

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
AUGUST 18, 2015

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:10 p.m. The following Committee Members answered to roll call:
- | | <u>Present</u> | <u>Absent</u> |
|---------------------------------|----------------|---------------|
| MO – vacant | | |
| D1 – Donald G. Pearson, Chair | | A |
| D2 – Karen LeMaster, Vice Chair | | A |
| D3 – Everardo Sanchez | | A |
| D4 – vacant | | |
| D5 – Aziz Afravi | P | |
| D6 – vacant | | |
| D7 – Noemi Rojas | P | |
| D8 – Leah M. Wood | P | |
| ALT – Rebecca Hernandez | P | |
| ALT – Mark C. Steele | P | |
| ALT – James David Abernathy | P | |

Jay Banasiak mentioned that Chair and Vice-Chair were excused from today's meeting and asked for appointment of Chair Pro Tem. Leah Wood nominated Noemi Rojas and Ms. Rojas accepted. Jay Banasiak motioned for approval. Leah Wood so moved. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.

2. **Public comment.** John Eger commented about LIFT passengers getting heated during transport and inquired about maintenance procedures for a/c units on buses.
3. **Approval of minutes of last meeting.** Chair Pro Tem motioned for approval of the minutes for meeting on July 21, 2015. Leah Wood moved to approve the minutes as presented. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.
4. **Presentation and discussion on BRIO/Alameda RTS design and artwork.** Jay Banasiak provided presentation for Alameda Corridor. Mentioned corridor will include 28 stops, 14 each inbound and outbound. Mentioned 10 vehicles will run, with 10 minute headways. Mentioned that Five Points will be the main connector for all 4 Brio corridors. Mentioned total route time for Alameda corridor will be 40-45 minutes, compared to 30-35 minutes for Mesa corridor. Mentioned that Alameda bus stops will be smaller scale than Mesa due to the challenges caused by narrower roadways and limited or no right-of-way access from business owners. Mentioned Alameda RTS is fully funded by the City; explained that TIGER Grant funds were applied for to offset the cost to the City; still awaiting response on grant funds. Explained that MCAD is vetting new artwork; previous artist transferred to work on Dyer Corridor; new call for artists has been placed. No action taken.
5. **Presentation and discussion on BRIO/Mesa RTS service improvements.** Ismael Segovia provided presentation for Mesa Corridor. Mentioned vacant lots on Mesa Street are being graded for bus stations; mentioned progress can be monitored online. Mentioned Montecillo is up and running; includes combined retail and living space, and a school is coming soon. Mentioned property owners are enjoying circulation of passengers and clients, and as a result, are renovating building facades. Mentioned energy is good and Brio is bringing change. No action taken.
6. **Presentation and discussion on ridership trend for Fixed Route over last 3 months.** Jay Banasiak provided ridership statistics. Mentioned that international embargo for oil is affecting fuel

prices nationwide and that Western Refinery in El Paso is no exception. Explained factors like smaller hybrid cars and lower car prices are also causing declining trend in ridership. Mentioned that transfer centers are being upgraded with new amenities like wi-fi and real-time apps which may bring new ridership to Sun Metro. Mentioned that majority of passengers now are students and seniors. Mentioned that future BRIO routes will attract increased ridership. No action taken.

7. **Presentation and discussion on development of Northgate Transit Center.** Jay Banasiak provided presentation on upcoming Northgate Transit-Oriented Development (TOD) project. Mentioned area development is targeted to improve economic structure. Mentioned location is main hub for Dyer RTS corridor. Mentioned Dyer Corridor will have 22 stops, 11 each inbound and outbound. Reiterated that Five Points will be main connector hub for all 4 RTS corridors. Mentioned that, like Montecillo, development will consist of mixed use retail and living space. Mentioned Sun Metro owns and will operate on 6 acres. Mentioned project is in conceptual design phase now, with ground breaking scheduled for summer next year. No action taken.
8. **Presentation and discussion on proposed extension of Sunland Park Route 83.** Jay Banasiak provided handout of the proposed service extension for Route 83 which would connect Sunland Park to Downtown and Westside Transfer Centers. Mentioned that Route 83 is a County route funded strictly with federal funds. Mentioned recently awarded grant funds allow for the change in service to connect Sunland Park to Downtown and Westside areas. No action taken.
9. **Discussion on “No Loitering” Policy at Sun Metro transit centers.** Jay Banasiak mentioned that there is no policy right now, and that Sun Metro is looking for feedback and suggestions or recommendations for moving forward with creating a policy. Committee expressed they’ve witnessed questionable activity including different types of wanderers with no intent to ride buses; lots of fights which have resulted in dispatching EPPD; lots of folks begging for money and asking for cell phone numbers; illegal drug deals and possibly even prostitution; and shopping carts causing trip hazards and damage to parked vehicles. Committee explained that Security Guards are very helpful when dealing with loiterers, but that something must be done at the City level to prevent, or at the very least minimize, loitering. Committee also recommended addition of more “shaded” outdoor sitting areas; signage for no loitering and also for no smoking in outdoor areas; perhaps daily Police presence during peak hours to discourage illegal activity; and working with property owners to assist with general cleanup of shared outdoor space plus collection of shopping carts. Leah Wood mentioned that SISD students made a presentation to the CAC about the apparent dangers of loitering and the fear it instilled in the students at the time; mentioned that was about two years ago and the situation has not improved, but perhaps worsened. Jay Banasiak explained that all feedback and comments will be considered for moving forward with requesting policy enforcement at the City level. Mentioned that a draft policy will be presented at a future meeting for additional feedback and comments from the committee. No action taken.
10. **Discussion and update on monthly Paratransit Advisory Committee [PAC] meeting.** Rafael Fernandez provided PAC meeting update. Mentioned that hottest topic was passenger frustration with inaccurate ETAs given to them by dispatchers. Explained that there is a breakdown in communication when driver is actually driving and not allowed to answer phone calls or dispatch radios, so dispatchers were giving a 10 minute window. Explained that this is being addressed and that MV will begin using updated AVL software for monitoring exact location of buses so that dispatchers can provide accurate information to passengers. Mentioned MV is working with Trapeze to simplify and improve AVL software. Mentioned that automated phone message for trip scheduling has been updated for emergency and after hours calls. Mentioned verbiage on LED screen on buses will be updated to read SUN METRO LIFT. Mentioned ongoing effort to enforce no show policy by working with passengers to eliminate last minute cancellations at the door. Mentioned that the heat on buses is not caused by malfunctioning a/c units but rather the length of

time that the doors must remain open to allow passengers to board onto or off a bus brings the summer heat into the bus; however, there's nothing anyone can do to eliminate or shorten the passenger boarding process. Mentioned that preventive maintenance on a/c units is done daily and drivers do their very best to keep buses as cool as possible during summer. No action taken.

11. Monthly Report on LIFT Services. Rafael Fernandez provided monthly statistics report for period ending July 2015. Mentioned numbers included Sun City Cab trips. No action taken.

12. Director's Report

A. Monthly Customer Service Report for Fixed Route. George Myers provided monthly statistics report for July 2015. Mentioned complaints increase during summer due to heat on buses and folks waiting for buses in unshaded bus stops. No action taken.

B. Monthly Ridership and Operations Report for Fixed Route. Jay Banasiak provided monthly revenue statistics for June 2015. Mentioned there's one more month left before fiscal year is over and end of year numbers will reflect whether goal for collisions was met or exceeded, and summer program numbers will also be reported. 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:

- A.** Update on approved FY16 budget for Sun Metro
- B.** Update on real-time app and features for Fixed Route
- C.** Maintenance report on a/c units for both Fixed Route and LIFT

Chair Pro Tem asked for motion to adjourn the meeting at 3:59pm. Leah Wood so moved. Seconded by David Abernathy. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK
Department Head/Board Secretary