

CITIZENS ADVISORY COMMITTEE
OF THE MASS TRANSIT DEPARTMENT BOARD
MEETING MINUTES
700 A-SAN FRANCISCO CONFERENCE ROOM
JUNE 17, 2008
2:00 P.M.

The Citizens Advisory Committee of the Mass Transit Department Board met at the above place and date. Meeting was called to order at 2:03 p.m. Committee Chair Ms. Robin Roberts present and presiding and the following Committee Members answered roll call:

Ms. Robin Roberts
Ms. Mary Castillo
Mr. Ernst Erbe
Ms. Jane Ratcliff
Mr. Walt Phillips
Mr. Richard Sheldon
Mr. Lawrence Harley (Alternate Member)
Ms. Suzanne Fabian (Alternate Member)
Mr. Frank Lozano (Alternate Member)

The following members were not present:

Mrs. Soledad Galvan
Mr. Ernesto Dominguez
Mr. Alexander Catucci

Agenda

1. Call to order.

Item 1: The meeting was called to order at 2:03 p.m.

2. Public Comments

Item 2: The following members of the public commented:

- Mr. Joe Morales
- Frank Howard

3. Approval of the minutes of the June 17, 2008 CAC Meeting.

Item 3: Ms. Fabian stated that the minutes read "Robert Sheldon" and that they should read "Richard Sheldon". Ms. Roberts made a motion to approve the minutes and Richard Sheldon seconded. All in favor.

4. Discussion and action on the City of El Paso's ADA Transition Plan, including specifically those portions of the plan regarding Sun Metro and transit services.

Item 4: Bill Bennett, City ADA Coordinator discussed the Transition Plan and gave a brief summary of some of the deficiencies and stated that they are working on a

schedule of when the repairs should be done, noting that the progress depends on the amount of money received annually for the upgrades. No action was taken on this item.

5. Update, discussion and action on Sensitivity Challenge for CAC, MTDB and Sun Metro staff.

Item 5: Ms. Fabian commented on the Sensitivity Challenge to CAC, MTB members and Sun Metro staff so that they know what trials and tribulations people with disabilities go through and this would be on a voluntarily basis. She suggested that if anyone is interested that she could be contacted at 873-1417 or by email sheldonwildq@aol.com. It was suggested that Ms. Fabian coordinate with Region 19, as they currently have similar program in place. Ms. Fabian will return with an update after doing so. No action was taken on this item.

6. Discussion and action on repairs at the North Park Mall facility.

Item 6: Richard Sheldon stated that he brought up the issues of the North Park Mall Facility and that they had been taken care of. Jerry Davis stated that Sun Metro has refurbished the bathrooms and added locks.

7. Update, discussion and action on formatting and discrepancies in the Director's Report.

Item 7: Ms. Fabian suggested that for informational purposes they could separate the customer services reports between the fixed route and the LIFT. Mr. Omick agreed to do so in the next report.

8. Update, discussion and action on procedures for follow-up for customer call-in complaints and the customer service telephone line.

Item 8: Lynly Leeper discussed how AT&T is in the process of analyzing all of the dropped calls. Sun Metro is planning to change from analog to digital for next year and will also add two additional customer service reps.

9. Discussion and action on Sun Metro presentation at and participation in the July Neighborhood Association Summit.

Item 9: Ms. Roberts requested Sun Metro's presence at this presentation. Mr. Omick stated that Sun Metro does plan on being there and also mentioned the straps and the New Fare Ride Payments.

10. Discussion regarding Sun Metro's Capital Projects.

Item 10: Lynly Leeper gave a presentation on Sun Metro's Capital Projects which include Mission Valley, Glory Road, Westside and the Camino Real terminals, each of which are in design. Mr. Omick also stated that there are 40 buses in production in Budapest, which will be moved to Alabama and are due late this year.

11. Discussion on items presented at the last Mass Transit Board Meeting.

Item 11: Mr. Omick discussed some of the items from last Mass Transit Board Meeting. He also congratulated Frank Lozano on his appointment as an Alternate Member to the Citizens Advisory Committee.

12. Discussion and action on a request by the Director to have a Special Meeting of the CAC on July 1, 2008 in lieu of the currently scheduled meeting of July 15, 2008.

Item 12: Mr. Phillips made a motion to approve to have the next CAC meeting on July 1, 2008, seconded by Richard Sheldon, which shall be limited to Sun Metro's proposed budget for the next fiscal year and may include Sun Metro's proposals for its operations downtown. All in favor.

13. Discussion on items planned for the next Mass Transit Department Board Meeting.

Item 13: The next Mass Transit Department Board Meeting will be held on July 15, 2008 and the main issue of discussion will be Sun Metro Budget.

14. Director's Report on operations, maintenance, fleet, and service.

Item 14: Updates were provided on the various topics identified above and copies of Director's Reports were provided. No action was taken on this item.

Motion made by Ms. Robin Roberts, seconded by Mr. Richard Sheldon, and unanimously carried to adjourn this meeting at 3:30 p.m.

Approved as to form:

Department Head/Board Secretary