

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
NOVEMBER 18, 2014

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:08p.m. The following Committee Members answered to roll call:
- | | <u>Present</u> | <u>Absent</u> |
|------------------------------------|----------------|---------------|
| MO – John Eger | P | |
| D1 – Donald G. Pearson, Vice-Chair | P | |
| D2 – Karen LeMaster | P | |
| D3 – Everardo Sanchez | P | |
| D4 – vacant | | |
| D5 – Aziz Afravi | P | |
| D6 – vacant | | |
| D7 – vacant | | |
| D8 – Leah M. Osborne, Chair | P | |
| ALT – Julie Goosens | | A |
| ALT – Rebecca Hernandez | | A |
| ALT – vacant | | |
2. **Public comment.** Mark Steele commented on difficulty of reading real-time monitors due to sun glare. Prince McKenzie commented on the historical importance of restoring the existing PCC cars for the Streetcar project.
3. **Update on CAC appointments by Mass Transit Board on November 11, 2014.** Updated roster was provided. Chair explained that an individual does not have to reside in the district they would like to represent. Maria Aceves provided phone numbers for interested individuals to contact City Council. John Eger nominated Mark Steele to be appointed as an Alternate. Legal Counsel explained that no vote could be conducted since the item is not posted as an action item and recommended to add to next agenda. No action taken.
4. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on October 21, 2014. John Eger moved to approve the minutes as presented. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.
5. **Update on repairs to PA system for announcements to reflect correct bus stops.** Lloyd Williams provided explanation of driver training for making announcements and protocol for reporting inoperable equipment. Mentioned that Transit Supervisors will be tasked with boarding buses at random for auditing all systems and making sure that defective equipment is properly reported for repairs. No action taken.
6. **Update and discussion on BRIO launch and preliminary ridership data.** Savannah Leeper mentioned that BRIO launch was very well-received by community. Everett Esparza reported statistics for first week of service, indicating that service averaged 3,000 passengers daily. Mentioned that data reflects all trips, including repeat boardings. Jay Banasiak mentioned that Route 204 was cancelled and that Routes 14, 15 and 18 were adjusted for BRIO. Explained how fare enforcement is a learning curve for El Paso and passenger education will be ongoing for several weeks. Explained that all BRIO units are

equipped with fare boxes that will be used in first few weeks until passengers get used to buying prepaid passes. Explained that ticket vending machines will soon accept credit and debit cards, and in the near future, all transfer centers will also accept credit and debit cards. No action taken.

- 7. Update and discussion on Paratransit Advisory Committee (PAC) meeting.** Julio Perez provided update of last meeting held on 11/6/14. Mentioned topics of interest included the items listed on #9 under monthly report. Mentioned that moving forward these line items will be removed from monthly LIFT report and provided as part of PAC update. Reported that Trapeze maps and geo coding are installed and working; staff will work out tweaks as the system is being utilized. Mentioned that IVR will be installed next and staff will be trained accordingly. Mentioned that a focus group meeting with Project Amistad is scheduled on 12/9/14 to discuss expectation of on-time goals, and that ongoing updates will be provided at future CAC meetings. No action taken.
- 8. Presentation on results for the recent LIFT Customer Satisfaction Survey.** Julio Perez provided a presentation with final results of passenger survey. Mentioned that the survey was conducted over a two month period. Mentioned that most popular discussion item revolved around driver sensitivity to passengers. Reported overall results were very positive and a final score of 4.29 (out of 5) was achieved. No action taken.
- 9. Monthly Report on LIFT Services for period ending September 2014, to include the following topics.** Alex Arrieta provided data for monthly performance measures for the LIFT. Mentioned that September ontime report reflects obstacles for new drivers just starting out and LIFT fell short of expectations reaching 90% ontime goal. Explained that all departments are on deck and committed to improving services and consistently reaching 93% ontime goal each month. Eddie Sanchez requested that subscriptions for clients of Xceed Resources be reviewed for improving long wait times at the beginning and end of work shifts. Karen LeMaster requested that individual subscriptions also be reviewed for cancelled trips on PASSweb. MV committed to work on these specific cases on one-on-one basis for reaching a favorable resolution. No action taken.
 - A. Update on geo-coding for UTEP buildings.** SEE ITEM 7
 - B. Update on modification of 4th step.** Julio Perez mentioned that installation of retrofit has been completed, and that all LIFT units are now equipped with 4th step modification. Requested that item be removed from future agendas.
 - C. Update on Trapeze maps and IVR (interactive voice recognition) system.**
SEE ITEM 7
 - D. Update on timeline for Project Amistad to reach their on-time goals.**
SEE ITEM 7
- 10. Director's Report.**
 - A. Monthly Customer Service Report for Fixed Route.** Monthly statistics through end of October 2014 were provided by George Myers. Explanation about fluctuation of certain categories was provided. No action taken.
 - B. Monthly Ridership and Operations Report for Fixed Route.** Jay Banasiak provided presentation for revenue statistics through end of October 2014. Mentioned that decreased ridership is most likely due to lower gas prices, mentioned it's expected that when gas prices go down, folks don't ride the bus as often.

Mentioned that ridership is expected to increase next month with upcoming holiday shopping season around the corner. No action taken.

11. 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 Officers in January 2015
- B. Nomination of Mark Steele to serve as an alternate CAC member
- C. Update on minutes from Paratransit Advisory Committee meeting
- D. Update on meeting with Project Amistad on 12/9/14
- E. Update on BRIO ridership numbers

Chair asked for motion to adjourn the meeting at 3:19pm. John Eger so moved. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK
Department Head/Board Secretary