

**CITIZENS ADVISORY COMMITTEE  
OF THE MASS TRANSIT DEPARTMENT BOARD  
MEETING MINUTES  
700 A-SAN FRANCISCO CONFERENCE ROOM  
APRIL 15, 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 2:02 p.m. Committee Chair Ms. Robin Roberts present and presiding and the following Committee Members answered roll call:

Mr. Ernest Erbe  
Mr. Ernesto Dominguez (arrived at 2:15)  
Ms. Soledad Galvan  
Mr. Alex Frank Catucci  
Mr. Richard Sheldon  
Mr. Walt Phillips  
Ms. Suzanne Fabian (Alternate Member)

The following members were not present:  
Ms. Jane Ratcliff  
Ms. Mary Castillo

**AGENDA**

1. Call to Order

**Item #1:** The meeting was called to order at 2:02 p.m.

2. Public Comments

**Item #2:** Public comments were made by Mr. Adam Corrado regarding a proposed ridership study.

3. Discussion and action on the modification of the writing of the monthly minutes and how the public is able to view those minutes.

**Item #3:** Ms. Fabian makes comments regarding the preparation of the minutes of the meeting and provides samples of minutes from other boards and committees. Mr. Dominguez, Mr. Sheldon, Ms. Roberts commented and the general consensus was that they would like to see minutes prepared with more information. Ms. Roberts requested that the date of the minutes be placed on each page at the bottom.

4. Approval of the minutes of the February 19, 2008 and March 18, 2008 CAC Meetings.

**Item #4:** Comments made by Mr. Dominguez, Mr. Sheldon, Ms. Fabian, and Ms. Roberts regarding the minutes presented for approval for both February and March meetings, stating that minutes were getting better but still needed a little more information. Ms. Joyce Wilson made a comment to CAC members to perhaps agree to approve these 2 minutes of the meeting in question and move forward with the new

agreed upon format for future meetings including this meeting being held on April 15, 2008.

Motion made by Mr. Dominguez, seconded by Mr. Sheldon and unanimously carried to approve the minutes of the February 19, 2008 and March 18, 2008 subject to revisions provided by legal and with the condition that future minutes would contain more information.

5. Discussion and action on the CAC meeting sign-in sheets, dates and other operational matters relative to CAC meetings.

**Item #5:** Ms. Roberts makes the following recommendations: 1) that the date be placed on each page of the minutes, 2) sign in sheet be placed outside of the meeting room or at the receptionist desk before the meeting so that persons requesting to speak during the meeting can sign up before the meeting starts, 3) change the date of CAC meetings. Mr. Dominguez requests to change the meeting date to the 3<sup>rd</sup> Wednesday of every month so that MTDB members can attend. Mr. Erbe, Ms. Roberts, Ms. Dominguez and Mr. Sheldon discuss all possible days to change the meetings and the reason for doing so. The consensus of the committee is that the date should remain the same. No action was taken on this item.

6. Discussion and action on the nomination of Lawrence Harley as an alternate member to the CAC.

**Item #6:** Motion is made by Mr. Sheldon, seconded by Mr. Dominguez and unanimously carried to approve the nomination of Mr. Harley as an alternate member to the CAC.

7. Discussion and action on the nomination of Frank Lozano as an alternate member to the CAC.

**Item #7:** Motion is made by Mr. Dominguez, seconded by Mr. Sheldon and unanimously carried to postpone the approval of the nomination of Frank Lozano as an alternate member to the next scheduled CAC meeting to allow Mr. Lozano to provide CAC members with his resume.

8. Discussion on the update and results of the Northeast Wal-Mart issues involving sidewalks, curb cuts and ramp(s).

**Item #8:** Mr. Sheldon informs the committee of the results achieved regarding the sidewalks, curb cuts and ramps. He stated that Wal-Mart listened to the comments and recommendations for the above stated items and will begin working on implementing the work very soon in the future. He further thanks Sun Metro for their assistance in working together to achieve these changes. Mr. Erbe makes comments that this is a great accomplishment.

9. Presentation on Sun Metro's Automatic Vehicle Locator (AVL) system.

**Item #9:** A presentation of the AVL system is given by Sal Ochoa and Everett Esparza. Comments are provided by Mr. Dominguez, Mr. Phillips, Ms. Roberts, Ms. Fabian and Mr. Sheldon regarding their thoughts of the AVL system. Mr. Williams provides comments regarding the different functions of the AVL System.

10. Discussion and action regarding Sun Metro's press release on April 2, 2008 regarding the straps available to the public for securing wheelchairs on fixed route buses and the subsequent facility and operations tour of the paratransit scheduling facility.

**Item #10:** Mr. Sheldon gives a brief explanation on the press release held on April 2, 2008 at the Sun Metro Lift. He informs committee that they had a great turnout and that most of the members of Desert Adapt were present. He further comments that they were able to obtain a tour of the Lift Facility and were able to ask questions to the lift dispatchers. Ms. Roberts comments that she would like to see the monies from the New Freedom plan help pay for the wheelchair straps needed by disabled people in wheelchairs. Motion is made by Ms. Roberts, seconded by Mr. Dominguez and unanimously carried to set aside New Freedom funds to provide the straps at no cost to riders.

11. Discussion and action on Sun Metro's Passenger Assistance Service & Safety (PASS) Program.

**Item #11:** Mr. Joe Acosta, Sun Metro Safety Officer, addresses as the CAC regarding the PASS training program, which is 12 hours of ADA sensitivity training. He further states that classes were going to commence again sometime in late April, early May. Mr. Sheldon and Ms. Roberts offer a recommendation that perhaps PASS training classes can be administered at the different Police Regional Command Centers around town. Discussion was had regarding the training being provided by various groups. Mr. Acosta will look into changing the venues of the upcoming classes. Questions were raised with regard to the denial of service. Mr. Acosta states that FTA rules say that drivers are never suppose to question the disability. Mr. Dominguez comments that what he recommends is that whoever is being harassed, write down the bus number, the bus route and time and report the "abuse" through the complaint system. No action was taken on this item.

12. Discussion and action on the Sun Metro complaint process.

**Item #12:** Camille Salcido-Calderon gives a brief explanation on the complaint process. Ms. Roberts, Mr. Phillips, Mr. Sheldon, Mr. Dominguez and Mr. Catucci provide comments regarding their experiences with the information/complaint line. Ms. Roberts makes a recommendation that perhaps Sun Metro can explore a direct line designated only for complaints.

City Manager Joyce Wilson states that this at this time, the phone line is to provide information on bus routes, to take complaints and also for suggestions. She further states that she will have the Information Technology/Communications Department look at Sun Metro's phone system and possibly make a recommendation to alleviate this concern. No action was taken on this item.

13. Discussion and action on the timeline and update of the management plan for the FTA New Freedom and Job Access/Reverse Commute funding for the City of El Paso.

**Item #13:** Mr. Bunce informs committee that at the request of Mr. Omick, that this item be postponed to discuss at the next CAC meeting as Mr. Schenck is not available to provide information on this matter. No action was taken on this item.

14. Discussion and action on a challenge to Sun Metro management, Mass Transit Department Board and CAC members to “spend a day in our shoes” and use public transportation in a manual wheelchair (e.g., *to run typical errands [doctor and groceries] with a CAC member/alternate as their personal assistant, with equal guidelines [ex: only have \$5 in pocket for bus and lunch, spend at least 4 hours in this challenge etc]*). And to report experiences at a CAC meeting.

**Item #14:** Ms. Roberts indicates that several of the MTDB members have expressed an interest in taking on the challenge by the CAC members. Discussion was had with regard to the goal of such a project and Mr. Sheldon explains that it is a type of sensitivity training. Mr. Dominguez, Ms. Roberts, Mr. Sheldon and Ms. Fabian agree that they together will come up with a better plan to carry this challenge out and come back to the CAC with that information. No action was taken on this item.

14. Discussion on items from the last Mass Transit Department Board Meeting held on April 8, 2008.

**Item #15:** Motion made by Mr. Dominguez, seconded by Mr. Erbe and unanimously approved to postpone this item to discuss at the next CAC meeting.

15. Discussion on items planned for the next Mass Transit Department Board Meeting.

**Item #16:** Motion made by Mr. Dominguez, seconded by Mr. Erbe and unanimously approved to postpone this item to the next CAC meeting.

17. Director’s Report on operations, maintenance, fleet, and service.

- a. On-Time Performance Report;
- b. Road Calls;
- c. Customer Service Report;
- d. Fleet Replacement Status;
- e. Public Relations Briefing; and
- f. Transit Terminal Update.

**Item #17:** Motion made by Mr. Dominguez, seconded by Mr. Erbe and unanimously approved to postpone this item to the next CAC meeting.

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Motion made by Ms. Roberts, seconded by Mr. Sheldon and unanimously approved to adjourn this meeting at 4:25 p.m.

Approved as to form:

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Department Head/Board Secretary