

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
JUNE 19, 2012

MEETING MINUTES

- 1. Call to Order and Roll Call.** Meeting was called to order at 2:06p.m. The following Committee Members answered to roll call:

	<u>Present</u>	<u>Absent</u>
MO – Lawrence Harley, Vice-Chair	P	
D1 – Donald G. Pearson	P	
D2 – Lee Frederick	P	
D3 – Everardo Sanchez	P	
D4 – Daniel Crumby	P	
D5 – vacant		
D6 – vacant		
D7 – W. Burns Taylor	P	
D8 – Leah M. Osborne, Chair	P	
ALT – Aziz Afravi		A
ALT – vacant		
ALT – vacant		

2. Public comment.

- a. Henry Schmidt, constituent commented on service at various locations citywide.
- b. Kevin Bowes, Ready One Industries Employment Recruiter commented on service improvements for his employees.

- 3. Approval of minutes of last meeting.** Chair motioned for approval of the minutes for the last meeting on May 14, 2012. W. Burns Taylor moved to approve minutes as presented. Seconded by Leah Osborne. All in favor, none opposed, and motion passes unanimously.

- 4. Welcome new board member appointed by Mass Transit Department Board on June 12, 2012.** Lee Frederick was appointed to by Rep. Susie Byrd (District 2). No action taken.

- 5. Discussion and update on BRIO Branding final design and color scheme.** Savannah Leeper provided presentation of the two concepts for BRIO design and color scheme provided by Concussion. Mentioned that Sun Metro has asked for one more option for further review, so Concussion will go back to drawing board to implement said feedback. Mentioned that Concussion is still looking into audio announcement feature for the visually impaired. Additional information will be provided in the July meeting. No action taken.

6. Discussion and update on Transit Management and LIFT Services contract awards.

Jay Banasiak reported that the incumbent First Transit was awarded the management services contract for Fixed Route Operations and MV Transportation was awarded the services contract for the LIFT/Paratransit Operations. Mentioned that both contracts are effective on November 11, 2012 for 5 years with 1 option to extend for an additional 2 years. Mentioned that it's business as usual within Fixed Route Operations. Mentioned that the City will continue to oversee the building, vehicles and software services for the LIFT, and all other services will be contracted by MV Transportation. Mentioned that Julio Perez will serve the contract compliance liaison between the City and MV Transportation moving

forward. Mr. Perez mentioned that he will continue to use this forum for feedback and recommendations for service improvements moving forward. No action taken.

7. Director's Report.

A. Monthly Customer Service Reports for Fixed Route and Paratransit. Robert Dominguez provided monthly update on statistics through April. General discussion on categories identified and details provided on specific inquiries. Mentioned that all incidents are investigated by management and tracked to completion. No action taken.

B. Managing For Results (MFR) budget preparation for upcoming fiscal year. Jay Banasiak provided presentation on new system that City Manager wants to implement for managing budget measures. Mentioned that Sun Metro and General Services are first two departments to participate in the pilot program. Mentioned that staff has completed training and preparation for implementing the new system. Mentioned that goal of new system is to provide tax payers greater transparency of the City's budget. No action taken.

C. Performance Indicators YTD for period ending April 30, 2012. Jay Banasiak provided presentation for current statistics. Mentioned that new Trapeze software will help to better gauge service measures. Mentioned that category for missed reports will no longer include buses not in service and off scheduled route. Mentioned that measures and compliance for LIFT (under new contract) will continue to be monitored by Julio Perez under the Sun Metro umbrella. Mentioned that verification process for LIFT applications is currently being reviewed; certifications may have to come by way of a physician's office as a rule of thumb; additional information will be provided once determination is made. No action taken.

8. 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 Vice-Chair requested that the concerns voiced during public comment be addressed as an agenda item at the next meeting. No other items brought forward by the committee.

Vice-Chair asked for motion to adjourn the meeting at 3:55pm. W. Burns Taylor so moved. Seconded by Daniel Crumby. All in favor, none opposed, and motion passes unanimously.

Approved by:



Department Head/Board Secretary