

CITIZENS ADVISORY COMMITTEE (CAC)
 OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
 MARCH 18, 2014

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:06p.m. The following Committee Members answered to roll call:

| | <u>Present</u> | <u>Absent</u> |
|------------------------------------|----------------|---------------|
| MO – vacant | | |
| D1 – Donald G. Pearson, Vice-Chair | P | |
| D2 – vacant | | |
| D3 – Everardo Sanchez | P | |
| D4 – John Eger | P | |
| D5 – Aziz Afravi | P | |
| D6 – vacant | | |
| D7 – Ben Foster | | A |
| D8 – Leah M. Osborne, Chair | P | |
| ALT – Brandon LeMaster | | A |
| ALT – vacant | | |
| ALT – vacant | | |

2. **Public comment.** None; however, John Eger motioned to move items 5, 6 ad 10 to the forefront of the agenda because the City Attorney had to leave early and Mr. Eger felt her presence was necessary for these items. Chair moved to approve Mr. Eger's motion. Seconded by Eddie Sanchez. 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 February 18, 2014, with corrections to Item 8D "...800 series buses." Don Pearson moved to approve the minutes as amended. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously.
4. **Discussion and update on CAC member roster and existing vacancies.** A copy of the member roster was provided, and it was noted that five vacancies currently exist; Districts 2 and 6, Mayor's office, and two alternates. No action taken.
5. **Discussion and update on Mass Transit Board meeting schedule.** A copy of the annual meeting schedule for the Mass Transit Board was provided, and Assistant City Attorney Lauren Ferris confirmed that the Mass Transit Board meets on the first Tuesday of each month. Ms. Ferris further confirmed that nothing precludes the City from cancelling a scheduled meeting when there is no official business to conduct. John Eger mentioned that Emma Acosta (District 3) directed Sun Metro staff to hold regular monthly meetings and requested that her comments be recorded as part of this meeting; and a copy of said comments is attached to the end of these Minutes. No action taken.
6. **Discussion on the article in *El Diario* regarding the LIFT.** A copy of the article was provided, and Julio Perez mentioned that said article was out-dated and that a more recent article was published which reported that MV's performance has improved since then. Mentioned that MV continues to meet with groups individually to address concerns and to implement action plans based on specific issues. Mentioned that MV's concentration is to

improve passenger ride times, on-time performance, and telephone wait times. Mentioned that very good suggestions came from public comments provided at the last Mass Transit Board meeting, and that MV will certainly look into researching these. No action taken.

7. **Discussion and update on Five Points construction project.** Everett Esparza provided images of construction progress. Mentioned infrastructure is being retrofitted for BRIO as Five Points will become a main hub. Mentioned project started in July 2013 and is expected to be completed and operational by August 2014. No action taken.
8. **Discussion and update on proposed BRIO Marketing Plan.** Laura Cruz-Acosta provided presentation with timetable associated with service launch date for BRIO. Mentioned reaching target audiences and the goals for increasing ridership. No action taken.
9. **Discussion and update on new Transit Operations Center (TOC) move-in dates.** Jay Banasiak mentioned that construction is near final phase. Mentioned that all staff will report for duty on May 5th. Mentioned that next month's meeting will include a tour of the TOC and that the May meeting will take place at the TOC. No action taken.
10. **Monthly update on LIFT Services (MV Transportation) for period ending Feb. 2014, to include the following topics.** Jeanie Chrisman provided updates on the following topics and no action was taken on any of these items.
 - A. **UTEP service routes.** Confirmed that there have been no passenger complaints about UTEP routes or destinations, and that new Trapeze software will provide for mapping enhancements.
 - B. **Modification of 4th step.** Mentioned that 16 units are complete, and there are 18 units to go; estimated completion of all units in 9 weeks.
 - C. **Trapeze software enhancements.** Mentioned that software upgrade is up and is running in (cloud) test environment while the actual program is simultaneously running live in the background so that glitches are worked out before going 100% live. Mentioned that Version13 software will provide better tools and features for dispatch, mapping graphics, forecasting trips, tracking passenger ride times, complaint resolution, and coming in the near future, looking at smart app technology for cell phones and voice recognition for the visually impaired.
 - D. **Purchase and delivery of new buses.** Mentioned that production is on schedule, and new units should start to arrive within 1-2 weeks.
 - E. **Phone system upgrades.** Mentioned that new phone enhancements are in place. Staff training has started and is ongoing. Working well so far, at least 50% of clients like the automated features. Phone dialing options will be mailed to all clients.
 - F. **Ridership schedules.** Mentioned that the average ride time for passengers is 25.75 minutes. Mentioned stats for February indicate that out of 12,111 passengers 26 were on a bus for one hour and only 3 were on a bus for over two hours; of those passengers, there were no complaints. Mentioned one person recently assigned only to monitor ride times alongside 2 others in scheduling during peak hours. Mentioned MV will continue to work on challenges for improving ride times with 50 vans to service 1,200 daily trips. Mentioned that an educational campaign: *Public Transportation with Compassion* will be introduced in the near future.

11. Director's Report.

- A. **Monthly Customer Service Report for Paratransit Services.** Monthly statistics through end of February 2014 were provided by Jeanie Chrisman. Mentioned that a major service interruption was caused by contractors doing remodeling in dispatch offices, power lines were cut and all systems were down for an entire day. Also mentioned that annual ridership shows increase of 2,000 passengers from this time last year. Mentioned that Eligibility Guidelines were approved and training for agencies will commence immediately. Mentioned that there are about 150 social workers that will be trained. General Q&A about specific categories as identified by the committee. No action taken.
- B. **Monthly Customer Service Report for Fixed Route.** Monthly statistics through end of February 2014 were provided by George Myers. Mentioned that complaints went up due to the numerous detours for construction projects in the downtown area. General Q&A about specific categories as identified by the committee. Don Pearson requested improved/larger print quality for next month's report. No action taken.
- C. **Monthly Ridership and Operations Report for Fixed Route.** Jay Banasiak provided revenue statistics through end of February 2014. Mentioned that ridership trend continues to show increase, while fare box recovery showed slight decrease. Mentioned current stats are still in line with new goal of 1.5 collisions per 100K miles, and Safety Campaign is ongoing. General Q&A about specific categories as identified by the committee. No action taken.

12. 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. Add comments stated by Emma Acosta at the last Mass Transit Board meeting to the Minutes of this meeting, to show evidence of Directive given to Sun Metro staff
- B. Itemized topics (a thru f) for LIFT services remain on the agenda for discussion
- C. Status of on-screen information display boards at the Eastside Transfer Center
- D. Discussion about 533# complaint line and how to identify LIFT incidents separate from Fixed Route incidents
- E. Provide new phone list for MV Transportation
- F. Discussion on service routes for The Fountains Shopping Center
- G. Tour of the new TOC facility on Montana as part of next month's meeting; plan to adjourn meeting at 3pm to depart for TOC; returning to Lockheed at 4pm

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

7. MV TRANSPORTATION REPORT

Motion made by Board Member Acosta, seconded by Board Member Romero, and unanimously carried to **APPROVE** the proposed passenger Eligibility Guidelines and Applications for Paratransit Services and **DIRECT** staff to:

1. Include request on MV services each month when Sun Metro meets.
2. Provide all phone numbers to all users on file in both english and spanish on how to use the phone system
3. Have MV complete the enrollment process and only re-certify as the Federal government requires every three years on permanently disabled users
4. Give priority to individuals who travel to and from dialysis
5. Make efforts for passengers to arrive on a timely basis being taken to and from place of employment
6. Provide to everyone in both english and spanish all information on MV services
7. Insure that employed staff must go through sensitivity training

ABSENT: Board Member Niland

Ms. Jeanie Chrisman, MV Transportation General Manager, presented a PowerPoint presentation (copy on file in City Clerk's office).

Mass Transit Department Board
March 11, 2014
Page 4

The following members of the public commented:

1. Mr. John Eger
2. Rosa Unzueta
3. Jesus Bautista
4. George Zavala
5. Burns Taylor
6. Yolanda Simental
7. Bibi Vasquez
8. Ruben Fernandez
9. Enriqueta Natividad
10. Jorge Diaz
11. Jose Lara
12. Frank Lozano
13. Pat McColdriid
14. Marty Molina
15. Ruben Montoya
16. Julie Goosens
17. Laurie
18. Raul Zamarripa
19. Isaac Valencia
20. Katalina Estrella
21. Lisa Turner

The following City staff members commented:

1. Ms. Joyce Wilson, City Manager
2. Julio Perez, Mass Transit Department, Contact Compliance
3. Ms. Sylvia Firth gave legal advice

Board Chair Leeser and Board Members Acosta, Holguin and Limón commented.