

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
OCTOBER 19, 2011

MEETING MINUTES

1. **Call to Order and Roll Call.** The Citizens Advisory Committee of the Mass Transit Department Board met at the above place and date. The meeting was called to order at 2:10 p.m. The following Committee Members answered roll call:

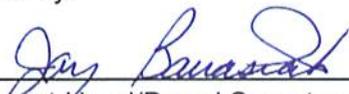
	<u>Present</u>	<u>Absent</u>
MO – Lawrence Harley, Vice-Chair		A
D1 – Donald G. Pearson	P	
D2 – Josue Rodriguez	P	
D3 – Robin A. Roberts	P	
D4 – VACANT		
D5 – Jesus H. Bautista		A
D6 – VACANT		
D7 – W. Burns Taylor		A
D8 – Leah M. Osborne, Chair	P	
ALT – Aziz Afravi – seated	P	
ALT – Everardo Sanchez		A
ALT – Lee Frederick – seated	P	

2. **Public comment.** Martha Maldonado, Rosalie Underwood, Rose Cuppler, Lidia Jacquez and Bernardina Aros commented about removed bus stops in the second ward area. Mentioned longer walking distance to bus stops, longer wait times for connections, having to stand in the sun while waiting, and overall poor service. Asked Sun Metro to bring these bus stops back. Mentioned petitioning for signatures from local residents, and providing these at the next CAC meeting.
3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for the last meeting on September 20, 2011. Donald Pearson moved to approve the minutes. Seconded by Robin Roberts. All in favor, none opposed, and motion passes unanimously.
4. **Discussion on formulating survey for Ridership comments/suggestions.** Jay Banasiak mentioned that Ernesto Dominguez submitted resignation to District Rep. and asked the Committee for feedback on moving forward with this item. Committee agreed that survey should be centered on recent changes to transit system, as well as address planning for immediate impact on general public, including ridership for Paratransit, as majority of complaints are generated by Paratransit customers. Mentioned that evening services (Ready One) are lacking and customers are not being picked up; as a result, they are being taken home by (Ready One) Supervisors. Chair provided contact information for Ready One so that Sun Metro may follow up directly on status of services. No action taken.

5. **Update on Customer Service Reports for Fixed Route and paratransit.** Lloyd Williams provided statistics for period ending September 30, 2011. General discussion about specific categories. Mentioned existing Coach Operator Training is being streamlined and policies and procedures are more focused on safety, and all concerns are being addressed in these training sessions. Discussion about incidents for paratransit not being centralized through Customer Service Department, bypassing case number to be assigned for investigation purposes, and suggestions made for routing future incidents to the main Customer Service line. Mentioned that dispatchers for paratransit could begin transferring callers to main number (533-3333) and Sun Metro will also consider posting the main number on all paratransit units as main customer incident reporting line. No action taken.
6. **Update on Mass Transit Board Working Session for Rapid Transit System Branding and Station Design.** Jay Banasiak provided same presentation that went before City Council on Oct. 18. Mentioned that main objective of working session was to select the names and chassis design to move forward for approval. Mentioned that items will go out for public input and feedback before they are finalized by City Council. Monthly updates will be provided to the Committee. No action taken.
7. **Director's Report: Update on Ridership and Operating Report.** Jay Banasiak provided handouts for period ending August 31, 2011. Mentioned ridership is consistently increasing. Mentioned approximately 34 new units will be operating next year, forecasting increased efficiencies by using CNG fuel, real time scheduling, and higher weight limits. Quarterly updates will be provided. Mentioned that the American Public Transit Association (APTA) named Sun Metro the best transit system in the nation in its size category for 2011. The Outstanding Public Transportation System Award represents providing more than 4 million and fewer than 20 million rides annually, along with best demonstrated efficiencies and effectiveness over the previous 3-year period. No action taken.
8. **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 members requested that the following items for next month's agenda:
 - a. Removed bus stops in second ward area, more specifically Routes 13, 14 15 and 9
 - b. Update on collaboration with the County about offering solutions for evening pick ups
 - c. Update on posting 533 number for reporting incidents in paratransit units
 - d. Update on CAC Roster

Chair asked for motion to adjourn the meeting at 4:05pm. Robin Roberts so moved. Seconded by Lee Frederick. All in favor, none opposed, and motion passes unanimously.

Approved by:



Department Head/Board Secretary