

CITIZENS ADVISORY COMMITTEE (CAC)  
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
NOVEMBER 20, 2012

MEETING MINUTES

- 1. Call to Order and Roll Call.** Meeting was called to order at 2:12p.m. The following Committee Members answered to roll call:
- |                                  | <u>Present</u> | <u>Absent</u> |
|----------------------------------|----------------|---------------|
| MO – Lawrence Harley, Chair      | P              |               |
| D1 – Donald G. Pearson           |                | A             |
| D2 – Lee Frederick               |                | A             |
| D3 – Everardo Sanchez            | P              |               |
| D4 – vacant                      |                |               |
| D5 – vacant                      |                |               |
| D6 – vacant                      |                |               |
| D7 – W. Burns Taylor             | P              |               |
| D8 – Leah M. Osborne, Vice-Chair | P              |               |
| ALT – Aziz Afravi                | P              |               |
| ALT – vacant                     |                |               |
| ALT – vacant                     |                |               |
- 2. Public comment.**
- A. Mark Steele commented on missed pick up at Plaza.
  - B. Dora Ramirez requested to speak to Julio Perez after the meeting.
  - C. Joey (didn't get last name) commented about LIFT tickets being printed in different format vs. perforated on long sheet, which are difficult for visually impaired to handle.
  - D. John Eger commented on (1) additional sensitivity training for drivers and (2) toll free number being answered by automated service attendant.
  - E. Brandon LeMaster commented on bee problem in trashcans at DTC.
  - F. Joseph Miranda commented on several incidents that occurred on 2/7/12, 5/1/12, and most recently on 10/25 and 10/27/12; Lloyd Williams requested to meet with Mr. Miranda after the meeting today in an effort to resolve ongoing issues.
  - G. Julie Goosens-Lawrence commented on (1) inability to schedule a trip when specific addresses are not in the system and (2) additional sensitivity training for drivers.
- 3. Approval of minutes of last meeting.** Chair motioned for approval of the minutes for the last meeting on 10/16/12. Leah Osborne moved to approve minutes with edits. Seconded by Eddie Sanchez. All in favor, none opposed, and motion passes unanimously.
- 4. Discussion and action on nominations for existing vacancies.** Floor was opened for nominations. Mentioned that Mass Transit Board will consider nominations in December meeting for formally appointing members. Leah Osborne moved to approve nomination for Brandon LeMaster to serve as alternate member. Seconded by W. Burns Taylor. All in favor, none opposed, and motion passes unanimously.
- 5. Discussion and update on the Easter Seals grant awarded to SISD.** Leah Osborne reported that SISD is waiting on funding to be released to begin work on outreach services for surveying; current timeline, begin in December 2012 and complete by June 2013.

Mentioned interlocal agreement with County. Discussion about best routes to survey, possibility of extended services for JARC, and goal of extension of services to Socorro in El Paso County. No action taken.

6. **Discussion and update on MV Transportation start up at the LIFT.** Julio Perez mentioned that MV start up was effective on 11/1/12. Mentioned that it's been a rough start, service has been impacted, and MV continues to be committed to achieve service improvements. Mentioned LIFT is now fully staffed and drivers are still in training phase. Jeanie Chrisman, MV General Manager, talked about dispatch services and real time schedules; specific client experiences and how those are being personally handled; working with biggest clients (Ready One and Exceed) for creating shuttle services in the very near future; adding additional phone lines to improve call handling on 800#; continued training for dispatchers and drivers to improve pick up and wait times; and asked for everyone's patience as it usually takes most start ups 6 months for everything to be in place and running smoothly. Jeanie Chrisman offered to meet with individuals separately after the meeting for addressing specific concerns and/or incidents. No action taken.
7. **Discussion and update on Streetcar Project.** *(Motion to delete Item 9B as a duplicate of this item. Leah Osborne so moved. Seconded by W. Burns Taylor. All in favor, none opposed, and motion passes unanimously.)* Raul Escobedo provided presentation on Streetcar proposal that went before City Council in September. No action taken.
8. **Discussion and update on RTS Interior Design.** Laura Cruz-Acosta provided presentation on proposed samples for color scheme, fabrics, and seat designs for interior design on BRIO buses. No action taken.
9. **Director's Report.** Updates for informational purposes only. No action taken.
  - A. **Monthly Customer Service Reports for Fixed Route and Paratransit.** Lloyd Williams provided monthly update on statistics through October 2012. General discussion on categories identified and details provided on specific inquiries.
  - B. **Presentation and update on Streetcar Project.** DELETED as part of Item 7.
  - C. **Presentation and update on new Operations/Maintenance facility.** Raul Escobedo provided presentation on timelines for completion of construction and potential move in dates. Mentioned CNG facility component to be fully operational. No action taken.
  - D. **Update on timeline for Sun Metro Administrative move.** Raul Escobedo mentioned Administration section could move out of Depot facility prior to new facility construction being fully completed. Mentioned leasing property near or off Airport in the meantime. Mentioned TTU Architecture School and EPCC occupying Depot facility, with classes starting January 2014. Mentioned Sun Metro satellite office will remain in Depot facility for servicing downtown and west side routes.
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 members did not have any specific requests for the next meeting agenda.

The following announcements were made:

- A. No December meeting as in previous years
- B. W. Burns Taylor read a letter from a client commending a LIFT driver for his exceptional service on a rainy day

C. Aziz Afravi asked for all to decrease junk mail by not using 'reply to all' on emails

Chair asked for motion to adjourn the meeting at 3:40pm. Leah Osborne so moved. Seconded by W. Burns Taylor. All in favor, none opposed, and motion passes unanimously.

Approved by:

---

Department Head/Board Secretary