

CITIZENS ADVISORY COMMITTEE (CAC)  
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
MAY 20, 2014

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:18p.m. The following Committee Members answered to roll call:
- |                                    | <u>Present</u> | <u>Absent</u> |
|------------------------------------|----------------|---------------|
| MO – vacant                        |                |               |
| D1 – Donald G. Pearson, Vice-Chair | P              |               |
| D2 – vacant                        |                |               |
| D3 – Everardo Sanchez              | P              |               |
| D4 – John Eger                     | P              |               |
| D5 – Aziz Afravi                   | P              |               |
| D6 – vacant                        |                |               |
| D7 – Ben Foster                    | P              |               |
| D8 – Leah M. Osborne, Chair        | P              |               |
| ALT – vacant                       |                |               |
| ALT – vacant                       |                |               |
| ALT – vacant                       |                |               |
2. **Public comment.** None.
3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on April 15, 2014. Ben Foster moved to approve the minutes as presented. Seconded by John Eger. All in favor; none opposed; motion passes unanimously.
4. **Discussion and action on nominations for existing CAC vacancies.** Current roster was provided. Mentioned that 5 individuals reached out to staff and Chair in the past month to express an interest in serving on the CAC. An attempt was made to invite the interested individuals to today’s meeting; and 1 was present. Chair asked for nominations. John Eger nominated Julie Goosens to be appointed as an Alternate. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously. The recommendation will go to Mass Transit Board for approval in June. No other nominations were made at this time.
5. **Continuation of items postponed from last month’s meeting in lieu of TOC Tour.**
- A. Item 8: Discussion and update on Information Display Boards at the Eastside Transfer Center.** Members mentioned that routes 7, 25 and 63 were not showing, and that there is an embedded error message right in the middle of the screen. Sal Ochoa from IT confirmed that the display boards had been repaired and that all route information was now updated and displaying correctly, and encouraged feedback from customers so that we can address items that need to be corrected. Don Pearson confirmed that display boards are working properly. No action taken.
- B. Item 9: Discussion and update on 533# Complain Line and how to identify LIFT incidents separate from Fixed route incidents.** George Myers mentioned that installation of new phone system includes software upgrade for automated service attendant, which includes features for prompts to direct the caller to the appropriate staff, announcements for number of callers, expected hold times and options for

Spanish speaking callers. Mentioned that the upgrade has streamlined the complaint process and improved the caller experience over all. Jeanie Chrisman mentioned that LIFT Management was included in meetings with Customer Service for making suggestions and providing feedback relevant to LIFT passenger experience, and also assisted with training for customer service staff. No action taken.

6. **Discussion and action on amended Title VI policies relevant to the Federal Transit Administration (FTA) guidelines, including plan for public outreach, for recommendation to the Mass Transit Board in June 2014.** Angelica Bryant provided a presentation highlighting main topics of interest for Title VI policies. Mentioned that public outreach meetings were successful, and all feedback (public outreach and web comments) were incorporated into the final report. Mentioned that final report would be presented to Mass Transit Board for approval in June. Brief discussion about correcting the ethnicity data to reflect current member status. Chair motioned for approval to recommend Title VI policies to the Mass Transit Board. Ben Foster moved to approve the Title VI policies with edits to the ethnicity data for recommendation to the Mass Transit Board. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously.
7. **Discussion and update for recommended service to The Fountains Shopping Center.** Everett Esparza provided design concept for proposed bus service to The Fountains. Mentioned that Sun Metro is waiting for approval from management team for moving forward. Jeanie Chrisman mentioned that the LIFT already has 5 stops within the mall area located at USAA, Best Buy, Nordstrom, Twin Peaks and Cona Grill. No action taken.
8. **Discussion and recommendation for service enhancements on Route #14 to extend to Sunland Park Plaza.** Everett Esparza mentioned that Routes #13 and #20 already service the Plaza area, and that changes to the #14 are only possible during the next service modifications scheduled for September. Chair recommended that staff continue analysis of Route #14 and provide findings in a future meeting. No action taken.
9. **Monthly update on LIFT Services [MV Transportation] for period ending April 2014, to include the following topics:**
  - A. **Paratransit Advisory Committee [PAC] meeting.** Julio Perez mentioned that the PAC is compiled of 9 members, 7 of which are currently serving, that the last meeting was very positive, and that the three main focus items include: (1) full fare enforcement, (2) making sure buses are fully functional (i.e., working a/c), and (3) enforcing 5-minute wait times. Jeanie Chrisman mentioned that the purchase of new buses will eliminate #2. Brief discussion about PAC roles and responsibilities and how PAC is associated with CAC. Julio Perez provided clarification by stating that the PAC was created to solely focus on specific LIFT passengers concerns and gathering feedback for implementing service improvements specific to the LIFT. Mentioned that the PAC is a separate committee from the CAC, but that occasionally they may bring recommendations to the CAC for approval and recommendation to the Mass Transit Board. No action taken.
  - B. **TTI Review for Paratransit Services.** Jeanie Chrisman mentioned that at the Mass Transit Board meeting of March 11, 2014, City Council directed staff to conduct a formal review of paratransit services. Mentioned that data extracts from Trapeze are being compiled, and review is expected to be complete within 30-60 days.

Mentioned that the final report will be presented to Mass Transit Board in the near future. No action taken.

- C. Accessibility meeting with Deputy City Manager Jane Shang.** Jeanie Chrisman mentioned that the minutes for the accessibility meeting will be provided upon request. No action taken.
- D. Summary of LIFT passenger concerns at last WTEP meeting.** Julio Perez mentioned that main focus was to gather feedback for LIFT service improvements. Mentioned that all recommendations will be considered and feedback will be incorporated into future PAC meetings. No action taken.
- E. Continuation of items postponed from last month's meeting, to include statistics for current period ending April 2014.** Jeanie Chrisman provided a presentation covering statistics for March and April 2014. No action taken.
  - i. Update on presentation to Mass Transit Board in response to staff directive.** Mentioned that the LIFT continues to work with dialysis providers to improve wait times for patients. Mentioned that two full-time schedulers have been added to provide 24/7 coverage. Mentioned that MV El Paso has been awarded Regional Safety Award for 4<sup>th</sup> Qtr competition, and again won the 1<sup>st</sup> Qtr competition for current fiscal year. Mentioned that Passenger Advisory Committee (PAC) had its first meeting on May 1, 2014 and will continue to provide updates to MTB.
  - ii. UTEP service routes.** Geo coding for UTEP stops has been completed. Will remove item from future agendas.
  - iii. Modification of 4<sup>th</sup> step.** Installation on 18 buses has been completed to date, and there are 16 more to go.
  - iv. Trapeze software enhancements.** Software upgrades and staff training have been completed. Will remove item from future agendas.
  - v. Purchase and delivery of new buses.** Confirmed delivery of 13 buses out of 25, with 2 more arriving this week.
  - vi. Phone system and list of new phone numbers.** Systems in place, staff training has been completed, and passengers have reported that their call-in experience has improved. Most are happy with the automated features. Will remove item from future agendas.
  - vii. Passenger ride times.** Discussion about dispatchers being very polite and courteous when assisting to resolve issues. Mentioned that ETA staff person was added to monitor wait times, and as a result wait times have been reduced by 70%. Mentioned that pick-ups scheduled between 12am-4am are transferred to Sun City Cab. New LIFT slogan is "no one is left stranded." Will remove item from future agendas.

#### **10. Director's Report.**

- A. Continuation of items postponed from last month's meeting, to include statistics for current period ending April 2014**
  - i. Monthly Customer Service Report for Paratransit Services.** Statistics were provided by Julio Perez as part of Item 9. Will remove item from Director's report moving forward.

- ii. **Monthly Customer Service Report for Fixed Route.** Monthly statistics through end of April 2014 were provided by George Myers. General discussion on specific categories identified by committee, with details provided on said inquiries. Eddie Sanchez commended both Fixed Route and the LIFT for continuing to provide excellent service in the midst of all the detours throughout the city. No action taken.
- iii. **Monthly Ridership and Operations Report.** Jay Banasiak provided presentation for revenue statistics through end of March 2014. Mentioned that 1.5 Safety Campaign continues to be reinforced. Mentioned that staff is compiling statistics for service to baseball games and more information will be provided in future meetings. No action taken.

**B. Update on move to TOC facility on Montana and list of new phone numbers.** Handout with new phone numbers provided. No action taken.

**C. Presentation on the Texas Transit Association's [TTA] Award to Sun Metro as the "Outstanding Metropolitan Transit System of the Year."** Jay Banasiak provided presentation highlighting award bestowed to Sun Metro for most improved system for 2014. No action taken.

**11. 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 updates on the following items be added to the next meeting's agenda:

- A. Current member listing (updated roster)
- B. Proposed service to Sun Park Plaza (route #14)
- C. Paratransit Advisory Committee meeting
- D. Service to UTEP Miner Hall
- E. Modification of 4<sup>th</sup> step
- F. Purchase and delivery of new buses
- G. Mesa BRIO project
- H. Bike education, to include public outreach, safety awareness campaign, and driver training program

Chair asked for motion to adjourn the meeting at 3:50pm. Leah Osborne so moved. Seconded by Lee Frederick. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK  
Department Head/Board Secretary