

**CITIZENS ADVISORY COMMITTEE  
OF THE MASS TRANSIT DEPARTMENT BOARD  
MEETING MINUTES  
700 A-SAN FRANCISCO CONFERENCE ROOM  
FEBRUARY 19, 2008  
2:00 P.M.**

The Citizens Advisory Committee of the Mass Transit Department Board met at the above place and date. Meeting was called to order at 2:00 p.m. Committee Chair Mr. Ernesto Dominguez present and presiding and the following Committee Members answered roll call:

Mr. Ernesto Dominguez (left early at 4:00 p.m.)  
Ms. Soledad Galvan  
Mr. Ernst Erbe  
Mr. Walt Phillips  
Ms. Mary Castillo  
Ms. Jane Ratcliff (left early at 4:12 p.m.)  
Ms. Robin Roberts (Arrived late at 2:14 p.m.)  
Ms. Suzanne Fabian (Alternate Member)  
Mr. Richard Sheldon (Alternate Member)  
Mr. Alexander Frank Catucci (Not Present)

Agenda

1. Call to order.  
  
**Item 1:** The meeting was called to order at 2:12 pm
2. Public Comments  
  
**Item 2:** None
3. Election of Chairperson and Vice Chairperson of the Citizen's Advisory Committee for 2008.  
  
**Item 3:** Motion made by Mr. Erbe to nominate Robin Roberts for Chair of the CAC Committee. Mr. Dominguez seconds. Vote is unanimous. Ms. Roberts makes a motion to nominate Mary Castillo for Vice Chair of the CAC Committee. Mr. Erbe seconds. Vote is unanimous. Gavel is handed over to Robin Roberts, the new CAC Committee Chair for 2008.
4. Approval of the Minutes of the January 15, 2008 CAC meeting.

**Item 4:** Motion made by Jane Ratcliff and seconded by Mary Castillo to approve the minutes of the January 15, 2008 CAC meeting. Robin Roberts calls for the vote. All in favor, motion passed unanimously.

5. Discussion on the authority and purview of the Citizens Advisory Board and the formulation of the agenda. (Raymond L. Telles, Assistant City Attorney) (Item carried over from 1-15-08)

**Item 5:** Mr. Raymond L. Telles, Assistant City Attorney gives description/explanation of the purview of the Citizens Advisory Board.

6. Discussion and action on the prior request by Ms. Lea Osborne regarding Sun Metro picking up students at their home schools. (Item carried over from 10/16/07)

**Item 6:** Mary Castillo informs the committee that she has spoken to Ms. Osborne regarding the request to pick up students at their home schools and that this item has already been covered. No action taken.

7. Discussion and action on the roles of Alternate Members as requested by the CAC at the last meeting. (Item carried over from 10/16/07)

**Item 7:** Mr. Telles gives a brief explanation on the roles of the Alternate Members.

8. The Senior Senator Round Table report by Sun Metro's Public Relation person Cynthia Grajeda and Jane Ratcliff. (Jane Ratcliff) (Item carried over from 1-15-08).

**Item 8:** Ms. Ratcliff informs committee that the Senior Senator Round Table Summit was a success. She informed committee that booklets were handled out with a lot of useful information and could possible be requested from the Salsa Director, Laura Ponce. She stated that she was a bit upset because the media chose not to cover the Summit; however, it was still a very successful event. Mrs. Roberts requests that Sun Metro try and obtain copies of the Senior Senator Round Table Booklet for CAC meetings.

9. Discussion of committee member's terms. (Ernesto Dominguez) (Item carried over from 10/16/07)

**Item 9:** Mr. Telles gave a brief explanation of the committee member's terms.

10. Director's Report on operations, maintenance, fleet and service.

**Item 10:** Mary Castillo makes a motion to move this item to the end. Mr. Erbe Ernst seconds the motion. Ms. Roberts calls for the vote. Vote is unanimous. Motion passes.

11. Discussion on the advertisement on buses. Can a motion be made to discontinue the Mass Transit from putting or allowing advertising on the outside of the buses? (Jane Ratcliff)

**Item 11:** Mr. Lloyd Williams addresses the committee and informs them that the advertisement on the buses is responsible for producing at least \$250,000 for the department. He further states that Sun Metro is looking into placing advertisement inside the buses. Mr. Williams states that he will look into how other cities handle the advertisement on buses.

12. Discussion and action regarding Mr. Harley to address the CAC and Sun Metro of ongoing problems with having the ramp lowered for his cart, courtesy stops and bus driver's lack of customer service. (Richard Sheldon)

**Item 12:** Mr. Williams addresses the committee and explains that his department is continually working with drivers regarding the customer service being provided. As for courtesy stops, Mr. Williams explains that they are still allowed and available as long as the rider informs the driver in advance of the desired courtesy stop. The courtesy stop will be made if the driver believes that the courtesy stop to be made is safe.

13. Discussion and action on asking Sun Metro to continue with their help with Wal-Mart management and to include the City of El Paso (streets?) department to meet with Sun Metro and the CAC in finding a safe solution to the Wal-Mart/Woodrow Bean bus stop challenges. (Richard Sheldon)

**Item 13:** Adriana Rangel, visitor and representative of Wal-Mart on Woodrow Bean addresses the committee and informs her that any and all ideas or suggestions must be made in writing to the Manager of the Wal-Mart who will in turn send any and all correspondence, suggestions and/or ideas to the Home Office, who ultimately makes all decisions regarding that place in and around the Wal-Mart properties.

14. Discussion on the bus operator's protocol for lowering the ramp and/or kneeling the bus for customers that are obviously disabled (without a wheelchair) and/or customers with a cart that are obviously struggling. (Richard Sheldon)

**Item 14:** Mr. Sheldon states that this item has already been addressed and answered. No further action needed.

15. Discussion on the update on lighting and continued maintenance of potholes at NorthPark Mall. Need to address issue of only 1 restroom available for bus operators and customers at NorthPark Mall. (Richard Sheldon)

**Item 15:** Mr. Sheldon addresses the committee and states that the pot holes are still very bad at the NorthPark Mall terminal. Mr. Jerry Davis, Facility Manager, states that he will look into this matter.

Meeting is adjourned at 4:25 p.m.

Approved as to form:

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Department Head/Board Secretary