

CITIZENS ADVISORY COMMITTEE (CAC)  
 OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
 FEBRUARY 21, 2012

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:030p.m. The following Committee Members answered to roll call:

	<u>Present</u>	<u>Absent</u>
MO – Lawrence Harley, Vice-Chair	P	
D1 – Donald G. Pearson	P	
D2 – vacant		
D3 – Everardo Sanchez		A
D4 – Daniel Crumby	P	
D5 – Jesus H. Bautista		A
D6 – vacant		
D7 – W. Burns Taylor	P	
D8 – Leah M. Osborne, Chair		A
ALT – Aziz Afravi	P	
ALT – vacant		
ALT – Lee Frederick		A

2. **Public comment.** None.
3. **Approval of minutes of last meeting.** Vice-Chair motioned for approval of the minutes for the last two meetings on November 15, 2011 and January 17, 2012. Burns Taylor moved to approve minutes as presented. Seconded by Donald Pearson. All in favor, none opposed, and motion passes unanimously.
4. **Discussion and Action on Election of Chair and Vice-Chair.** Vice-Chair called for nominations. General discussion about nominees and their roles. Burns Taylor moved to appoint Lawrence Harley as Chair. Seconded by Daniel Crumby. All in favor, none opposed, and motion passes unanimously. Mr. Harley so accepted. Burns Taylor then moved to appoint Leah Osborne as Vice-Chair. Seconded by Aziz Afravi. All in favor, none opposed, and motion passes unanimously. Ms. Osborne was not available to accept but will be notified through email by Sun Metro.
5. **Discussion and Action on Rapid Transit System (RTS) station design and BRIO branding.** Kevin Bunce mentioned that Sun Metro Director was not able to attend meeting and asked if this item could be tabled until next meeting. Chair motioned to table Item 5 until March. Daniel Crumby so moved. Seconded by Burns Taylor. All in favor, none opposed, and motion passes unanimously.
6. **Discussion and Update on Grants Awarded FY12.** Angelica Bryant provided presentation on the grants awarded to Sun Metro for the current fiscal year. General discussion about units purchased for Paratransit Operations; Kevin Bunce provided details of amenities and economical benefits; mentioned first units will be in service by May 2012, with total of 25 units replaced in the next 18 months. No action taken.
7. **Discussion on Upcoming Surveys.** Angelica Bryant reported that Alliance Transportation Group has partnered with the City's Metropolitan Planning Organization (MPO) to perform a

ridership analysis for Sun Metro's Fixed Route over a three month period, beginning in March and ending in May 2012. The analysis will target approximately 45,000 passengers each day from point of origin to final destination. Findings will be reported at the end of the analysis period. No action taken.

**8. Director's Report.**

**A. Monthly Customer Service Reports for Fixed Route and Paratransit.** Eva Ruybe provided statistics for December 2011 and January 2012. General discussion about total number of calls, increase in commendations, nature of complaints received, and no shows. Committee asked for clarification on feedback methods used between drivers and dispatchers for coordinating pick-ups and return trips. No action taken.

**B. Performance Indicators FY12 First Quarter.** Cecilia Bertolli provided presentation on indicators for Fixed Route and Paratransit for current fiscal year. General discussion about farebox ratio and recovery in terms of revenue generated for fixed route, and why this comparison is not included in the report for Paratransit. Committee asked for clarification at next month's meeting. No action taken.

**9. 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 requested that the following items for next meeting's agenda:

- A. Clarification on how information is shared between call takers and dispatchers for Paratransit Operations
- B. Clarification on why farebox ratio is not cited on Customer Service report for Paratransit Operations

Chair asked for motion to adjourn the meeting at 2:55pm. Daniel Crumby so moved. Seconded by Donald Pearson. All in favor, none opposed, and motion passes unanimously.

Approved by:

  
Department Head/Board Secretary