

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
MARCH 19, 2013

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:20p.m. The following Committee Members answered to roll call:

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

2. **Public comment.**

- a. John Eger commented on (1) CAC representation in the monthly meetings in the Mayor's office and (2) encouraged members to report meeting highlights to their respective District Representatives.

3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for the last meeting on February 19, 2013. Leah Osborne moved to approve minutes as presented. Seconded by Lawrence Harley. All in favor; none opposed; motion passes unanimously.
4. **Discussion and action on CAC Annual Report to Mass Transit Board.** Jay Banasiak mentioned that by Ordinance an annual report must be prepared, not optional. Mentioned that because most current board members were not around for the last report to Mass Transit Board, that the committee allows Sun Metro to prepare a draft for review and final edits. Chair recommended that an Executive Summary also be a part of the presentation. Leah Osborne motioned to approve that Sun Metro provide a draft to the committee in 2 weeks for review; recommend to City Council to keep a full board; provide a report to Mass Transit Board on an annual basis; and revise the draft provided by Sun Metro in April for presentation to Mass Transit Board in May. Seconded by Brandon LeMasters. All in favor; none opposed; motion passes unanimously.
5. **Discussion and update on far Eastside routes, including RC Poe and Fort Bliss.** Everett Esparza provided update on recent developments. Mentioned that plans for a park and ride alongside the fire station already built at RC Poe and Edgemere is coming in the near future. Mentioned that a meeting is scheduled with management tomorrow to discuss logistics for moving forward. Described proposed route(s) for RC Poe and Zaragoza and how these tie into downtown and UTEP. Mentioned BRIO (RTS project) will also impact these locations and improve bus efficiencies and accessibility. Jay Banasiak mentioned that

City Council has instructed Sun Metro to adhere to budget, so ultimately budget restrictions may dictate the implementation of existing and future bus routes. Raul Escobedo provided timeline for the City's budget preparation and approval process. No action taken.

6. **Discussion and update on shelter enhancements, all districts.** Everett Esparza reported that Phase 3 will be completed next month, and that implementation of Phase 4 is already underway and is estimated to be completed by September. Mentioned Phase 4 will concentrate on districts 1, 2 and 5 which will tie in to far eastside enhancements. Mentioned that a total of 345 shelters now exist, and Phase 4 will provide an additional 71 shelters. More information will be provided in future meetings. No action taken.
7. **Discussion and recommendation for dedicated service routes to/from El Paso International Airport.** Ben Foster provided history of recent personal experiences encountered using the local transit system. Mentioned very long onboard (ride) times as compared to other major cities of our size, and inquired about shortening ride times, more specifically for passengers going to/from the Airport. Jay Banasiak mentioned that BRIO will take care of that by providing express service to/from the airport. Mentioned that BRIO stop will be located where the car rentals are now. General discussion about whether or not airport long-term parking services will be affected by BRIO; Mr. Banasiak mentioned that topic has not come up by airport staff, and that negative impact is not expected. Mentioned that an RTS update, including maps for all corridors will be provided as part of next month's agenda. No action taken.
8. **Monthly update on LIFT Services.**
 - a. **Presentation on the MTD units installed in LIFT vehicles.** Julio Perez provided presentation on hi-tech features and functionality of the new MTD units as compared to the existing units. Explained how these units will increase long-term efficiencies, which will be exhibited in monthly reports to CAC. Mentioned that training will be provided to all staff before new units are installed. No action taken.
 - b. **Discussion on the present and proposed certification process.** Georgina Betancourt (interim GM) explained that the process is very simple now, only requirement is a doctor's note for clients to qualify for LIFT services; however, mentioned that doctor's are not always sure what to look for in recommending transit services. Jay Banasiak explained FTA Guidelines for certification and stressed that accountability lays with the service providers; mentioned that implementation for recertification of all passengers will take approx. 1 to 1-1/2 years. Julio Perez mentioned that eligible passengers will not be denied service during recertification process; and that there will be an appeals process in place for passengers that feel they have been denied service. No action taken.
 - c. **Discussion on service improvements to shorten long wait time to/from doctor's appointments.** Georgina Betancourt reported that staff has been closely monitoring on-time performance and on-board travel times in Trapeze for the last 5 days in an effort to improve service efficiencies. Mentioned that driver training is ongoing. Mentioned that trips are also available through New Freedom and will start looking at that more closely as an alternate option for door-to-door service, i.e. doctor's appointments. Mentioned that staff is in communication with physicians, more particularly dialysis providers, to discuss patient needs and to learn how to

better service their patients. Mentioned that the Rider's Guide is almost finished (awaiting Spanish translation) and will begin dissemination to passengers in 2-3 weeks. No action taken.

9. Director's Report.

a. Monthly Customer Service Reports for Fixed Route and Paratransit. Monthly statistics through end of February 2013 were provided by George Myers for Fixed Route and by Julio Perez for Paratransit. General discussion on specific categories identified by committee and details provided on said inquiries. Julio Perez also mentioned that new measures have been implemented for tracking calls that are going directly to staff rather than coming in through the general line, and these measure will establish baseline for future reports. No action taken.

b. Monthly Ridership and Operations Report. Jay Banasiak provided presentation for revenue statistics through end of February 2013. No action taken.

10. 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. Review and finalize the annual report for presentation to Mass Transit Board in May
- b. Update on proposed express routes to Eastside Transfer Center, including maps
- c. Update and presentation on RTS project, all corridors

Chair asked for motion to adjourn the meeting at 3:40pm. Leah Osborne so moved. Seconded by Lawrence Harley. All in favor; none opposed; motion passes unanimously.

Approved by:



Department Head/Board Secretary