

CITIZENS ADVISORY COMMITTEE (CAC)  
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
MARCH 20, 2012

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:07p.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	P	
D4 – Daniel Crumby		A
D5 – Jesus H. Bautista		A
D6 – vacant		
D7 – W. Burns Taylor	P	
D8 – Leah M. Osborne, Chair	P	
ALT – Aziz Afravi – seated	P	
ALT – vacant		
ALT – Lee Frederick – seated	P	

2. **Public comment.** None.

3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for the last meeting on February 21, 2012. Leah Osborne moved to approve minutes as presented. Seconded by Donald Pearson. All in favor, none opposed, and motion passes unanimously. For the record, Leah Osborne accepted nomination to serve as Vice-Chair.

4. **Discussion and Update on Performance Indicators for Paratransit.** Julio Perez reported on the existing chain of command and explained in summary how information gets from the call takers to the drivers. Mentioned that in order to create a ticket (work order number) for complaints, LIFT passengers must place a second call to 533-3333; that's the only way that a ticket will be issued and a Supervisor will follow up with the incident. General discussion about fluctuation in appointments from day to day, process for following up with complaints, and service for after hours. Mr. Perez provided his contact information and agreed to personally follow up with specific incidents that were presented. No action taken.

5. **Discussion and Action on RTS station design and BRIO branding.** Kristen Hamilton, Assistant City Attorney, provided clarification that there is no action to be taken on this item, but rather discussion and update only. Savannah Leeper provided presentation (draft form) of the selection made by City Council and RTS core leaders for logo, font, color scheme and conceptual design. Mike Feeney with LAN Consultants provided presentation on renderings for landscaping, architecture design, amenities and public art. Recommendations were made by W. Burns Taylor to consider audio assistance for the visually impaired instead of Braille; committee confirmed that a low percentage of visually impaired population is able to read Braille and that audio announcements will benefit more than one specific group. Sun Metro will definitely look into implementation of said recommendation. Mentioned that

square poles are currently replacing round poles to identify Sun Metro bus stops, and that fare structure will remain the same for Paratransit passengers. No action taken.

**6. Director's Report.**

**A. Monthly Customer Service Reports for Fixed Route and Paratransit.** Eva Ruybe provided handouts with stats for previous month. General discussion about driver conduct and training, use of transfers, changes to existing appointments vs. new appointments, and reiterated that a second call must be placed to 533-3333 for complaints so that a ticket (work order number) can be issued. Sun Metro agreed to post the phone number for complaints on all Paratransit units effective immediately.

**7. 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. Revenue report for Paratransit for the last two quarters in FY12
- B. Ideas and suggestions for service improvements at the LIFT
- C. Update on extended routes for Loop 375 to include routes 52, 53
- D. Update on RFP status for transit management services

Chair asked for motion to adjourn the meeting at 3:19pm. Leah Osborne so moved. Seconded by W. Burns Taylor. All in favor, none opposed, and motion passes unanimously.

Approved by:

  
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Department Head/Board Secretary