

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
JANUARY 21, 2014

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:00p.m. The following Committee Members answered to roll call:
- | | <u>Present</u> | <u>Absent</u> |
|-----------------------------------|----------------|---------------|
| MO – vacant | | |
| D1 – Donald G. Pearson | P | |
| D2 – vacant | | |
| D3 – Everardo Sanchez, Vice-Chair | P | |
| D4 – John Eger | P | |
| D5 – Aziz Afravi | P | |
| D6 – vacant | | |
| D7 – Ben Foster, Chair | | A |
| D8 – Leah M. Osborne | P | |
| ALT – Brandon Le Master | P | |
| ALT – vacant | | |
| ALT – vacant | | |
2. **Public comment.** Samuel Apodaca, a member of the community, commented on service related issues throughout the city. Jay Banasiak mentioned that his concerns will be addressed as part of this agenda (Item 4).
3. **Approval of minutes of last meeting.** Vice-Chair motioned for approval of the minutes for meeting on November 19, 2013. Leah Osborne moved to approve minutes as presented. Seconded by Brandon Le Master. All in favor; none opposed; motion passes unanimously.
4. **Discussion and Update on (public comment) suggestions for decreased wait times on Fixed Route service throughout the city.** Jay Banasiak reported that transit services are provided throughout the city based on an approved budget by City Council each fiscal year. Mentioned that we [Sun Metro] is committed to service improvements by adjusting routes primarily based on ridership numbers; mentioned that we do everything we can to accommodate and shorten wait times with every opportunity; mentioned most routes have been extended to include night services; mentioned current budget does not allow for service comparable to other Texas; mentioned that Sun Metro budget significantly depends on local tax revenue plus federal funding, which funding is very limited. No action taken.
5. **Discussion and Recommendations for BRIO Marketing and Outreach Plan.** Laura Cruz-Acosta provided presentation outlining project timelines for educating the general public through the various media sources. Mentioned that the goal of BRIO is to operate similar to subway services, where passengers board/unboard quickly and efficiently. The CAC was asked to make recommendations for the best way to reach passengers that are visually and/or mobility impaired. General discussion about implementing various elements to enhance community outreach, including but not limited to: audio announcements to compliment real time displays; high concentration on existing passengers about new ticketing method for BRIO; creating comic book flyers as educational tools for all ages; and

for reaching potential/future passengers, mentioned contacting neighborhood associations, service agencies currently serving the disabled community, school districts and their PTA's; conducting BRIO bus tours as part of city seasonal festivals; recruit student volunteers for handing out paraphernalia at various school campuses; conduct "soft opening" for one week as trial period prior to enforcing ticketing violations. Ms. Laura Cruz-Acosta agreed that these are all very good ideas, and assured the CAC that Sun Metro is committed to exploring all the recommendations and options presented today. No action taken.

- 6. Discussion and Update on new Transit Operations Center (TOC) project.** Jay Banasiak provide presentation and images of the ongoing construction at the TOC on Montana. Mentioned that the proposed date for all staff and service routes to be fully operational is quickly approaching. Mentioned that Sun Metro will continue having a presence at the Depot facility as a satellite office for 35 unites servicing downtown and Westside routes. Mentioned the fueling facility will be operational by mid-January and the staff move is projected for end of March, early April. Mentioned that more information and updates will be provided in future meetings. No action taken.
- 7. Discussion and Update on Northgate Transit Oriented Development (TOD) project.** Jay Banasiak provided presentation and images of the proposed design concept for the TOD facility at the old Northgate location in NE El Paso. Mentioned that Sun Metro will develop 7 of the 30 acres similar to the Montecillo TOD on the Westside. Mentioned TIGER grant has been secured and press releases will surface in Spring. No action taken.
- 8. Monthly update on LIFT Services**
 - A. Discussion and Update on UTEP service routes.** Jeanie Chrismal provided status of construction projects in and around UTEP service area. Mentioned that GEO coding is complete; Trapeze enhancements will be implemented at the end of February; and will continue to provide monthly updates, as needed. No action taken.
 - B. Discussion and Action on LIFT Eligibility process and Approval of proposed Application forms.** Jeanie Chrisman mentioned that John Eger and Leah Osborne participated in sub-committee to streamline eligibility process. Leah Osborne provided summary of the discovery process used by the sub-committee to ensure that requirements for different needs were all explored. Mentioned that a total of 8 public hearings were held and all were very supportive. Mentioned that other cities in the region were contacted for researching best practices and identifying industry standards. Mentioned that MV is committed to provide training to various community agencies for certification of eligibility and will audit these agencies for compliance purposes. Mentioned that MV will review and ultimately approve all applications. Mentioned that an appeals process will be included in the new process. Mentioned that letters outlining instructions will be provided to local physicians and dialysis centers as an educational tool for completing required forms. Mentioned that quirks will continued to be worked out once the new process is implemented, and additional information will be provided at future meetings, as requested. Vice-Chair motioned for approval of the implementation of the proposed Eligibility Guidelines. John Eger moved to approve as presented. Seconded by Brandon Le Master. All in favor; none opposed; motion passes unanimously

9. Director's Report.

- A. Monthly Customer Service Report for Paratransit Services.** Monthly statistics through end of December 2013 were provided by Julio Perez. General discussion about specific categories identified by committee and details provided on said inquiries. No action taken.
- B. Monthly Customer Service Report for Fixed Route.** Monthly statistics through end of December 2013 were provided by George Myers. General discussion on specific categories identified by committee and details provided on said inquiries. No action taken.
- C. Monthly Ridership and Operations Report for Fixed Route.** Jay Banasiak provided presentation for revenue statistics through end of December 2013. General discussion about on-time performance and service enhancements throughout the city. No action taken.

10. 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. Election of CAC Officers – Chair and Vice-Chair
- B. Update on timeliness of bus services
- C. Providing letters to employers of Fixed Route passengers
- D. Marketing presentation on BRIO, possibly invite Concussion
- E. Update on Shelters project city-wide
- F. Add the following topics as monthly updates for the LIFT Report:
 - i. UTEP service routes
 - ii. Modification of 4th step
 - iii. Trapeze enhancements
 - iv. Purchase of new buses
 - v. Phone system upgrades

Vice-Chair asked for motion to adjourn the meeting at 3:46pm; followed by LIFT bus tour to demonstrate 4th Step modification for those that would like to stay. Leah Osborne so moved. Seconded by Don Pearson. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK
Department Head/Board Secretary