

CITIZENS ADVISORY COMMITTEE  
OF THE MASS TRANSIT DEPARTMENT BOARD  
MEETING MINUTES  
700 A-SAN FRANCISCO CONFERENCE ROOM  
MAY 20, 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 2:03 p.m. Committee Chair Ms. Robin Roberts present and presiding and the following Committee Members answered roll call:

Ms. Mary Castillo  
Mrs. Soledad Galvan  
Mr. Ernst Erbe  
Ms. Jane Ratcliff (arrived at 2:05)  
Mr. Walt Phillips  
Mr. Ernesto Dominguez  
Mr. Lawrence Harley (Alternate Member)

The following members were not present:

Mr. Robert Sheldon  
Ms. Suzanne Fabian (Alternate Member)  
Mr. Alexander Catucci

Agenda

1. Call to order.

**Item 1:** The meeting was called to order at 2:03 p.m.

2. Public Comments

**Item 2:** The following members of the public commented:

- Mr. Copenbarger;
- Christian Torres
- Martha Maldonado
- M. A. Saucedo
- Ray Frias
- Ruperta Urena

3. Approval of the minutes of the April 15, 2008 CAC Meeting.

**Item 3:** Ms. Roberts reminded staff to place the date on the bottom of each page of future minutes. Motion made by Mary Castillo seconded by Jane Ratcliff to approve the minutes of the April 15, 2008 CAC Meeting. Unanimously approved

4. Introduction of Ms. Jane Shang, the City of El Paso's new Deputy City Manager for Mobility and Transportation.

**Item 4:** Ms. Shang introduced herself and commented about making this area less car dependent and also suggested that her telephone number and email address be added to the minutes: [Shang,J1@elpasotexas.gov](mailto:Shang,J1@elpasotexas.gov) and phone 541-4686.

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

**Item 5:** Motion made by Mr. Phillips, seconded by Mr. Dominguez and unanimously carried to table this item.

6. Discussion and action on the City of El Paso's ADA Transition Plan, including specifically those portions of the plan regarding Sun Metro and transit services.

**Item 6:** As the City's ADA Coordinator was unable to attend this CAC meeting, Mr. Dominguez made a motion to table this item to next month's meeting, seconded by Ms. Castillo. Unanimously approved.

7. Discussion and action on sun Metro's proposed management plan for Section 5316 and 5317 transit funds (including a written executive summary with priorities and a timeline from now through procurement).

**Item 7:** Norman Schenck Assistant Director for Paratransit provided an overview of the draft of the program management plan for New Freedom and JARC Programs. He also provided hand-outs. No action was taken on this item.

8. Discussion and action on the CAC's proposed Sensitivity Challenge for the CAC, the MTDB and Sun Metro staff.

**Item 8:** As Ms. Fabian was unable to attend this CAC meeting, a motion was made by Jane Ratcliff to table this item to the next meeting and seconded by Mary Castillo. Unanimously approved.

9. Discussion and action on repairs needed at Sun Metro's North Park Mall facility.

**Item 9:** Jane Ratcliff had questions on the North Park facility. Jerry Davis, Sun Metro's Building Maintenance Manager provided updated information in regards to pavement being on hold due to funding. He also noted that the lighting and security issues have been addressed. Lisa Ramirez, Sun Metro's Transit Planning and Program Coordinator also stated that interest letters have been sent out to the owner about purchasing North Park Mall for the building of a new terminal. No action was taken on this item.

10. Discussion and action on formatting and discrepancies in the Director's Report.

**Item 10:** As Mr. Sheldon was unable to attend this CAC meeting, a motion was made by Mary Castillo to table this item seconded by Ernesto Dominguez. Unanimously approved.

11. Discussion and action on Sun Metro's complaint process and procedures for follow up for customer call-in complaints.

**Item 11:** Lynly Leeper, Sun Metro's Assistant Director for Development stated that all customer service forms have a reference number assigned, these reports

are sent within 24 hours to the designated department that will handle such complaint and such department has 72 hours to report back to customer service department. Sun Metro will provide periodic updates and will research adding information to the City 15 Channel.

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

**Item 12:** Despite Mr. Lozano being unable to attend this CAC meeting, a motion was made by Ernesto Dominguez to nominate Mr. Lozano as an alternate member seconded by Mary Castillo. Unanimously approved.

13. Discussion and action on the continuation of Sun Metro's PASS training program.

**Item 13:** Jesse Manzanares, Sun Metro's Safety Specialist stated that there continue to be classes on Fridays to train drivers on different topics of safety and sensitivity.

14. Discussion on items from the last Mass Transit Department Board Meetings held on April 8, 2008 [item postponed from the CAC meeting of April 15, 2008] and May 13, 2008.

**Item 14:** This item was taken with Item 16.

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

**Item 14:** Mr. Omick stated that as of today, there are only a few procurement items scheduled for the next MTDB meeting.

16. 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.

**Items 14 and 16:** Updates were provided on the various topics, identified above and copies of Director's Reports were provided.

Motion made by Ms. Jane Ratcliff, seconded by Ernesto Dominguez, and unanimously carried to adjourn this meeting at 4:20 p.m.

Approved as to form:

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Department Head/Board Secretary

