

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
NOVEMBER 17, 2015

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:08pm. The following Committee Members answered to roll call:
- | | <u>Present</u> | <u>Absent</u> |
|---------------------------------|----------------|---------------|
| MO – vacant | | |
| D1 – Donald G. Pearson, Chair | P | |
| D2 – Karen LeMaster, Vice-Chair | P | |
| D3 – Everardo Sanchez | P | |
| D4 – vacant | | |
| D5 – Aziz Afravi | P | |
| D6 – Oscar Lozoya | P | |
| D7 – Noemi Rojas | | A |
| D8 – Leah M. Wood | P | |
| ALT – Rebecca Hernandez | P | |
| ALT – Mark C. Steele | P | |
| ALT – James David Abernathy | P | |
2. **Public comment.** John Eger commented on parade float and invited folks to ride on Thanksgiving Day. Mark Steele asked for better speed limit enforcement (10 mph) at Glory Road terminal.
3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on October 20, 2015. Aziz Afravi moved to approve the minutes as presented. Seconded by Karen LeMaster. All in favor; none opposed; motion passes unanimously.
4. **Discussion and action on December 15, 2015 meeting and approval of proposed meeting schedule for 2016.** Maria Aceves explained that traditionally members vote whether or not to have a meeting in December and provided the 2016 meeting schedule. All but one member stated they can attend in December. Chair motioned to approve December 15 meeting and 2016 CAC meeting schedule. Karen LeMaster moved to approve. Seconded by Leah Wood. All in favor; none opposed; motion passes unanimously.
5. **Discussion and action on the following items regarding the Biennial Report to MTDB.** Maria Aceves provided presentation on the previous report which was presented to MTDB on August 13, 2013. General discussion about previous goals which were met, recent accomplishments that the CAC would like to include in report, plus goals for future projects, and format of 2016 report.
- A. Appoint spokesperson(s) to prepare the report and present to CAC and MTDB.** Leah Wood was nominated as spokesperson and she accepted. Chair motioned to approve the appointment of Leah Wood as spokesperson. Karen LeMaster so moved. Seconded by Rebecca Hernandez. All in favor; none opposed; motion passes unanimously.
- B. Review last report and Approve format for next report.** General discussion about format of previous reports. Spokesperson expressed desire to present both detailed written report along with presentation summarizing most recent accomplishments. Chair motioned for approval of the 2016 report format. Karen LeMaster so moved. Seconded by Leah Wood. All in favor; none opposed; motion passes unanimously.
- C. Approve outline and topics to present to CAC for approval in January 2016.** General discussion about topics the CAC would like to report on. Topics mentioned included: circulator routes; use of detours to ease traffic congestion; city-wide construction projects

and how they affect transit system; possibility of TXDOT construction including dedicated bus lanes; explore creation of Transit Management Team at the City to work with TXDOT and MPO for implementing transit-friendly options in future construction projects. Spokesperson will draft a report for CAC to review in December. No action taken.

6. **Discussion and update on Veteran's Fare Program.** Michael Herrera mentioned negotiations with the Veterans Affairs Committee are underway. Mentioned initial meetings on December 7 and January 11 for vetting options before finalizing a proposal for approval by the MTDB. Mentioned additional information will be provided moving forward. No action taken.
7. **Discussion and update on monthly Paratransit Advisory Committee [PAC] meeting.** Alexander Arrieta mentioned there was no November meeting; no action items. No action taken.
8. **Monthly Report on LIFT Services for period ending October 31, 2015.** Alexander Arrieta provided monthly statistics report. Mentioned that MV continues to work diligently to decrease missed trips. Reported zero stranded passengers last month, stellar accomplishment for MV. Mentioned all customer complaints are investigated without exception. No action taken.
Announcement Aziz Afravi presented a letter to MV commending staff for excellent service on an unfortunate night when he boarded the wrong taxi company and ended up lost for approx. two hours. Explained that MV picked him up from the taxi company's office at midnight and paid the full fare before taking him home. Expressed how very reassuring it is to know that MV staff is caring and dedicated to their passengers' well-being and safety. Expressed his gratitude and mentioned a copy of his letter will be sent to the Mayor's office. Aziz Afravi also commended SM employee Sandra Cruz for delivering LIFT tickets to his office on 3 separate occasions when he couldn't pick them up; requested that a commendation letter be presented to employee as well.
9. **Director's Report for period ending October 2015.**
 - A. **Monthly Customer Service Report for Fixed Route.** George Myers provided monthly statistics report. Mentioned that web and email inquiries are on the rise as people prefer these methods of communication. Mentioned that expansion of Brio is generating a lot of questions about employment opportunities. Mentioned that live-info apps will also generate additional challenges for passengers until the system quirks are fixed. No action taken.
 - B. **Monthly Ridership and Operations Report for Fixed Route.** Mariel Albo provided monthly revenue statistics. Mentioned ridership has slightly decreased. Mentioned focus remains on on-time service and installation of bus shelters. Michael Herrera mentioned that installation of placards for real-time info is underway. Mentioned challenges getting TXDOT to approve placement of placards on bus stops has delayed installation. Everett Esparza provided a sample placard; includes ADA and braille lettering, plus QR code for mobile text feature. Mentioned software phase is complete, and next phase will test hardware and communications process to work out system quirks before going live. 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. Review Draft CAC report to MTB
 - B. Update on Streetcar project
 - C. Update on BRIO corridors
 - D. Maria Aceves mentioned Officer Elections will take place in January

Chair asked for motion to adjourn the meeting at 3:40pm. Leah Wood so moved. Seconded by Karen LeMaster. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK
Department Head/Board Secretary