

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
DECEMBER 16, 2014

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:13p.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 | P | |
| ALT – Rebecca Hernandez | | A |
| ALT – vacant | | |
2. **Public comment.** Mark Steele commented on two items: service impact caused by Franklin bridge construction and bus stop on corner of Mills and Texas. Jay Banasiak explained that bridge construction is expected to be completed by March 1st; and Everett Esparza explained that an update on Mills/Texas would be available after the new driver sign-up scheduled for February 2015.
3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on November 18, 2014. John Eger moved to approve the minutes as presented. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously.
4. **Update on CAC appointments by Mass Transit Board on December 9, 2014.** Maria Aceves provided updated member roster and mentioned that Aziz Afravi was reappointed to District 5 for an additional term. No action taken.
5. **Update on CAC annual meeting schedule for calendar year 2015.** Maria Aceves provided handout outlining the CAC meeting schedule for 2015, and explained that typically the CAC meetings are held on the third Tuesday of each month at 2:00pm at the Sun Metro Transit Operations Facility (TOC) located on Montana Avenue. Mentioned that items added to next meeting agenda will include election of new officers and ethics training requirement for new and existing members. No action taken.
6. **Discussion and action on Chair’s recommendation to appoint alternate members for presentation to the Mass Transit Board in January 2015.** Chair asked for nominations for vacant positions. John Eger nominated Mark Steele to be appointed as an Alternate. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.
7. **Discussion and update on BRIO ridership report.** Jay Banasiak provided handout identifying preliminary statistics for 5-week period. Mentioned that Sun Metro needs to work on ridership outside of Downtown area and target new passengers for Brio. Explained that

Sun Metro will work to strengthen weak wifi signal, which appears to be due to high volume, which is a good problem to have. Mentioned that Brio will be used for Sun Bowl and will be test for big events. Explained that FTA funding will not allow RTS to degrade or eliminate existing routes, so #18 and #15 will continue without service adjustments. No action taken.

- 8. Discussion and update on Paratransit Advisory Committee meeting on December 4, 2014.** Julio Perez provided update from focus group meeting. Mentioned that there are two ongoing items; (1) Trapeze maps installation, issues have been fixed, making MV more productive in scheduling and establishing a benchmark for moving forward; and (2) the interviews for ADA Coordinator are complete, a selection has been made, and the individual's name will be announced in the near future. Additional topics of discussion included review of subscriptions, passenger feedback on service, survey results for presentation to Mass Transit Board, and call center script to include specific notes for drivers to better locate passengers (i.e., restaurant name, doctor's office, etc.). Mentioned that *MyVetRide* press release went out; website and phone number are fully operational; and asked CAC to be first to test the system for tweaking effectiveness. No action taken.
- 9. Discussion and update on meeting with Project Amistad on December 9, 2014.** Julio Perez provided details of the meeting. Mentioned that main focus was to discuss overall improvement of services. Explained that service history for last 4-5 months was extensively reviewed; on-time reports show that service is gradually improving; went from 83% to 88% and is presently at 91.5% on-time. Explained they are doing all they can to meet the goals and they continue to strive for consistency and progress. Explained that isolated incidents will always be the exception to the rule, and these isolated incidents will be handled on an individual basis for resolution. Mentioned that announcement was made for eliminating JARC and New Freedom services for the County (not City). Jay Banasiak explained that Sun Metro will reapply for FTA funds to continue providing gap service outside city limits. Mentioned meetings are scheduled with County to discuss options and more information will be provided moving forward. No action taken.
- 10. Presentation on Trapeze item approved by Mass Transit Board on December 9, 2014.** Jay Banasiak mentioned that contract will be signed in next couple of days and will provide for media and all devices to link together for trip planning through electronic means. Mentioned that the previous service was known as Google Transit. Explained that Trapeze service will be better as it's associated with real-time data directly to website and mobile apps. Mentioned all bus stops will be equipped with scannable QR code and Sun Metro mobile app will be compatible with all types of smart phone technology including text and email for immediate replies and notifications through user preference selections. Mentioned marketing campaign will immediately begin announcing upcoming features, which are expected to be in place and fully operational by summer 2015. No action taken.
- 11. Monthly Report on LIFT Services for period ending November 2014.** Rafael Fernandez provided statistics for current period. Mentioned that customer complaints decreased from last month, and that ridership was also down due to holidays. Concern arose about the 800 series units still in service breaking down on the interstate. Julio Perez explained that three of the 800 series units were kept in service for accommodating the larger mobility devices that can't be serviced by the new units. Mentioned that the broken down buses were not

800 series units, but rather 2800 units. Explained that the accident data will be reviewed for providing a detailed report next month. No action taken.

12. Director's Report.

A. Monthly Customer Service Report for Fixed Route. George Myers provided call center statistics through end of November. Mentioned that customer complaints decreased due to holidays and people staying home. Mentioned the trend usually carries over into December. No action taken.

B. Monthly Ridership and Operations Report for Fixed Route. Jay Banasiak mentioned that November statistics are still being computed to include Brio ridership data, and that December's report will include all ridership for fixed route and Brio implementation. No action taken.

13. 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.** Update on broken down units on the interstate
- B.** Updated roster to include new member appointments
- C.** Election of new officers for upcoming calendar year

Chair asked for motion to adjourn the meeting at 3:30pm. 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