (zoom); Dara Osher (ZOOM); Althea Atherton (zoom); Chris Samuels (ATC); Shannon O'Quinn (ATC)

Call to Order

Chris Love, Vice-Chair called meeting to order at 4:03pm.

Approval of Agenda or Additions

Vice- Chair Love asked for a motion to approve May 20 agenda. Jeff Blair made a motion, Anthony Harkness 2nd the motion. The motion was voice approved by Keely Frazier, Jeff Blair, Anthony Harkness, Deborah Gray, and Chris Love.

Approval of Minutes

Vice- Chair Love asked for a motion to approve the March 18 meeting minutes. Keely Frazier made a motion, Anthony Harkness 2nd the motion. The motion was voice approved by Keely Frazier, Jeff Blair, Anthony Harkness, Deborah Gray, and Chris Love.

Public Comments (2 minute time limit)

Ellen Sorenson: I've been trying to get a follow up call on my rides from Customer Service and haven't received a call.

Robert Romero: I will call you tomorrow and follow up with you.

Joe: It was great to have IVR back.

P-TAB Member General Comments:

Chris Love: I received a complaint when a rider called to schedule a ride and was told she could not bring a companion.

Robert Romero: You are allowed to bring a companion with you. I will get a message to Customer Service to remind them.

PTAB Chairperson's Report- Chris Love, Vice-Chair

Chris Love: We have openings on the Board please pass the word along please reach out to Boards and Commission with any questions.

Anthony Harkness made a motion to open up discussion for elections for PTAB Chair, Jeff Blair 2nd.

Anthony nominated Chris Love for Chair, Jeff Blair 2nd the motion.

Keely Frazier-Yes

Jeff Blair-Yes

Anthony Harkness-yes

Deborah Gray-Yes

Chris Love-Yes

New PTAB Chair is Chris love.

Keely Frazier made a motion to vote for Vice Chair at the next meeting.

Director's Report- Mike Davis, Deputy Director

Mike Davis: April Sun Van ridership 18,325 trips with a 10% increase. On-Time Performance for pick-ups is 85.3% and for appointments is 93.2%. We received 63 Sun Van applications for April. Connect ridership 1,536 trips in April. We have 84 Sun Van positions and 62 are filled, with a 26% vacancy rate. We are doing well with vehicle needs. Community Volunteer Bus Stop Clean up on May 31.

Robert Romero: There was a decline on the online Sun Van applications. Call Center received 17,304 calls and 15,825 calls were answered. Average wait time is 1:26.

Chris Love: Is Sun Van ridership and call volumes at pre-covid level?

Mike Davis: Shared screen to ABQ Ride Dashboard to find ridership information.

Robert Romero: You can now schedule five days in advance our reps are being proactive on the calls, we use first call resolution to help at call volume goes up.

Jeff Blair: Is there information on safety of the passengers and drivers?

Robert Romero: It's a rare occurrence that we experience any acts of violence on drivers or passengers.

Mike Davis: We have cameras on our vans and the See Say App as other safety measures.

Unfinished Business:

No Unfinished Business

New Business

Chris Love: Would any of the PTAB members be interested in tabling future public events with ABQ Ride like the summer events?

Robert Romero: Please reach out to Madeline Skrak. We can definitely ask PTAB to help push for Sun Van applications.

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

Diana Marquez: Is Connect going to be on the east side of Albuquerque?

Mike Davis: We have 2 zones currently on Rio Grande and Coors corridor. These areas have limited service. If this service fits a need we can look into other areas.

Next meeting: Tuesday, July 15, 2025; 4:00 PM via online (ZOOM) or in person

Adjournment

Meeting ended at 4:59 pm.