



**Para-Transit Advisory Board  
Tuesday, November 21, 2023  
Alvarado Transportation Center  
100 First Street SW, 2nd Floor  
4:00 p.m. to 5:30 p.m.**

**Members Present**

Jacqueline Smith, Chairperson, (ZOOM); Jeffrey Blair, (ZOOM) Christopher Love (in person - car), Anthony Harkness (in person - car), Regina Mead (ZOOM), Ernie Esquibel (ATC/ZOOM), Rachel Hoffman (ZOOM); Deborah Gray (ZOOM)

**Members Absence**

Keely Frazier

**Transit Staff Members Present**

Leslie Keener, Director, (zoom), Sandra Saiz, Fixed Route Operations Manager (ZOOM); Marc Montoya, Assistant Transit Manager (zoom); Robert Romero, Customer Service Supervisor (zoom); Margaret Lucero, Executive Assistant (zoom); Megan Holcomb, Marketing & Communications Specialist (zoom)

**Visitors Present**

Diana Marquez, (zoom); Ellen Sorenson, (zoom); Joe Sorenson, (zoom); Irenner Clough (ATC/zoom), Albert Chavez (ATC/zoom)

**Call to Order**

Jacqueline Smith, Chairperson called meeting to order at 4:04pm.

**Approval of Agenda or Additions**

Chair Smith would like to amend to add Ernie Esquibel new member to agenda.

Jeff Blair motioned to approve amended agenda, Christopher Love 2<sup>nd</sup> the motion. The motion was voice approved by Jackie Smith, Regina Mead, Jeff Blair, Christopher Love, Anthony Harkness, Rachel Hoffman, Deborah Gray and Ernie Esquibel.

**Approval of Minutes**

Chair Smith asked for a motion to approve September 19 meeting minutes. Anthony Harkness motioned to approve meeting minutes, Ernie Esquibel 2<sup>nd</sup> the motion. The motion was voice approved by Jackie Smith, Regina Mead, Jeff Blair, Christopher Love, Anthony Harkness, Rachel Hoffman, Deborah Gray and Ernie Esquibel.

**Public Comments** (2 minute time limit)

Joe & Ellen Sorenson are happy to have IVR back

Diana Marquez: Steps on new vans are steep. I will have to use the lift.

Sandra Saiz: We can put comments in for you for the driver to help you with the lift.

Irenner Clough: What is being done about the no shows? I been driven across town to pick up a no show. It's a waste of time, resources and money. What is being done to reinforce?

Robert Romero: We have a tracking mechanism in place where we track on a daily and weekly basis. If you have a certain amount of no shows based on percentage of ride they take, we start communicating by mail or phone calls and clients are held accountable with suspensions.

Regina Mead: Sometimes you don't know you're going to be a no show.

Sandra Saiz: You can always call customer service to dispute a no show, depending on the situation.

Christopher Love: Good to know I've had people asked to work late and if they're in the 2 hour window to cancel or change it so it counts against them

Robert Romero: If we run into any challenges we are in a time period of growth and evolution in the customer service field so ask for a supervisor and we're happy to assist. We are currently in re-training our reps how to handle these more in depth scenarios.

### **Announcements:**

Jacqueline Smith: Welcome to our new Board members Rachel Hoffman, Deborah Gray, Ernie Esquibel. We now have 9 members on the board.

Sandra Saiz: Trapeze update is complete. IVR is back on track. 58<sup>th</sup> Annual Luminaria tour will be held on Christmas Eve. Tickets go on sale day after Thanksgiving.

### **Presentations**

Sandra Saiz: No presentation. Training department is training new drivers and our priority is getting them on the road. We can let you know if they're available for the next meeting.

### **PTAB Chairperson's Report- Jacqueline Smith, Chair**

Jacqueline Smith: No update from Chair

### **Director's Report- Leslie Keener, Director**

Leslie Keener: We hosted 2 hiring events in October at Ken Sanchez Facility. It was extremely successful with 76 conditional hires. We should be fully staffed in Sunvan going into the New Year. We should start seeing reduced late times. October Sun Van ridership 16,534. Sunvan applications are continuing to increase. We also got additional Mechanics and Vehicle Servicers out of the hiring event, so that will help take care of our fleet.

### **Unfinished Business:**

Jacqueline Smith opened floor to nominate Chair and Vice- Chair for Para-Transit Advisory Board

- Regina Mead nominated Jacqueline Smith for Chair, Jeff Blair 2<sup>nd</sup>.
- Christopher love nominated Christopher Love for Vice-Chair

### **Vote for Jacqueline Smith for position Chair:**

Regina Mead-yes

Jeff Blair- yes

Christopher Love- yes

Anthony Harkness-yes

Rachel Hoffman- yes  
Deborah Gray- yes  
Ernie Esquibel- yes

Vote for Christopher Love for position Vice-Chair:

Jacqueline Smith- yes  
Regina Mead-yes  
Jeff Blair- yes  
Anthony Harkness-yes  
Rachel Hoffman- yes  
Deborah Gray- yes  
Ernie Esquibel- yes

Jacqueline Smith was voted Chair and Christopher Love voted Vice-Chair for Para-Transit Advisory Board

**New Business**

Sandra Saiz: We have an order of 20 new fleet, maintenance has to do post-delivery inspections. Seating is the same, liquid rear suspension is new for a smoother ride. We will retire the 1500 fleet.

Jacqueline Smith: Paratransit Advisory Board is in need of a subcommittee to hear Sunvan appeals. Subcommittee will review the applications and make a recommendation to Transit.

Robert Romero: We need 1-2 contacts that we can reach out to and have the appeals handled in a timely fashion. We have a backlog that needs to be reviewed. We'd look for a response within 30days. Depending on situation committee may choose to meet with applicant in person or virtually.

Christopher Love: Might be better with an odd number, perhaps 3 on the committee.

Rachel Hoffman, Ernie Esquibel and Anthony Harkness volunteered for committee.

Sandra Saiz: Richard Weiner, consultant, can help with training.

Robert Romero: I will coordinate that training.

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

Joe Sorensen: Can we book rides on Sunday?

Robert Romero: Business as usual

Ellen Sorenson: What is the schedule on Christmas Eve? There's also an old message about system outage on the Customer Service line.

Robert Romero: Customer Service line will be open, no change to hours on Christmas Eve. I will look into that old message on the automated system. Always press prompt #5 to get you into the Sun Van Que

Deborah Gray: Heard from drivers the seats are very uncomfortable and they don't like the plexiglass shield. Bar is gone from the front seat. I like to use it when I stand up.

Christopher Love: Can we see a new Sunvan as a group and get explanation on the differences?

Sandra Saiz: We can take one to the ATC for the group to see.

Jacqueline Smith: I will add that to next meeting agenda

**Next meeting: Tuesday, January 16, 2024; 4:00 PM via online (ZOOM) or in person**

**Adjournment**

Meeting ended at 5:04 pm.

**Below are the chat messages exchanged during the ZOOM Meeting**

00:42:54 EllenEllenSorenson: I have been on them too and I love them.

00:50:53 Rachel Hoffman (she/they): A 30 day from time of appeal deadline, you said?