

CITIZENS ADVISORY COMMITTEE  
OF THE MASS TRANSIT DEPARTMENT BOARD  
MEETING MINUTES  
700 A-SAN FRANCISCO CONFERENCE ROOM  
April 21, 2009  
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 2:17 p.m. Committee Chair Mr. Richard Sheldon present and presiding and the following Committee Members answered roll call:

Mr. Richard Sheldon  
Ms. Robin Roberts (left at 3:00 p.m.)  
Ms. Jane Ratcliff  
Mr. Alexander Catucci  
Mr. Troy Hicks  
Mr. Walt Phillips (not present)  
Ms. Amy Lechuga (not present)  
Mr. Ernesto Dominguez (not present)  
Mr. Lawrence Harley (Alternate – not present)  
Raul Zamarripa (Alternate- not present)

Agenda

1. Call to order.

**Item 1:** The meeting was called to order at 2:17 p.m.

2. Public Comments

**Item 2:** Ms. Jane Ratcliff made a comment as to why her item for the CAC agenda had not made it onto the actual agenda. Mr. Sheldon informed he did not receive said item. No further discussion on this matter was allowed. Ms. Ratcliff went on to comment regarding the public art that was presented by MCAD during a meeting previously held. She expressed her dislike for the art.

3. Approval of the minutes of the CAC meeting of March 17, 2009.

**Item 3:** Mr. Frank Catucci made a motion to approve the minutes of March 17, 2009, seconded by Ms. Jane Ratcliff, **with the exception** to correct the language on the meetings to display that on item #3, "item #3 was inadvertently skipped and then notated later after item #10. Moved as amended. All in favor.

4. Discussion and action on implementation of By-Laws for CAC. (Assistant City Attorney –Cynthia Osborn)

**Item 4:** Cynthia Osborn stated that that this was a committee run activity and will be an ongoing agenda item and will be up for discussion until the members no longer wish to pursue this item. This is open for discussion at anytime. Ms. Roberts suggested that

Chair –Richard Sheldon should set up a date for the subcommittee to meet before the next CAC meeting. No further action taken.

5. Discussion and action on permitting and choosing a date for Citizen’s Advisory Committee members to participate in the sensitivity training provided to Coach Operators. (CAC – Richard Sheldon – item postponed from last CAC meeting).

**Item 5:** After several comments were made by different CAC members, Mr. Troy Hicks suggested that perhaps because of time and space constraints, the Chair only be allowed to attend the mandatory PASS training that is conducted once a year wherein all Coach Operators, supervisors, administration, etc. are required to attend.

6. Presentation and update on the following transit centers: (Jay Banasiak – Director of Sun Metro)

- a) Downtown Transfer Center;
- b) Westside Transfer Center;
- c) Glory Road Transfer Center;
- d) Mission Valley Transfer Center; and,
- e) Northeast Transfer Center.

**Item 6:** Mr. Banasiak briefly gave a timeline for the estimated completion dates for each terminal. Ms. Roberts asked whether public art would be included in each of the centers and if so, she would like to make it a process where presentations are made to the CAC for their input regarding what types of public art are being considered. Mr. Hicks would like to have an update on a Far East Side Transfer Center as one did not appear on the list above. Other comments regarding the SMART 101 were brought up regarding the summer schedule and whether the routes would be decreased because the buses were not full at all times during the week and perhaps causing waste in routes. Mr. Banasiak stated that he would see if presentations regarding public art would be possible to have at one of the next CAC meetings. He also stated that he would try to obtain an answer for Mr. Hicks regarding the Far Eastside Transfer Center and lastly, would see about decreasing service for the SMART 101 when buses were not full.

7. Discussion and action on the proposed name for the Northeast Transfer Center. (Jay Banasiak – Director of Sun Metro).

**Item 7:** This item was deleted due to wrong name for transfer center.

8. Presentation of the Good Job/Employee Rewards Program. (Jay Banasiak – Director of Sun Metro)

**Item 8:** Mr. Banasiak introduced Carlos Ramirez, Lead Human Resource Analyst, who gave a brief explanation of this program. Mr. Ramirez went on to explain that the Assistant Directors contribute a small amount of money every month and present two Wal-Mart Gift Cards to two deserving and nominated employees who have gone above and beyond the call of service. He went on to read a few of the good job slips previously submitted as examples of the types of accomplishments for which employees have been nominated in the past.

9. Director's report on:

- 9a. Milestones for Calendar Year 2009;
- 9b. Operations to include 2009 On-Time Report and Missed Service Report Comparison for FY2006-FY2009.
- 9c. Customer Service Reports for Fixed Route and Paratransit;
- 9d. Maintenance Reports to include Road Calls reported for all units, for 91's, 93's, and 400's and for 600's for (March 2009);
- 9e. Key Performance Indicators including Farebox Recovery Factors System Infor, Bus Operations and Paratransit.

**Item #9:** Copies of the Director's Report were made available to all CAC members. Mr. Banasiak and each of the Assistant Directors briefly discussed certain items. Some of the CAC members commented.

Meeting adjourned at 3:20 p.m.

Approved as to form:

  
Department Head/Board Secretary