

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
JUNE 21, 2016

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:06PM. The following Committee Members answered to roll call:
- | | <u>Present</u> | <u>Absent</u> |
|------------------------------|----------------|---------------|
| MO – vacant | | |
| D1 – Don Pearson | P | |
| D2 – vacant | | |
| D3 – Everardo Sanchez | P | |
| D4 – Rebecca Hernandez | | A |
| D5 – Aziz Afravi | P | |
| D6 – Oscar Lozoya | | A |
| D7 – Noemi Rojas, Vice-Chair | P | |
| D8 – Leah M. Wood, Chair | P | |
| ALT – Mark C. Steele | P | |
| 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 June 21, 2016. Don Pearson moved to approve the minutes as presented. Seconded by Mark Steele. All in favor; none opposed; motion passes unanimously.
4. **Update on Member Roster.** Maria Aceves provided updated member roster. Mentioned that Mass Transit Board appointed Rebecca Hernandez to District 4. General discussion about existing vacancies and how to reach out to fellow community advocates for serving. No action taken.
5. **Update on Veteran’s Fare Program.** Raul Escobedo provided details of previous meetings between Sun Metro and the various agencies that provide Veterans Services. Mentioned that Sun Metro will issue passenger ID’s but will defer to the agencies for determining program eligibility on a case-by-case basis. General discussion about the need to provide non-medical transit needs to Veterans looking for employment and travelling to and from other community resource agencies. Mentioned that future meetings are necessary for finalizing the specifics. Mentioned that additional information will be provided in future meetings. No action taken.
6. **Update on ridership for I-10 Mitigation Plan.** Claudia Garcia provided the weekly ridership report since inception of the mitigation routes implemented to alleviate Westside traffic. Mentioned that ridership increased by 91% from week one to present date. Mentioned that drivers are getting lots of passenger feedback and comments which results in implementing service improvements. Mentioned that next service modification period is scheduled for November 2016. Mentioned there is no demographic for passenger age groups and will consider including this data moving forward. Updates will continue to be provided in future meetings. No action taken.
7. **Update on Lost & Found process for recovering items.** George Myers provided a presentation outlining the steps for recovering items. Mentioned that every single item is logged into the system for tracking purposes. Mentioned that unrecovered items go to both City Property Control for proper handling or Environmental Services for proper destruction; and that canned food and boxed perishables are delivered to local food banks. No action taken.

8. **Discussion on the request for Sun Metro to consider placing canopies over concession vendor and picnic tables at the Eastside Terminal.** Everett Esparza provided update for ongoing project to install shade and additional seating areas for Sun Metro passengers at various locations throughout the city. Mentioned that all modifications to transfer centers will be unique to each location but all will meet ADA standards, and goal is for all to have shade. No action taken.
9. **Discussion and update on monthly Paratransit Advisory Committee [PAC] meeting.** Alex Arrieta provided PAC meeting updated. Mentioned that main subject was MV working to improve internal Customer Service experience. Mentioned that quarterly training will be provided to all staff, and that a final exam will have to be passed for measuring skill-level and forward progress. Mentioned that scheduling software is going live soon. Mentioned that final topic discussed was how to improve shared-ride system, which MV is consistently striving to alleviate long ride times to improve passenger experience. Julio Perez announced that First Annual Accessibility Summit will take place downtown on June 25; and Quarterly meeting with Mayor Leeser on June 23 is open to all citizens and provides informal round table forum for addressing community concerns. Marvin Foust, Legal Counsel advised that quorum cannot take place at any public meeting without proper notification/posting. Alex Arrieta concluded that the major concentration areas for MV continue to be Safety, On-time Service and Customer Service. Mentioned that New Passenger Orientation Sessions will be provided to all new passengers along with the Rider's Guide, and that Orientation will also be available to all existing customers as a recorded message with the option to speak to a live person for answering questions. Explained that regarding long ride times, no one customer has scheduling priority over other customers, regardless of circumstances, as MV cannot discriminate against or favor any one particular customer. No action taken.
10. **Monthly Report on LIFT Services for period ending April 30, (correction: May 31) 2016.** Alex Arrieta provided monthly statistics report. Mentioned data includes number for Sun City Cab, VIBA and JARC. Explained that anything a bus comes in contact with is reported as a collision. Maria Aceves mentioned there was an error in the reporting period on the previous agenda and requested correcting the error. Chair motioned for approval to correct Item 10 to reflect reporting period ending May 31, 2016. Noemi Rojas moved to approve the reporting period on the previous agenda. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously.
11. **Director's Report for period ending May 2016**
 - A. **Monthly Customer Service Report for Fixed Route.** George Myers provided monthly statistics report for Fixed Route. Mentioned that categories for Incidents and Inquiries were high due to Westside construction issues. Mentioned that moving forward these numbers would be reported separately. Mentioned driver commendations increased and reports made by drivers also improved. No action taken.
 - B. **Monthly Ridership and Operations Report for Fixed Route.** Raul Escobedo provided monthly revenue statistics. Mentioned that low fuel prices plus city-wide construction continues to impact ridership as well as farebox recovery. Explained that stats impacted by heavy construction areas and I-10 closure will be excluded from revenue report. Mentioned that with increased traffic congestion, accident rate also increases; and the hotter weather causes passengers to suffer from heat exhaustion. Mentioned that a large population of citizens, mostly elderly, seeks the climate controlled (air-conditioned) environment of transfer centers to stay out of the heat. No action taken.
12. **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 ridership for survey for I-10 Mitigation Plan
- B. Update on Streetcar progress
- C. Update on survey for bus stop (inbound) at Alameda and Clark
- D. Update on BRIO for remaining corridors

Chair asked for motion to adjourn the meeting at 3:21PM. Eddie Sanchez so moved. Seconded by Don Pearson. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ Jay Barasiak

Department Head/Board Secretary