

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
June 20, 2017

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:05PM. The following Committee Members answered to roll call:

	<u>Present</u>	<u>Absent</u>
MO – George Zavala, Chair	P	
D1 – Don Pearson		
D2 – Vacant		
D3 – Everardo Sanchez		
D4 – Rebecca Hernandez		
D5 – Aziz Afravi	P	
D6 – Oscar Lozoya, Vice-Chair	P	
D7 – Noemi Rojas	P	
D8 – Leah M. Wood		
ALT – Mark C. Steele	P	
ALT – Vacant		
ALT – Vacant		
2. **Public comment.** Michelle Adjamian stated that many of the LIFT vehicles do not have AC's. Olivia Chavez wanted to thank Sun Metro for allowing kids and adults to tour the building. She suggested maybe in the future people touring can actually get on an old non-working bus since these are all people learning how to use bus. Jay Banasiak stated he would keep suggestion in mind. George Zavala talked about the job fair at EPCC on July 26th from 9:00am-3:30pm and encourages people to help spread the word to anyone seeking employment.
3. **Approval of minutes of last meeting.** Aziz Afravi moved to approve the minutes. Seconded by Mark C. Steele. All in favor; none opposed; motion passes unanimously.
4. **Presentation and update on real-time mobile application.** Claudia Garcia stated almost finished with the software, still testing some issues that were coming up with the accuracy of the data from the bus stops. Actual software is complete while awaiting the completion of the placards before placing them on the bus stops and taking advantage of it so that when it does get released to the public it can be 100% accurate or as close to perfect as possible. Either way please keep your suggestions/comments coming and making us aware. Everett Esparza added that placards are being re-made since old ones are too flimsy and have been getting vandalized and are being broken by people.
5. **Discussion and action on shopping carts being left behind by passengers at the Eastside Terminal.** Lori Vugteveen states that shopping carts are being left anywhere. She added that it is a big inconvenience that they are being left on Sun Metro property because it keeps happening which is preventing people to get around at time. Asks if there is any kind of accountability on the Wal-Mart or Sam's side. Jay Banasiak replies saying there is such agreement but it is hard to make them care enough. Michael Herrera added that it has been an ongoing issue for the past 10 years. Biggest factor being that there are constant management changes at these stores and not all managers care, making the issue ongoing. But he acknowledges that it is a very busy terminal and maybe in Phase 3, different and bigger signs can be made. Noemi Rojas asked if it was mostly the elderly leaving carts behind. Michelle Adjamian said not really it is people of all ages. Mark Steele suggest that

maybe carts be micro chipped so they cannot go past a certain distance. Michael Herrera states that would entitle a huge cost but will coordinate with Wal-Mart and see what else can be done.

6. **Discussion and update on External and Internal Voice announcements.** Salome Ochoa says all buses should be able to record now. George Zavala states only 50% are working and all of Sun Metro internal announcements do not work. States it is FTA requires drivers to announce streets. Silent and autistic kids can get lost due to internal signs not working and or delays on the bus announcements. Jay Banasiak states there are many variables including drivers and if information, comments or complaints are not being brought to Sun Metro's attention immediately then Sun Metro cannot counsel driver or even pinpoint him or her. Lori Vugteveen states issue is ongoing all the time. Kimberly Hale states that Austin riding is very nice for the blind. George Zavala asked if there is a built in microphone, because it seems to never be working. He then suggests that drivers speak to all detours going on the downtown area. Lori states maybe there should be ways to determine which drivers are following directions or not and maybe having a "secret Sun Metro police" ride secretly to help with drivers following rules.
7. **Discussion and action on recommendation from PAC to charge the cost of a fare when someone no shows a LIFT trip.** Alex Arrieta read stats: 487-lates, 455-Door cancellations, 283-No shows, equaling to over 1,000 no shows and or cancellations. States there are a few things LIFT can do to have less cancellations for example: automated phone calls, switching cancellation time frame to at least an 1 hour ahead. He states maybe charge for cancelled trips and monitor LIFT rides on monthly basis. Maybe cap customers at a certain dollar figure, increase LIFT suspensions but will continue to investigate to see what options are more feasible. George suggests that violators get a 2week suspension the 1st time or something as such and Sun Metro to increase suspension as they continue to violate policy. Aziz Afravi disagrees especially with the elderly who have Dr's appointments and don't always get out on time. George states it would be on a personal basis as a follow up to Alex Arrietas's stats and how customers should be educated prior and should be a 2way street with customers and Sun Metro. Asks to keep in mind that 5.5% cancellations is a very high number considering all other cities remain in the 3%-4% range. George states will have to go back and bring this up with the PAC and figure out whole issue and recommendations for the many no shows and cancelations and wants it on next month's agenda. Aziz makes motion to put on agenda, George seconds motion. Public feedback during discussion took place.
8. **Discussion and action to propose change to the LIFT's no show policy.**
This item was discussed in conjunction with above item #7 and will be on next month's agenda again.
9. **Discussion and update on Northgate Transit Terminal.** Ismael Segovia states Terminal will be opened in September 2017. Building is up now and just pending the electrical work on it. He states idea is to make terminal a lot like an airport with all the amenities, it has 2 floors and also has 1,600 sq. ft. of retail space to rent. Some buses were tested last week as far as parking spaces and driveways. Anticipates ribbon cutting will be in October 2017. It has a really nice art architecture sign that is known as the Sunrise architecture that is an old resemblance of the shopping center that used to be located there. Cost of construction was \$14 million and consist of approx. 6 acres.
10. **Discussion and update on monthly Paratransit Advisory Committee meeting.** Alex Arrieta mentioned that no agenda was created, due to no agenda items were available.
11. **Monthly Report on Paratransit [LIFT] Services for period ending Jun 30th, 2017.** Alex Arrieta provided monthly statistics report for May 2017. MV's on time performance is at 93% and collision rate is at 2.7 collisions per 100K miles. Complaints per 10,000 passengers is at 9.9. There were 26 complaints. No action taken.
12. **Director's Report [Sun Metro]**

- A. Monthly Customer Service Report for Fixed Route.** George Myers went over the customer service report. May had 126 customer service reports with 20,531 phone calls, .061%. May 2017, 31 Westside customer service reports; 20,531 phone calls, .015%. No action taken.
- B. Monthly Ridership and Operations Report for Fixed Route.** Jay Banasiak provided monthly revenue statistics for May 2017. Collisions per 100,000 miles is at 2.1. Customer complaints per 100,000 passengers is 9, on-time performance is at 93.0%. Worker's Comp Claims per 100 employees is at 1.1. Preventative Maintenance is at 99.0%. No action taken.
- 13. Opportunity for committee members to request a staff report on items of interest over which the Board has authority. Discussion of items announced at this meeting will take place during the next regularly scheduled meeting.** The Committee requested that the following items be added to the next meeting's agenda: Item #8 of the agenda: Discussion and action to a proposed change to the LIFT's no show policy.
- 14. Call to Adjourn.** Oscar Lozoya asked for motion to adjourn the meeting at 3:27pm. Seconded by Mark Steele. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ Jay Banasiak
Department Head/Board Secretary