

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
FEBRUARY 17, 2015

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:01p.m. The following Committee

Members answered to roll call:	<u>Present</u>	<u>Absent</u>
MO – John Eger, Vice-Chair	P	
D1 – Donald G. Pearson, Chair	PA	
D2 – Karen LeMaster	P	
D3 – Everardo Sanchez		A
D4 – vacant		
D5 – Aziz Afravi	P	
D6 – vacant		
D7 – vacant		
D8 – Leah M. Wood		A
ALT – Rebecca Hernandez	P	
ALT – Mark C. Steele	P	
ALT – vacant		

2. **Public comment.** None. However, Chair announced that moving forward he will enforce keeping introductions to a minimum of one or two sentences and presentations to a minimum of no more than 5 minutes to avoid long discussions during public comment.
3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting held on January 20, 2015. John Eger moved to approve the minutes as presented. Seconded by Rebecca Hernandez. All in favor; none opposed; motion passes unanimously.
4. **Discussion and Action on CAC nominations for existing vacancies.** Update roster provided. John Eger nominated James David Abernathy as Alternate. Mr. Abernathy was not present so Chair read a letter from Mr. Abernathy for the committee's consideration. John Eger moved to make a recommendation to the Mass Transit Board for appointing Mr. Abernathy as an Alternate. Seconded by Karen LeMaster. All in favor; none opposed; motion passes unanimously.
5. **Discussion on the partnership between Sun Metro and The City's ADA Coordinator's Office.** Olaf Brunjes introduced himself as the new ADA Coordinator for the City. Mentioned he's rapidly getting up to speed on current issues. Mentioned he will be attending numerous city meetings and will be working with various city departments for resolving ADA issues for the City. No action taken.
6. **Discussion on how LIFT trips are assigned to Sun City Cab Company.** Julio Perez mentioned that Ivan Garza from Sun City was not able to attend. Mentioned that Sun City's contract with MV provides for assisting with high volume demands on the LIFT. Explained that all trips should be scheduled by calling the LIFT and that passengers should not be calling Sun City directly. Mentioned that Sun City offers "emergency after hours" service in the event that a LIFT passenger is stranded very late at night or very early in the morning when the LIFT call center is closed. Explained that Sun City fare is the same price for LIFT passengers and that Sun City does verify passenger identity the following business day. Mentioned that Sun City operates city-wide, but under the MV contract can only transport LIFT passengers within the LIFT service area. Rafael Fernandez further explained that the LIFT's automated phone attendant offers a dial-in option for Sun City, so passengers don't have to remember another number, and can still call the LIFT for reaching Sun City outside regular business hours. No action taken.

7. **Discussion and update on upgrading the transfer centers to include audible system for announcing real-time bus arrivals and departures.** Ismael Segovia reported that Sun Metro has looked at airports around the country for setting the industry standard on audible systems. Explained that ambient noise from passengers and indoor as well as outdoor traffic does not substantiate the effectiveness of audible systems. Mentioned that it's not feasible for Sun Metro at this time and we'll continue to strive to achieve in future years. Raul Escobedo mentioned that in the very near future Trapeze software will feature user-friendly technology for tracking real-time bus information based on specific routes selected on your computer or phone. No action taken.
8. **Discussion and update on the inbound/outbound signage for Sunland Park Plaza.** Everett Esparza explained that information boards with specific route details will be posted on the bus stop poles outside Barnes & Noble and the Entertainment Center for passengers to easily identify which routes are going through Sunland Park Plaza. No action taken.
9. **Discussion and update on the Eastside Terminal construction project.** Everett Esparza mentioned that Phase 2 of construction was completed on February 2nd and it will include 60-foot articulated bus service; light fixtures removed and replaced; and footings for the infrastructure to install real-time display boards. Mentioned that infrastructure will take about couple of months to complete and then phase 3 will begin. Explained that phase 3 will include installing of real-time display boards, fixing ceilings, and correcting accessibility issues throughout the terminal. Mentioned that an update will be provided on a quarterly basis. No action taken.
10. **Discussion and update on how Sun Metro is implementing the City's smoking ban.** Raul Escobedo mentioned that the City's Health Department has been tasked with procuring signage for all the city-owned buildings. Explained that procurement process is a lengthy process, and it may be a couple of months before the signage arrives. Mentioned that presently the universal round sign with a stripe going through it is posted on all entrance and exit points at transfer centers to enforce indoor smoking ban, and that those will remain in place. Mentioned that signage for enforcing outdoor smoking ban will be installed at all transfer centers once the procurement process is completed and the signage is in-house. Mentioned that passengers may call the customer service line or contact onsite staff to report outdoor smoking violations. No action taken.
11. **Discussion and update on BRIO ticket vending machines.** Raul Escobedo mentioned that the ticket vending machines are working properly. Explained that the ticket vending machines are programmed so that the fare must be selected first before inserting money or selecting credit card option for payment. Explained that the part missing for credit cards is the interface with the bank's software security controls. Mentioned that the vendor (GFI) is working diligently with the banks to resolve this issue, and that more information can be provided in March. No action taken.
12. **Discussion and update on the monthly Paratransit Advisory Committee (PAC) meeting.** Julio Perez mentioned that PAC members are working on developing a new Rider's Guide for Paratransit. Mentioned that most significant changes will be: 2-hour notice requirement for cancelling trips; drivers will verify full fare for all passengers at the time of boarding; enforcing the passenger's right to ask driver to wait if they arrive more than 30 minutes early; eligibility for "permanent disability" will not require future recertification; clarifying that personal care assistants (PCAs) do not have to pay fare for riding LIFT, but do have to pay full fare for riding Fixed Route; add information for website link to schedule trips online; add qualifying agency resource information for recertification process; provide clarification that LIFT passengers are not penalized for riding Fixed Route; strict enforcement of late cancellations and no shows; add procedure for claiming items from Lost & Found; along with other minor changes to design. No action taken.
13. **Monthly Report on LIFT Services for period ending January 2015.** Rafael Fernandez provided statistics for current revenue report. Mentioned that complaints and commendations were both at a slight decrease. Mentioned that drivers will be reminded of "no honking" policy. No action taken.

14. Director's Report.

A. Monthly Customer Service Report for Fixed Route. Monthly statistics through end of January 2015 were provided by George Myers. Mentioned that all incidents are reported, no matter how minor. Mentioned that a lot of incoming calls were questions about the City's outdoor smoking ban recently approved. No action taken.

B. Monthly Ridership and Operations Report for Fixed Route. Raul Escobedo provided statistics for revenue report through December 2014. Mentioned that end of year numbers remained flat for last couple of years and farebox recovery was lower than previous year. No action taken.

15. 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 Streetcar project, renovation of PCC cars
- B.** Update on route info boards posted at Sunland Park Plaza
- C.** Update on Oregon Street, reply from Engineering on infrastructure repairs
- D.** Report on driver training for Sun City Cab
- E.** Report on driver training for Project Amistad
- F.** Report on BRIO ticket vending machines, credit card option
- G.** Discussion on monthly pass for Paratransit passengers
- H.** Discussion on announcement system on Fixed Route

Chair asked for motion to adjourn the meeting at 3:10pm. John Eger so moved. Seconded by Rebecca Hernandez. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK
Department Head/Board Secretary