

CITIZENS ADVISORY COMMITTEE (CAC)  
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
APRIL 21, 2015

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:04p.m. The following Committee Members answered to roll call:

	<u>Present</u>	<u>Absent</u>
MO – vacant		
D1 – Donald G. Pearson, Chair	P	
D2 – Karen LeMaster	P	
D3 – Everardo Sanchez	P	
D4 – vacant		
D5 – Aziz Afravi		A
D6 – vacant		
D7 – vacant		
D8 – Leah M. Wood	P	
ALT – Rebecca Hernandez	P	
ALT – Mark C. Steele	P	
ALT – J. David Abernathy	P	
2. **Public comment.** John Eger commented on new member appointments.
3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on March 17, 2015. Leah Wood moved to approve the minutes as presented. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously.
4. **Update on CAC Roster.** Maria Aceves mentioned that David Abernathy was successfully appointed by Mass Transit Board on April 14 and that 4 vacancies still exist. No action taken.
5. **Discussion on recommendation for placement of bus benches and canopies at the Outlet Shops and also Lincoln Park.** Everett Esparza explained that bus shelter enhancements are under way throughout the city. Mentioned this item was addressed at today’s City Council meeting, and implementation of modifications has begun. Mentioned that new bus stops for the Outlet Shoppes have been identified by the property owners to go around the perimeter of the mall and that no bus service will be permitted inside the mall parking lot area to avoid traffic congestion. Mentioned that Sun Metro will install signage informing passengers where the new pick-up and drop-off locations have moved to. Explained that Lincoln Park is located under the interstate bridge and that it is already shaded by the bridge and surrounding trees. Explained that ridership for Lincoln Park unfortunately does not merit the addition of a bus shelter at this time. Explained that the signage requested for Sunland Park Plaza was installed and is now in place. No action taken.
6. **Presentation on “Don’t Gamble With Your Life – NO DUI.”** Raul Escobedo mentioned that press conference on April 14 kicked-off NO DUI campaign. Mentioned that Sun City Cab will provide the rides and bill Sun Metro at a rate of \$25/trip. Explained that service will be provided county-wide but must be initiated within city limits. Handout provided. No action taken.
7. **Presentation and discussion on a “No Transfer” policy.** Raul Escobedo mentioned that Sun Metro is considering eliminating transfers on Fixed Route in FY16 due to ongoing problems with misuse of transfers by passengers and inconsistency of enforcement by drivers. Explained that after extensive review, Sun Metro would like to transition into a “pay as you board” policy. Mentioned that daily, weekly and monthly passes will be promoted as savings option. Jay Banasiak vetted the idea of “pay as you board” and the committee agreed that freeing drivers from

having to worry about fare enforcement would create a more passenger friendly experience. No action taken.

8. **Presentation and discussion on Veterans/Military fare policy.** Raul Escobedo mentioned that City Council asked for this item. Mentioned providing free service to Veterans would set precedence for other groups/organizations and the financial impact would be significant, estimated loss of revenue \$175K/year. Explained that offering \$1.00 Military fare to all active duty, reservists, and prior service members would be more cost-efficient, and the committee agreed that the financial impact to Sun Metro would be less severe. General discussion about the needs of the local Veteran population, offering as much assistance as possible and where possible, sharing fare information with local Veteran resource centers, and possibly exploring LIFT eligibility/qualification for disabled Veterans as an option to ride Fixed Route at no charge. Additional information will be provided in future meetings. No action taken.
9. **Presentation and discussion on Free Summer Youth Program.** Raul Escobedo mentioned that City Council asked for this item to be introduced this summer. Sun Metro has proposed the guidelines for implementation and is working with United Way to assess participating agencies and groups. Explained that summer passes would be paid by the participating agencies/groups for students enrolled in summer programs. Mentioned estimated loss of revenue \$5K for summer months. Explained that pilot program will have to be approved by City Council. No action taken.
10. **Discussion and update on the monthly Paratransit Advisory Committee meeting.** Julio Perez mentioned that the PAC did not meet this month, and made two announcements: (1) the real time project officially started, mentioned could be 5-6 months to complete the project; and (2) the LIFT has been involved in meetings with City IT for tweaking technology and phone issues such as hold announcements and history logs. No action taken.
11. **Monthly Report on LIFT Services for period ending March 2015.** Rafael Fernandez provided monthly statistics report for LIFT. Mentioned that recent driver turn-around has impacted statistics. Mentioned impact on revenue miles is due to unexpected road calls and mechanical breakdowns. Mentioned vehicle maintenance peaked this month, not a usual trend but will decrease with preventive maintenance performed on new vehicles. No action taken.
12. **Director's Report for period ending March 2015.**
  - A. **Monthly Customer Service Report for Fixed Route.** George Myers provided monthly statistics report. Mentioned there was an increase in customer complaints, mostly about the passing up customers and decreased service to Chihuahua ball games. Lloyd Williams explained that information regarding detours and construction sites is not reaching all the drivers and Operations will re-implement Employee Newsletter for getting the word out; also explained that parking downtown has gotten better so folks are driving to the ball games versus using Sun Metro Park and Ride services compared to last season. No action taken.
  - B. **Monthly Ridership and Operations Report for Fixed Route.** Raul Escobedo provided monthly revenue statistics. Mentioned that ridership seems to have plateaued for last couple of months. Mentioned increase in collisions impacted by inexperienced drivers and explained that Sun Metro extended behind the wheel training from 8 weeks to 12 weeks before they get on the road. Mentioned that once the real time upgrades and amenities at transfer centers are completed, ridership should increase again. No action taken.
13. **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. Update on the route for The Fountains shopping center

Chair asked for motion to adjourn the meeting at 3:18pm. Leah Wood so moved. Seconded by Karen LeMaster. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK  
Department Head/Board Secretary