

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
DECEMBER 15, 2015

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:20 PM. 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		A
D3 – Everardo Sanchez		A
D4 – vacant		
D5 – Aziz Afravi	P	
D6 – Oscar Lozoya		A
D7 – Noemi Rojas	P	
D8 – Leah M. Wood	P	
ALT – Rebecca Hernandez		A
ALT – Mark C. Steele	P	
ALT – James David Abernathy		A

2. **Public comment.** None; however, following announcements were made. Don Pearson, Chair explained this was his last meeting as representative for District 1 as his term expires in November, and he expressed his gratitude to the committee and Sun Metro for allowing him to serve as Chairperson; Maria Aceves provided an update on member roster and identified vacancies moving forward; Julio Perez requested Items 7 and 8 (LIFT) be moved to agenda forefront because he needs to leave at 3pm. Chair asked for motion to move Items 7 and 8 to agenda forefront. Leah Wood so moved. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.
3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on November 17, 2015. Leah Wood moved to approve the minutes as presented. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.
4. **Review and approve the draft outline and topics of the CAC biennial report to MTDB..** Spokesperson mentioned that draft report was not provided for edits, so Item 4 was tabled until next meeting. Jay Banasiak mentioned that a draft powerpoint presentation with images will be provided prior to next meeting. No action taken.
5. **Presentation and update on the Streetcar Project.** Jay Banasiak provided presentation for Streetcar. Mentioned that Stanton Street will be revised; will result in fewer stops due to steep slope. Mentioned that downtown frequencies estimated at 6-7 minutes and Stanton at 10 or 15 minutes. Mentioned possibly adding 7th car to improve frequency on Stanton. Mentioned that Franklin Street will serve as shared track for transfers in-between loops. General discussion about proposed budget, construction forecast, and anticipated completion date. Explained that Camino Real Regional Mobility Authority (RMA) is in charge of the construction project, and that Sun Metro will manage the daily transit operations moving forward. No action taken.
6. **Presentation and update on Dyer BRIO.** Jay Banasiak provided presentation on Dyer brio. Explained that all four corridors meet at Five Points transfer center. Mentioned that Five Points serves as main BRIO hub and has been recently redesigned and expanded to accommodate

BRIO. Mentioned completion dates are estimated for Alameda mid-2017, Dyer late 2107 to early 2018, and Montana some time in 2018. No action taken.

7. **Discussion and update on monthly Paratransit Advisory Committee [PAC] meeting.** Julio Perez provided PAC meeting updated. Mentioned that discussion included the following topics: (1) Recommendation was made and will be implemented immediately, that when passengers come to LIFT office to appeal refusal of service, they be allowed to sit in separate room from panel during discussion in order to avoid conflict of interest. (2) MV is rolling out Customer Service Academy which consists of extensive training, testing and interactive sessions in customer relations for all staff. The goal is to create positive work environment and alleviate stress and negative outlook in the workplace. Mentioned training will be conducted on a quarterly basis to incorporate new hires and provide refresher for seasoned employees, as well as Sun City employees. (3) Explained PAC voted not to hold January meeting due to various vacation schedules. Next meeting will be in February. No action taken.
8. **Monthly Report on LIFT Services for period ending October 31, 2015.** Rafael Fernandez provided monthly statistics report. Mentioned that data includes Sun City Cab report. Mentioned that MV recently lost 4 drivers (2 resigned, 2 retired). Mentioned that MV will work with taxi service to identify challenges with running late and attempt to rectify issues. No action taken.
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 main water break on West side in addition to IH-10 construction is creating hike in complaints about buses constantly running late. Jay Banasiak explained that construction projects throughout the city will continue to hinder Sun Metro services from running on time. Explained that everything is being done to alleviate traffic jams and improve service in these areas. No action taken.
 - B. **Monthly Ridership and Operations Report for Fixed Route.** Jay Banasiak provided monthly revenue statistics. Reiterated that ongoing city-wide construction projects are hurting overall ridership numbers. 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. Officer Elections for calendar year 2016
 - B. Recommendation to appoint Don Pearson as Alternate member
 - C. Update on biennial report to Mass Transit Board
 - D. Update on Westside routes effected by ongoing construction projects

Chair asked for motion to adjourn the meeting at 3:48pm. Leah Wood so moved. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK
Department Head/Board Secretary