

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
JULY 15, 2014

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:05p.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 | | A |
| D4 – John Eger | P | |
| D5 – Aziz Afravi | P | |
| D6 – vacant | | |
| D7 – vacant | | |
| D8 – Leah M. Osborne, Chair | P | |
| ALT – Julie Goosens | P | |
| ALT – Karen LeMaster | P | |
| ALT – Rebecca Hernandez | P | |
2. **Public comment.** None.
3. **Introduction and Welcome new members.** Chair mentioned that two Alternate appointments to the CAC (Karen LeMaster and Rebecca Hernandez) were approved by the Mass Transit Board on June 10, 2014. Mentioned that terms are for two years, expiring in November 2016. No action taken.
4. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on June 24, 2014. Aziz Afravi moved to approve the minutes as presented. Seconded by John Eger. All in favor; none opposed; motion passes unanimously.
5. **Discussion on analysis for Route #14 service extension to Sunland park Plaza.** Everett Esparza mentioned that the route analysis for #14 was completed. Mentioned that Sun Metro Director Jay Banasiak decided it's not a good idea to make additional modifications to Route #14 before Mesa BRIO goes into effect. Mentioned that data for Mesa BRIO will be considered during next service modifications projected for January 2015; and then Sun Metro will have gathered enough data to make a decision on whether or not to implement service extensions to Route #14. No action taken.
6. **Discussion on tinting windows for all LIFT buses.** Kevin Bunce explained that the window tint on LIFT buses is not applied film but rather manufactured into the glass panels. Explained that the bus manufacturer selects the glass manufacturer of their choice, and Sun Metro is not part of that selection. Explained that the tint is already at the darkest level that the particular manufacturer makes; and further explained that having to retrofit all windows with glass made by another manufacturer would be (1) very expensive, (2) not within budget at this time, and (3) not guaranteed to fit properly on the existing buses. Brief discussion about glass specifications for fixed route buses. Explained that it's a different manufacturer so can't compare apples to oranges. No resolution reached. No action taken.

7. **Discussion and update on Shelter Enhancements Project.** Everett Esparza mentioned that project began Phase IV last week. Mentioned that in preparation for upcoming RTS service, the infrastructure for a total of 100 shelters is being laid, with 69 regular fixed route shelters going up immediately and the remainder for future BRIO shelters. No action taken.
8. **Discussion and update on service to The Fountains shopping center.** Everett Esparza mentioned that Sun Metro has not obtained the property owner's approval for right of entry to the shopping center. Explained must hold off until negotiations are met. Mentioned that existing bus stops outside the mall area will remain until further notice. Michael Herrera mentioned that perhaps once the holiday shopping season begins, the public demand for bus stops in the mall area will raise the priority. No action taken.
9. **Discussion and action on the VTCLI (Veterans for Transportation and Community Living Initiative) website and project for presentation to the Mass Transit Board.** Julio Perez provided history of federal funds availability for creating a one-stop-shop for veterans to go for public transportation and community resources. Mentioned that Sun Metro bid and was awarded the opportunity to create a central source of community services specific to veterans and their families. Mentioned that for the past year, the LIFT along with other local transportation service providers, have been hard at work designing and testing a website and phone number with interactive phone response. Provided a demo and Q&A of the website **MYVETRIDE.org** that also includes the phone number **915-VET-RIDE**, which will be presented to the Mass Transit Board for approval to implement. Chair motioned to recommend the VTCLI website project to the Mass Transit Board in August. John Eger moved to recommend. Seconded by Karen LeMaster. All in favor; none opposed; motion passes unanimously.
10. **Monthly Report on LIFT Services for period ending June 2014, to include the following topics.** Monthly statistics through the end of May 2013 were provided by Jeanie Chrisman. Mentioned that historically, performance measures have significantly improved over previous years. No action taken on any of the following discussion items.
 - A. **Update on meeting minutes for Paratransit Advisory Committee.** Mentioned that ten members were present at the last meeting; and topics discussed included IVR update, Eligibility presentation, reservations script for call takers, review of open mic regulations for drivers. Mentioned that there are seven reservationists on staff, and more will be recruited as needed to meet passenger demands. Mentioned that next meeting is scheduled for August 7, 2014 at 10:30am.
 - B. **Update on geo-coding for UTEP buildings.** No new developments for geo-coding as it's an ongoing process.
 - C. **Update on modification of 4th step.** Mentioned that 22 of 34 buses have been retrofitted with 4th step modification.
 - D. **Update on purchase and delivery of new buses.** Mentioned that all new buses have arrived, are on site, and are in service.
 - E. **Update on TTI (Texas Transportation Institute) Study for Paratransit Services.** Presentation and handouts provided highlighting the historical statistics for paratransit services in comparison with peer agencies. General discussion and Q&A about national and local industry standards, and how the El Paso rates over all. Mentioned that data is TTI's and Sun Metro is providing the report for informational

purposes and to gather feedback. Mentioned that final TTI report will be provided next month for recommendation to Mass Transit Board.

- F. Update on Trapeze maps and IVR (interactive voice recognition) system.** Julio Perez provided update on software upgrades for Trapeze. Mentioned that they are in the second month of Trapeze upgrades, that each upgrade is taking an average of 2/3 weeks, and that the upgrades are not bundled but rather installed individually as each component depends on the previous upgrade for proper execution. Mentioned that next in line are maps, geocoding, interactive voice response, and web-based scheduling. Additional information will be provided in future meetings.

11. Director's Report.

- A. Monthly Customer Service Report for Fixed Route.** Monthly statistics through end of April 2013 were provided by George Myers. General discussion on specific categories identified by committee, with details provided on said inquiries.
- B. Monthly Ridership and Operations Report for Fixed Route.** Michael Herrera provided presentation for revenue statistics through end of May 2014. Mentioned that historically ridership decreases approximately 20% during the summer when school is out. Mentioned that the 1.5 Campaign has been successful thus far and Sun Metro is on target for this month.
- C. Update on existing (ongoing) grants for Sun Metro.** Angelica Bryant provided presentation and handout outlining the existing and ongoing grants for Sun Metro. General discussion and Q&A about projects tied to grants.
- D. Update on TOC construction and landscaping project.** Gilbert Guerrero provided presentation and images for proposed landscaping design. Mentioned that landscape engineers are integrating local plants along with dormant plants and evergreens for winter, plus a public art component at the entrance of the TOC facility. Mentioned that care of the landscaping was not contracted out and ultimately tasked departmentally to the Sun Metro Maintenance Division.

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 meeting minutes for Paratransit Advisory Committee
- B.** Update on geo-coding for UTEP buildings
- C.** Update on modification of 4th step
- D.** Update on purchase and delivery of new buses
- E.** Update on Trapeze maps and IVR (interactive voice recognition) system

Chair asked for motion to adjourn the meeting at 4:08pm. John Eger so moved. Seconded by Julie Goosens. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK
Department Head/Board Secretary