

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
NOVEMBER 19, 2013

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:03p.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 | P | |
| D8 – Leah M. Osborne | P | |
| ALT – Brandon LeMasters | | A |
| ALT – vacant | | |
| ALT – vacant | | |
2. **Public comment.** Samuel Apodaca commented on public transportation services in comparison with Austin, TX and suggested service improvements for El Paso.
3. **Approval of minutes of last meeting.** Vice-Chair motioned for approval of the minutes for meeting on October 15, 2013. Leah Osborne moved to approve minutes as presented. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.
4. **Discussion and update on existing vacancies.** Maria Aragon provided updated roster. Encouraged member to submit recommendations to District Reps for filling vacancies. No action taken.
5. **Discussion and action to formalize procedures for posting agenda and support documents in compliance with Texas Open Meetings Act.** Kristen Hamilton reported that the City Manager has given a directive to include all support documents (backup) at the time of posting the agenda; or at the latest, to provide the backup via email by close of business on the previous day; further mentioned that if backup is not ready at the time the agenda is posted, that the item would move forward without the visual aide or the committee could vote to postpone the item until the next meeting. Chair motioned to approve the City Manager's directive for posting agenda and support documents. Leah Osborne moved to approve the directive as stated herein. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously.
6. **Discussion and presentation regarding the safety issues on proper tie down of wheelchairs with Q-straps vs. restraints already equipped on wheelchairs – presentation tabled from last month.** David and Camila, Physical Therapists with Socorro Independent School District provided a presentation on effective methods for safely securing various types of wheelchairs based on industry crash standards, tested and successfully recorded by University of Michigan. Training video available upon request. No action taken.

7. **Presentation and update on the TOC construction project.** Ismael Segovia provided a presentation and images for the progress on the Transit Operations Center construction project on Montana. Additional information and more images will be presented in the next meeting. No action taken.
8. **LIFT Services Monthly Update for period ending September 30, 2013.**
 - A. **Monthly Customer Service Report for Paratransit Services.** Monthly statistics for period ending October 2013 were provided by Julio Perez. General discussion about specific categories identified by committee and details provided on said inquiries. No action taken.
 - B. **On-time Performance Report.** Jeanie Chrisman mentioned that performance indicators are on target with contract goal of 93%. Mentioned that all MDT units are installed and working, and that data correctly represents 90% on-time for current period. Mentioned that MV is meeting contract expectations and will continually strive to keep up the trend. Mentioned that the Eligibility process is ongoing and additional information will be provided in the next meeting. No action taken.
 - C. **Progress on implementation of 4th step on LIFT vehicles.** Kevin Bunce reported that 5 buses have already been completed, and that Maintenance is averaging 1-2 buses a week. Mentioned that a total of 34 buses will be completed in the next few months. Mentioned that a bus tour to demonstrate the 4th step modification will be provided at the next meeting. No action taken.
9. **Director's Report.**
 - A. **Monthly Customer Service Report for Fixed Route.** Monthly statistics through end of October 2013 were provided by Robert Dominguez. General discussion on specific categories identified by committee, with details provided on said inquiries. Mentioned there are currently 25 construction projects in the downtown area which directly factor in to the number of customer service calls. No action taken.
 - B. **Monthly Ridership and Operations Report.** Jay Banasiak provided presentation for revenue statistics through end of October 2013. Mentioned that new Safety Campaign is being initiated in December and goal for FY14 is 1.5 collisions per 100K miles. Mentioned that "Strive for 1.5" Campaign will roll out in conjunction with Sun Metro Employee Appreciation Week in mid December. No action taken.
 - C. **Announcements for Holiday Season.**
 - I. **Customer Appreciation Day on Thursday 11/28 for Thanksgiving Day.**

Jay Banasiak mentioned that as has been tradition in previous years, the City Council presented a proclamation observing Thursday, November 28, 2013 as Sun Metro Customer Appreciation Day and all fares on all fixed route and paratransit are free of charge. No action taken.
 - II. **No December meeting, next meeting scheduled for January 21, 2014.**
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. Follow up to public comment from Samuel Apodaca regarding suggestions for decreased wait times throughout the city's public transportation system

- B. Update on UTEP progress, including map
- C. LIFT bus tour to demonstrate 4th step installation
- D. Presentations from Sun Metro on RTS, TOC and NGTOD (Director's Report)

Chair asked for motion to adjourn the meeting at 3:45pm. Leah Osborne so moved. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously.

Approved by:



Department Head/Board Secretary