



**Para-Transit Advisory Board
Agenda –Tuesday, September 19, 2023
Alvarado Transportation Center
100 First Street SW, 2nd Floor
4:00 p.m. to 5:30 p.m.
Draft-Official Minutes**

Members Present

Jacqueline Smith, Chairperson, (ZOOM); Keely Frazier, (ZOOM); Jeffrey Blair, (via zoom) Christopher Love (in person - car), and Anthony Harkness (in person - car).

Members Absence:

Regina Mead, Ernie Esquibel.

Transit Staff Members Present:

Leslie Keener, Transit Director, (zoom), Mike Davis, Transit Deputy Director, (zoom); Sandra Saiz, Paula Madrid (car) Doreen De La Cruz (car), Gerald Berkhahn (Bike)

Public Attendees:

Diana Marquez, (zoom); Ellen Sorenson, (zoom); Joe Sorenson, (zoom); Irenner Clough in person (bus)

Call to Order:

Jacqueline Smith, Chairperson called meeting to order at 4:22pm on September 19, 2023.

Approval of Agenda:

Today, September 19, 2023 Jeffrey Blair moved to approve, Keely Frazier second.

Approval of Minutes:

- September 19, 2023 Keely Frazier, Jeffrey Blair, Christopher Love, and Anthony Harkness
- July 18, 2023 Keely Frazier, Anthony Harkness, seconds.

Public Comments:

Diana Marquez lost her water bottle. It was thrown out because of an infestation of rodents. Gerald Berkhahn confirmed.

Ellen Sorenson, why does it take 15 to 30 minutes on hold to talk to customer service?

Gerald Berkhahn: there has been some turnover, but we are working to hire and train new staff and hopefully have them trained before the Friday rush.

Ellen Sorenson: Asking if they are being trained correctly?

Gerald Berkhahn, yes, we have our best guy on it.

Joe Sorenson, is there progress on getting IVR back? Sandra, we are ready for our Trapeze upgrade. The date is 10/6/2023. You shouldn't see a change, but you will start getting the IVR calls again.

Irenner Clough, when people ride the Sun Van and want their music, they should bring their headphones or earbuds. The other comment I have is when the driver asks to turn down their music, you should not talk on the telephone so loud that they honor the driver's request because it's a shared ride, and we should respect the driver. I've been on a few Sun Vans in the last month, and that's not the case.

Jackie asks for someone from Sun Van to talk about our rules.

Sandra: We do have rules to ride; they are in the Sun Van and your manual, and we are happy to remind drivers to remind customers; customer service might help us to remind others when they take calls for everybody to use headphones and limit the volume on their phone calls, but it is in our rules to ride.

Jackie: Do we have rules to ride posted?

Sandra: We don't, but Leslie is working hard to update the rules to ride and post them on a sticky back poster, so our marketing crew is working on getting the rules posted.

Director Keener: Yes, we are working on the final review, so once we get those updated on the things we are doing now, we'll do a push-through to get that information out to make sure everybody is aware of the changes that we are making

Announcements:

No announcements

Presentations:

Jeff Blair: Jeff discussed being on the planning board for implementing the self-attestation. He asked for feedback from the blind community.

Mike Davis: two applications were tested, and the accessibility part worked out as intended

Chairperson's Report:

Nothing to report

Director's Report:

Director Keener: *"I'll give the first half, and Mike got some updates to provide to the group. We don't have the ridership numbers up to date for August, and I don't think we talked about July last time, but our number for July was 14,760 sun riders. That's up from 8% in July 2022 when we were at 13,600 riders, and looking at FY2022 and comparing with FY23, we are up about 17.8% at 184,231 riders, so we have seen an increase there.*

Sun Van Chauffeurs, we are currently at a 32% vacancy rate. We have 26 full-time positions now open, although I will say that since January of this year, we have seen a net gain of 4 Sun van drivers, so that's exciting. We'll be in a much better situation if we can get a couple more on.

Director Keener noted that a substantial number of drivers are still on the fixed route side.

Director Keener, update on vans, 20 on property going through the preproduction. We hope to have those in service by early October. As you know, we are purchasing another 20 vans. We are in the process of finalizing the "Buy America." We'll issue the PO for that in the next couple of weeks and expect those early next year.

And last, upgrading customer service headsets to help with backroad noise.

Christopher Love: Asked about the study for consolidation ABQ Ride with Rio Metro Transit. Would we get an update?

Director Keener: That resolution is out there; it's R23163. It did differ from the October 2 meeting. It is directing the City of Albuquerque Transit Department and Rio Metro regional transit district to conduct a study to consolidate ABQ Ride and Rio Metro and develop a consolidation plan and appropriation of the funding to fund the study. Counselor Benton presented it. Rio Metro would have to go in front of their board, and there would have to be another resolution from them and pass it.

TAB did put out a resolution to encourage the Council and the administration to support it because it will inform us on whether or not it's a path we should proceed with, which benefits both groups.

Christopher Love noted that he supports the study.

Unfinished Business:

Mike Davis, self-attestation will go live **on October 1, 2023**. We have been testing the application over the last two months and are confident that everything is good to proceed. During the test period, we've received 17 applications, and 9 of those have been certified. We've had the app tested for accessibility. We reached out to the individual to get feedback. We provide a great service for some comments: fast, computer savvy, fast, and effective. One of the comments suggested an online FAQ list would be helpful, and we developed that list as we got additional questions. The draft will be sent after the meeting.

We continue working with Concentra and updating our website to reflect the new application process.

Jeff Blair: Has anyone taken advantage of using a professional from the Commission of the Blind to get sun van certification?

Mike Davis: I don't believe we've had anyone

Anthony Harkness: Why are people not able to use DVR professionals when they are the same as the individuals at the Commission?

Mike Davis: you can submit the certifications, and we can look into that.

Public Comments:

New Business:

Jacqueline Smith: Two new members that will be joining the PTAB board

Leslie Keener: confirmed that the two members were introduced and will get approved on **October 2, 2023** by council

Elections of officers will happen at the next meeting. If anyone else is interested, start thinking about it.

Resolution for 2024 Meeting schedules:

January 16, 2024, March 19, May 16, 2024, July 16, 2024, September 17, 2024, November 19, 2024. 16:00 to 17:30 hybrid in-person and virtual. Do we have a motion?

Jeff Blair, motions to approve the meeting schedule, Keeley seconds.

Jacqueline Smith, Christopher Love, and Anthony Harkness also approved.

Final Public Comments:

Diana Marquez: People should have their headphones and earphones off since it is vital information, and Ernie was still having problems logging in to the meeting.

Ellen Sorensen: “Are the ridership numbers the reason we are having issues getting the times we are looking for?”

Sandra: Sandra stated that the issue was a combination of the lack of call-taking staff, maintenance staff, and drivers, so you have longer hold times and longer ride times, but we are working on it.

Mike Davis: The Trapeze upgrade is happening soon, which will help with our reservations system. We would like to see some improvements to that system as well.

Joseph Sorensen: Applications for new riders, and he doesn't have to reapply? Mike Davis confirmed.

Irenner Clough: Sun Van needs to do something about “No-Shows” and get stricter on no-show people. It is a waste of time and gas, and it's ineffective. And under all the circumstances that Sun Van has gone through, you should pat yourself on the head because you aren't doing too horribly. It does take a little while to get your ride reservations, but with the limited staff, it's understandable. And DVR is more qualified in mobility issues than anyone else, and some of them are more knowledgeable than a doctor regarding mobility issues.

The meeting adjourned at 5:13 pm.

Next meeting: 4:00 pm, November 21, 2023 at 4:00 pm in-person at ATC or over ZOOM.