

CITIZENS ADVISORY COMMITTEE (CAC)  
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
JUNE 24, 2014

MEETING MINUTES

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

	<u>Present</u>	<u>Absent</u>
MO – vacant		
D1 – Donald G. Pearson, Vice-Chair	P	
D2 – vacant		
D3 – Everardo Sanchez	P	
D4 – John Eger	P	
D5 – Aziz Afravi	P	
D6 – vacant		
D7 – Ben Foster	P	
D8 – Leah M. Osborne, Chair	P	
ALT – Julie Goosens	P	
ALT – vacant		
ALT – vacant		
2. **Public comment.** None.
3. **Introduction and Welcome of New Members.** Chair welcomed newly appointed member Julie Goosens, who was appointed as an Alternate by the Mass Transit Board on June 10, 2014. No action taken.
4. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on May 20, 2014. Ben Foster moved to approve the minutes as presented. Seconded by John Eger. All in favor; none opposed; motion passes unanimously.
5. **Discussion and action on nomination for existing CAC vacancies.** Current roster provided. General discussion about existing vacancies and reaching out city council for their consideration to fill said vacancies. Karen LeMaster and Rebecca Hernandez were present and introduced themselves to the committee, expressing an interest to serve on the CAC. Chair nominated both individuals for filling the two Alternate vacancies, and motioned for approvals to recommend said nominations to the Mass Transit Board at the next scheduled meeting. John Eger moved to recommend that Karen LeMaster be appointed as an Alternate. Seconded by Eddie Sanchez. John Eger further moved to recommend that Rebecca Hernandez be appointed as an Alternate. Seconded by Julie Goosens. All in favor of both nominations; none opposed; motion passes unanimously.
6. **Discussion and update on analysis for Route #14 service to Sunland Park Plaza.** Ben Silva provided update. Mentioned that service modifications for #14 are being considered for next driver sign-up which will take place in September, and that analysis for frequency rates is ongoing. Additional information provided in future meetings. No action taken.
7. **Monthly update on LIFT Services for period ending May 2014.** Rafael Fernandez provided presentation highlighting statistics for LIFT services. Mentioned that service assigned to Project Amistad will continue to be included in the monthly stats for LIFT.

Mentioned that Sun City Cab is on board with LIFT services and their drivers will be receiving Sensitivity Training through MV. Mentioned that Safety Award has been granted to MV two quarters in a row. Mentioned that the TTI Review process will be completed in August and additional information will be provided in future meetings. Mentioned that three low-floor vehicles are arriving in the near future. Mentioned that the passenger advisory committee is up to 9 members. Mentioned that MV has implemented its first of many employee incentive programs by raffling a 55" flat screen television and that employees are very excited, improving the overall morale at the LIFT. No action taken.

- A. Paratransit Advisory Committee meeting.** Mentioned that passengers are receiving a call within 10 minutes of their bus arriving if and when buses are running late. Mentioned this measure plus incorporating the IVR (interactive voice recognition) system will greatly improve the passenger experience. No action taken.
- B. Service to UTEP Miner Hall.** Mentioned geo-coding for different buildings within UTEP campus is quite challenging because UTEP only has one address for all its buildings; however, mentioned that MV is hopeful that the Trapeze software enhancements along with implementing Google Maps will help with geo-coding in the LIFT's AVL system and will alleviate future incidents. No action taken.
- C. Modification of 4<sup>th</sup> step.** Mentioned that out of 34 units, 19 have been completed so far with another 2 or 3 completed each week. Mentioned that with no anticipated setbacks or delays, the project should be completed by October. No action taken.
- D. Purchase and delivery of new buses.** Mentioned this is a work in progress. The new units will be replacing the 800 series buses and 4 or 5 more units are coming in this week. No action taken.

## 8. Director's Report.

- A. Monthly Customer Service Report.** Monthly statistics through end of May 2014 were provided by George Myers. General discussion on specific categories identified by committee. Mentioned that requests for more shade and shelters tend to increase every summer due to hot weather. Eddie Sanchez mentioned that contractor used to clean benches near their property needs to be reminded not to spray parked vehicles with power-wash. No action taken.
- B. Monthly Ridership and Operations Report.** Michael Herrera provided statistics and revenue data through end of May 2014. Also mentioned that shelter improvement project is in Phase IV with 77 additional shelters installed city-wide by the end of year. No action taken.
- C. Discussion and presentation on Mesa BRIO project.** Laura Cruz-Acosta provided a presentation on BRIO project. Mentioned that BRIO service is anticipated to start in mid-September if all goes as planned, and that press conference was held in May to kick-off the marketing campaign for public awareness. No action taken.
- D. Bike education initiative, to include public outreach, safety awareness campaign, and driver training program.** Laura Cruz-Acosta provided a presentation on the public awareness campaign that Sun Metro implemented in May for Bike Month. Ben Foster reiterated the importance of educating the public about multi-modal transportation and safety measures. No action taken.

**9. 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:

- A. Route #14 service to Sunland Park Plaza and outcome of frequency analysis
- B. Request to tint windows on all LIFT buses
- C. Shelter Improvement project
- D. Service to the Fountains shopping center
- E. Meeting minutes from Paratransit Advisory Committee
- F. Geo-coding for UTEP buildings
- G. Modification of 4<sup>th</sup> step on LIFT buses
- H. Purchase and delivery of LIFT buses
- I. Outcome of TTI Study for LIFT services
- J. Trapeze maps and IVR (interactive voice recognition) system

Chair asked for motion to adjourn the meeting at 3:20pm. John Eger so moved. Seconded by Julie Goosens. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK  
Department Head/Board Secretary