

PARATRANSIT ADVISORY COMMITTEE

Tuesday, July 13, 2021



Laredo Transit Management Inc., Laredo, Texas

PUBLIC NOTICE

Written notice is hereby given of a meeting
held by the Para Transit Advisory Committee (PAC)

Tuesday, July 13, 2021, at 5:30 p.m.

1301 Farragut St., Laredo, TX

Meeting link:

Meeting Information

Meeting link:

<https://cityoflaredo.webex.com/cityoflaredo/j.php?MTID=mb0fcb4ef0d1c1a3b5ff521daa3efc3bb>

Meeting number:

187 673 6002

Password:

ytMPSg3be35

Join by video system

Dial 1876736002@cityoflaredo.webex.com

You can also dial 173.243.2.68 and enter your meeting number.

Join by phone

+1-408-418-9388 United States Toll

Access code: 187 673 6002

AGENDA

I. CALL TO ORDER

II. ROLL CALL AND INTRODUCTION OF PAC MEMBERS

Juan Avila- Chair

Angel Guerrero **Pending Oath Information

Valentin Escamilla

Rosie Centeno-Hinojosa

Alejandra Y. Cadena

III. MINUTES: Approval of Minutes for May 25, 2021

IV. PUBLIC COMMENTS: Citizens are required to fill out an online witness card no later than 5:00 p.m. and can be found at <https://elmetrotransit.com/news-info/public-meeting-notices/>. Comments are limited to three (3) minutes per speaker. No more than three (3) persons will be allowed to speak on any side of an issue. Speakers may not pass their minutes to any other speaker. Comments should be relevant to City business and delivered in a professional manner. No derogatory remarks will be permitted.

V. DISTRICT REPORTS: Ascertaining Paratransit Needs in Laredo. El Metro's current El Lift program complies with FTA requirements for a complimentary paratransit services as a demand response share ride service. Promote and disseminate service information to the entire service area.

1. District 1
2. District 2
3. District 3
4. District 4
5. District 5
6. District 6
7. District 7
8. District 8
9. Mayor

REC'D CITY SEC OFF
JUL 9 '21 PM1:56

VI. STAFF REPORTS AND COMMUNICATIONS:

1. Ridership, Cancellations, Mobility and Fixed Route Mobility Device Boarding Reports.
 - a. El Metro & El Lift Current Services and Programs are in full compliance with ADA and FTA requirements. Successfully passed last two FTA Triennial reviews.

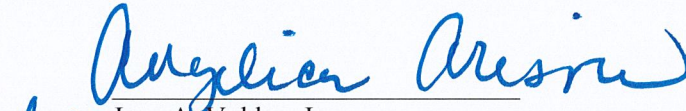
2. End of Month – Registered Customers (New / Renewals).
 - a. El Lift Certification and Re-Certification Process have been approved, and reviewed by FTA.
3. Budget Report / Summaries.
4. EL Metro's Outreach Report.
5. Revenue Vehicle Maintenance Report.

VII. DISCUSSION WITH POSSIBLE RECOMMENDATIONS

VIII. EXECUTIVE SESSION

IX. ADJOURNMENT

This notice was posted at the Municipal Government Office, 1110 Houston St., Laredo, Texas at a place convenient and readily accessible to the public at all times. Said notice was posted on July 9, 2021 before 5:00 p.m.


for: Jose A. Valdez, Jr.
CITY SECRETARY

LAREDO TRANSIT MANAGEMENT, INC.
Para-Transit Advisory Committee Meeting
Minutes
Tuesday, May 25, 2021

I. CALL TO ORDER: 5:33 PM

II. ROLL CALL

Laredo Transit Management, Inc. PAC Committee Members

Juan Avila - **Present**

Rosie Centeno-Hinojosa - **Absent**

Mike Kazen - **Present**

Alejandra Y. Cadena - **Present**

Valentin Escamilla - **Present**

EL METRO STAFF:

Rosa Soto

Claudia San Miguel

Sandy Esparza

Griselda Aguilar

Virginia Ibarra

Gustavo Villarreal

Location: Via WebEx Meeting

III. <https://cityoflaredo.webex.com/cityoflaredo/j.php?MTID=m1a80556e7f4eef207e7645920e0c0ae4>

IV.

MINUTES: Approval of Minutes for March 11, 2021

Motion to Approve: Ms. Centeno

Second: Mr. Escamilla

For: (3) Against: (0) Abstain: (0)

V. PUBLIC COMMENTS: No Public Comments

VI. DISTRICT REPORTS:

1. District 1 - - No report provided by Isela Y. Contreras, PAC member
2. District 2 - Vacant
3. District 3 - No report provided by Juan Avila, PAC member
4. District 4 - No report provided by Rosie Centeno-Hinojosa, PAC member
5. District 5 - No report provided by Valentin Escamilla, PAC member
6. District 6 - No report provided by Alejandra Y. Cadena, PAC member
7. District 7 - Vacant
8. District 8 – No report provided by Mike Kazen, PAC member
9. Mayor - Vacant

VII. STAFF REPORTS AND COMMUNICATIONS:

- A. **Ridership Report-** Ms. Esparza stated that for the month of April the total ridership was 1,970.

- B. Cancellations Summary** – Ms. Esparza stated for the month of April there were a total of 314 cancellations. Ms. Esparza further mentioned the following: 161 advanced cancellations (24 hour), 81 late cancellations, 62 No-Shows, 36 cancel at the door, 9 client not ready, 2 cancel from Dispatch, 12 no-answer, 2 no show from dispatch, 1 not- given, and 10 IVR cancellations.
- C. Mobility Report** – Ms. Esparza stated that for the month of April there were a total of 26-wheelchair trips and 206 wheelchair registered customers.
- D. Fixed Route Wheelchair Boarding Report** – Ms. Esparza stated that the fixed route wheelchair boardings for the month of April was a total of 145.
- E. End of Month – Registered Customers (New/Renewals)** – Ms. Esparza stated for the month of April there were 8 new registered customers and 0 customer renewals with a total of 8 new registered customers. El Lift has a total of 663 registered customers.
- F. Revenue Report** - Mr. Villarreal stated for the month of April the Operations, Support Svc. Administrative & Maintenance Budget FY \$35,193.00, Expenses at \$5,513.00 with a Balance of \$29,680.00. Fuel & Lubricants Budget FY 163,196.00, Expenses \$62,937.00, with a Balance of \$100,259.00. Insurance Budget FY \$131,000.00, Expenses \$90,833.00 with a Balance of \$40,167.00. The Information Technology (IT) a Budget FY \$33,185.00, Expenses \$9,971.00, and a Balance of \$23,214.00. The Personnel Budget FY \$1,412,748.00, Expenses of \$605,533.00, and a Balance of \$807,215.00
- G. El Metro Outreach Report** – Mrs. Ibarra stated that El Metro visited 3 locations, Calton Public Library, Doctors Hospital and Ace Cash Express to distribute El Lift application packages. Mr. Avila inquired about the El Lift distribution process. Ibarra explained to the committee that currently staff is unable to conduct in person outreach and expects to begin next month. Mr. Avila asked staff if there was a way to keep track of the El Lift applications outreach efforts. Ms. Esparza informed the committee that the application does not request customers to provide information in regards on how they obtained El Lift application. Ms. San Miguel informed committee that El Metro currently does not have a way to track the applications but can possibly try to propose an idea on how to track the El Lift applications received for the effectiveness of El Metro’s outreach efforts. No motion was made regarding feedback of the distribution of El Lift applications.
- H. Maintenance Report** – Ms. Esparza provided a detailed explanation of the El Lift Vans & Fix Route report. El Lift Vans had total of 15,575 miles traveled, PMI’s at 100% on time, and a total of 2 road calls.

Motion to Approve Staff Reports and Communications: Mr. Escamilla

Second: Ms. Cadena

For: (3) Against: (0) Abstain: (0)

VIII. NEW ITEMS: DISCUSSION WITH POSSIBLE RECOMMENDATIONS:

- i. Report on a month to month insurance payment contract**– El Metro staff requested committee members to clarify the agenda item. Mr. Villarreal mentioned that Ms. Centeno had requested the item to avoid having a budget shortage and have enough funds for fiscal year. Villarreal informed committee that there are enough funds to cover insurance payments or run into an issue where payment would not be covered. Brief discussion on the transfer of funds to cover other expenses.
- ii. Discuss possible modification of PAC monthly meeting (date and time)** – Mr. Avila suggested to continue having meetings as currently scheduled, monthly every second Tuesday of the month at 5:30 p.m. Mr. Escamilla agreed to Avila’s suggestion. Ms. San Miguel mentioned to the committee, the City of Laredo Priority Procedures required meetings and attendance appointed by Council should meet at least 3 times of year. Ms. San Miguel further suggested that the committee can choose to have monthly meetings or every other month.

Motion to Approve to conduct quarterly meetings: Mr. Escamilla

Second: Ms. Cadena

For: (3) Against: (0) Abstain: (0)

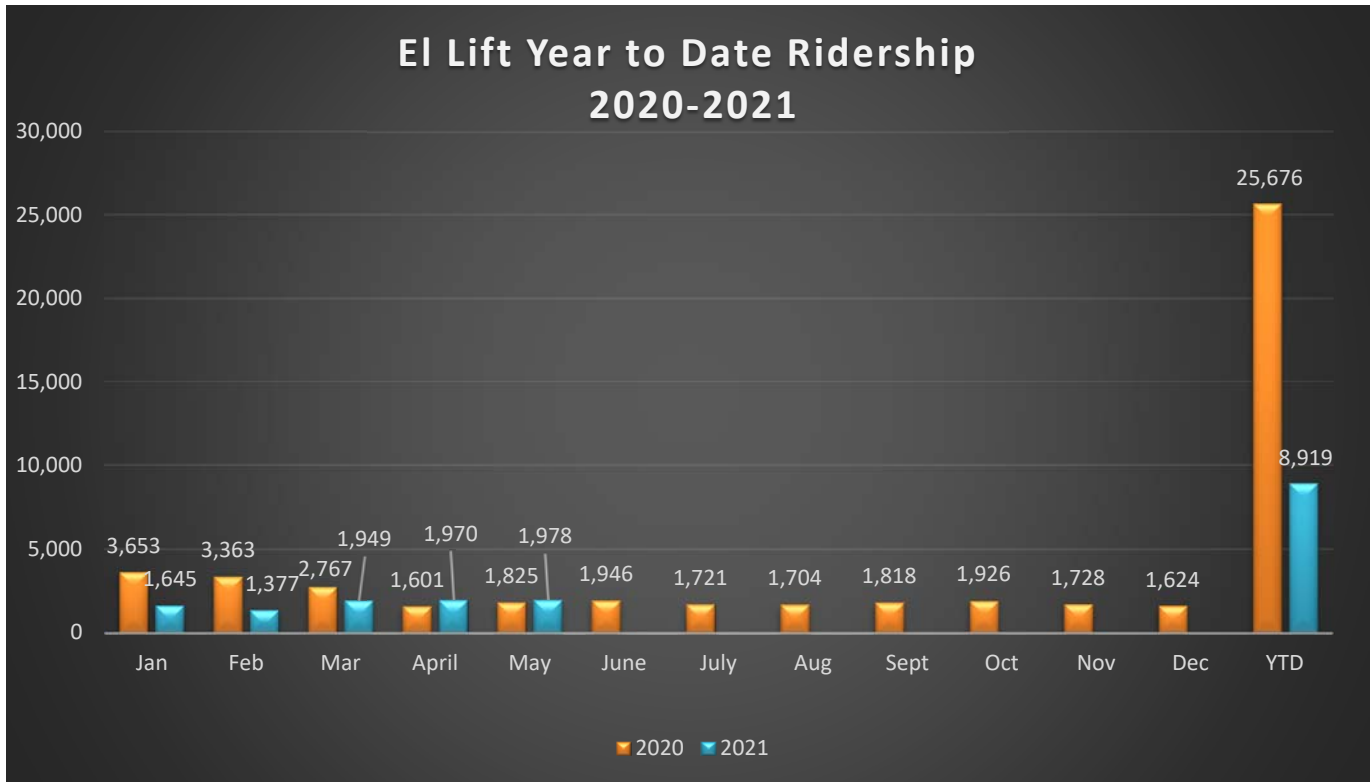
IX. ADJOURNMENT: 6:25 p.m.

Motion to Adjourn: Mr. Escamilla

Second: Ms. Centeno

For: (3) Against: (0) Abstain: (0)

1. Ridership



- Cancellations Report

El Lift Paratransit Service Cancellations (MAY): 368

Cancellations:

297

- 24 hours in Advance: 209
- Late Cancellations: 88

No Shows:

64

- Cancel at Door: 36
- Client not Ready: 10
- Cancel from dispatch: 10
- No Answer: 3
- No Show from Dispatch: 5
- Not Given: 0

Advanced IVR:

7

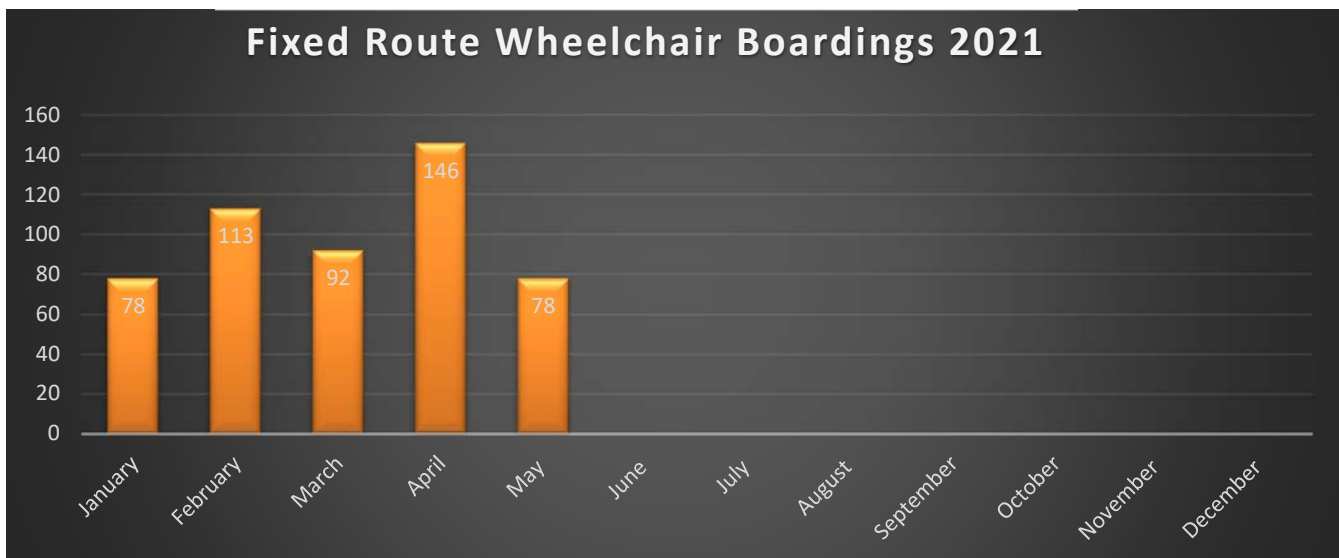
- Advanced: 10

- El Lift Mobility Report

Total Trips for Wheelchair Customers MAY: 21

Total El Lift Paratransit Wheelchair Customers: 208

- Fixed Route Mobility Device Boarding Report



2. End of Month-Registered Customers Report (New/Renewal)

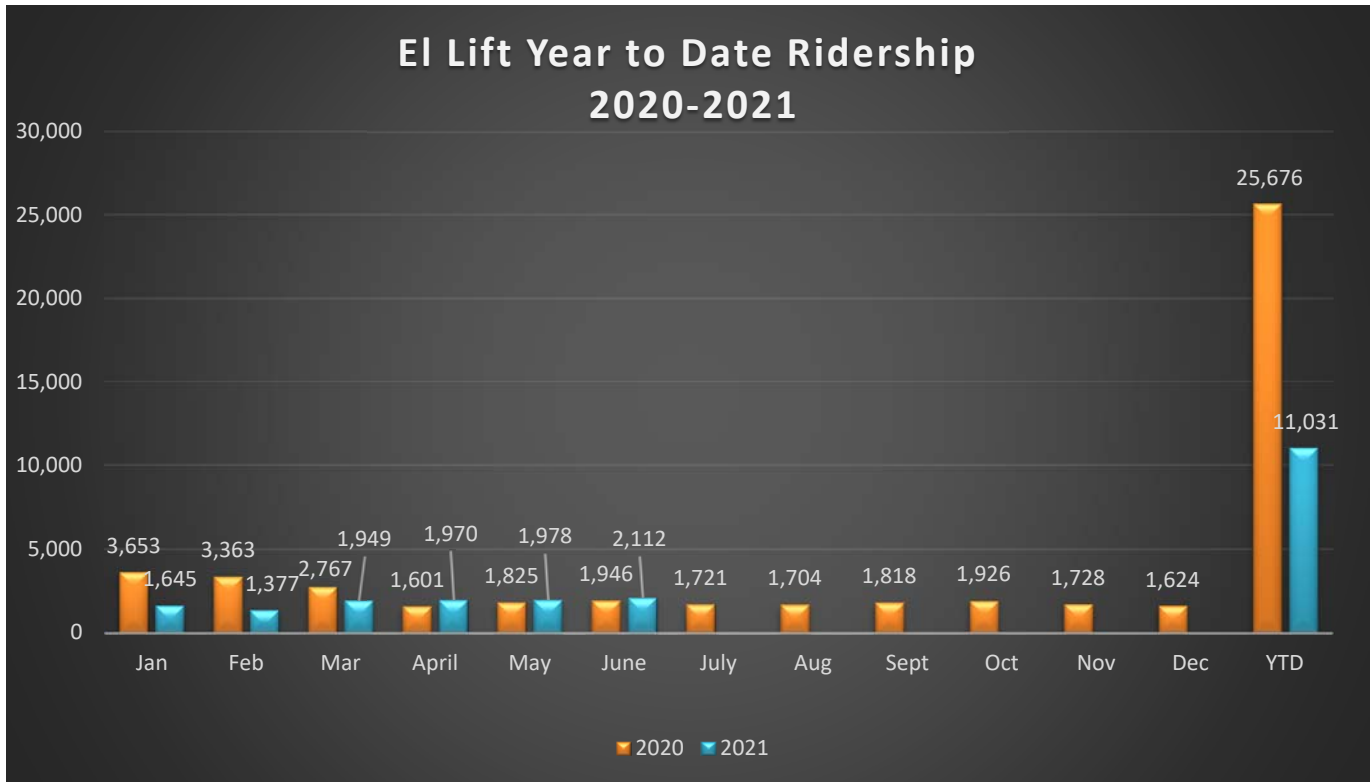
Total El Lift Paratransit Registered Customers: 675

New Registered Clients: 13

Renewals: 2

TOTAL FOR THE MONTH OF MAY: 15

1. Ridership



- Cancellations Report

El Lift Paratransit Service Cancellations (JUNE): 457

Cancellations:

370

- 24 hours in Advance: 281
- Late Cancellations: 89

No Shows:

65

- Cancel at Door: 34
- Client not Ready: 12
- Cancel from dispatch: 4
- No Answer: 14
- No Show from Dispatch: 0
- Not Given: 1

Advanced IVR:

22

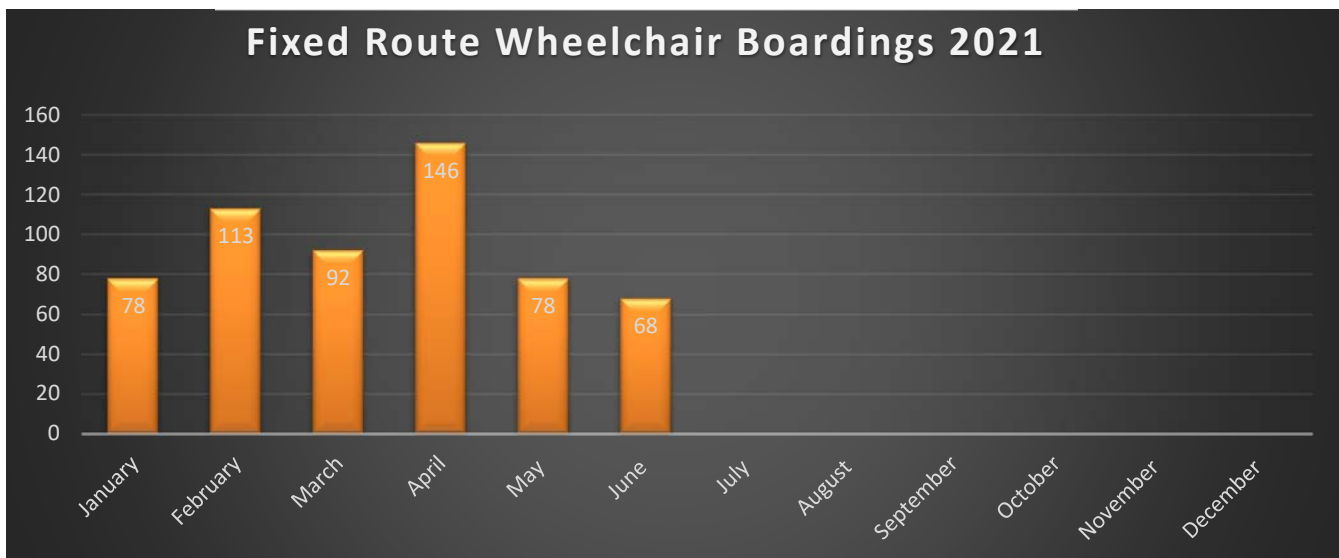
- Advanced: 22

- El Lift Mobility Report

Total Trips for Wheelchair Customers JUNE: 32

Total El Lift Paratransit Wheelchair Customers: 209

- Fixed Route Mobility Device Boarding Report



2. End of Month-Registered Customers Report (New/Renewal)

Total El Lift Paratransit Registered Customers: 688

New Registered Clients: 11

Renewals: 8

TOTAL FOR THE MONTH OF JUNE: 19

EL LIFT BUDGET UPDATE (5812)
Para Transit Advisory Committee Meeting JULY 13, 2021

	Budget FYTD	Expenses	Balance
Operations, Support Svc., Administrative & Maintenance	\$ 39,193.00	\$ 28,375.00	\$ 10,818.00
Fuel & Lubricants	\$ 181,196.00	\$ 112,769.00	\$ 68,427.00
Insurance	\$ 131,000.00	\$ 130,000.00	\$ 1,000.00
Information Technology	\$ 33,985.00	\$ 25,346.00	\$ 8,639.00
Personnel	\$ 1,409,748.00	\$ 936,679.00	\$ 473,069.00

FY 20-21 Updated totals thru the end of JULY 08, 2021

El Metro Outreach Report

Month of May 2021

DATE	LOCATION	
5/18/2021	WalMart Super center 2320 Bob Bullock Loop (956) 764-5000	
5/18/2021	HEB Plus! 1911 Bob Bullock Loop (956) 791-3303	

To promote public transportation services and to disseminate information of current El Metro and El Lift Paratransit services to the elderly and disabled on the City of Laredo Service Area.



El Metro Outreach Report

Month of June 2021

DATE	LOCATION	
06/16/2021	CVS 709 Guadalupe St. (956) 723-2911	
06/16/2021	Walgreen 1119 Guadalupe St. (956) 727-0178	

To promote public transportation services and to disseminate information of current El Metro and El Lift Paratransit services to the elderly and disabled on the City of Laredo Service Area.

EL METRO MONTHLY MAINTENANCE STATUS REPORT

FOR PAC MEETINGS

2021

Demand Response - El Lift Vans	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
• Miles Traveled	13,679	12,424	16,042	15,575	16,055	17,064						
• Percent PMI's On -Time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
• Road Calls - Lifts	1	0	0	2	0	0	1	0	1	0	0	
• Miles Between Road Calls - Lifts	0	0	0	0	0	0	0	0	0	0	0	

Revenue Fleet - Buses	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
• Miles Traveled	140,889	133,747	149,914	142,212	150,642	143,117						
• Percent PMI's On -Time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
• Road Calls Ramp - Gilligs	0	0	1	0	1	1	0	0	0	0	0	
• Miles Between Road Calls - Ramps	133,235	12,424	142,232	135,425	143,960	131,128						
• Road Calls Lifts - All Other	0	0	0	2	0	0	0	0	0	0	0	
• Miles Between Road Calls - Lifts	7,654	82,273	7,682	6,787	6,682	11,989						