

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
JULY 16, 2013

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:11p.m. The following Committee Members answered to roll call:

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

2. **Public comment.**

A. John Eger commented on (1) alternate formats for distributing Rider's Handbook to general population, and (2) extended an invitation to the monthly American Council for the Blind meeting held on 4th Saturday of each month . No action taken.

B. Joe Gomez commented on agenda Item #5.

3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for the last two meetings on May 21 and June 18, 2013. Leah Osborne moved to approve minutes as presented. Seconded by Lee Frederick. All in favor; none opposed; motion passes unanimously.

4. **Discussion and action on approval of CAC Annual Report to Mass Transit Board in August.** Laura Cruz-Acosta provided draft presentation for comment and edits. Mentioned that recommendations will be implemented into final document for presentation to the Mass Transit Board on August 13. General discussion and Q&A about current member terms, status of proposed veterans fare, and status of funding moved from RTS Project to Luther Building construction. Maria Aragon confirmed member terms and vacancies. Laura Cruz-Acosta provided brief history of previously proposed veterans fare, and Raul Escobedo confirmed that the discounted veterans fare is included in the FY14 proposed budget. Raul Escobedo further confirmed that the money transfer from RTS (Montana Corridor) to Luther Building construction is not federal funding but rather appropriated city funds that will be replaced by the City once groundbreaking on Montana Corridor commences in FY17. No action taken.

5. **Discussion and action on approval of Sun Metro Facility Naming Application for new Operations and Maintenance (O&M) Facility located on Montana.** Joe Gomez mentioned that Rep. Emma Acosta is sponsoring the proposed application brought forth to

name the O&M Facility "*The Bicentennial Council Transfer Operations Center.*" Explained the history of the Bicentennial Council and provided a brief overview of Don Henderson's biography. Mentioned that during his tenure on said Council, Don Henderson was responsible for founding the first local transit system and purchasing the international bridges for the City of El Paso; amongst many other renowned accomplishments. General discussion about protocol for making recommendation to Mass Transit Board for naming the facility and the likelihood of additional applications coming forward. Chair motioned for approval of the naming application as presented by Joe Gomez and sponsored by Rep. Emma Acosta. Lee Frederick moved to approve the naming application as presented. Seconded by Leah Osborne. All in favor; none opposed; motion passes unanimously.

6. Monthly update on LIFT Services for period ending May 31, 2013

A. Monthly Customer Service Report for Paratransit. Monthly statistics through end of May 2013 were provided by Julio Perez. General discussion about specific categories identified by committee and details provided on said inquiries. Jeanie Chrisman also reported that recruitment for additional drivers is ongoing. Mentioned that most drivers are now into 6 months of driving experience, which has significantly reduced customer complaints. Mentioned that several driver incentives have been implemented for encouraging and retaining those already employed and willing to learn. Mentioned that management staff is stable and strong. Mentioned that Trapeze system continues to go down occasionally but hopeful that system issues will be eliminated once the MTDs are fully functional on all vehicles. Mentioned that 2/3 of fleet has already been purchased and moving forward with purchase of additional buses. Mentioned that initial purchase of LIFT buses was brought to CAC for consideration on May 18, 2010. General discussion about the position of the 4th step and the Yellow Belt campaign for educating both passenger and driver in decreasing passenger accidents. Mentioned that all recommendations are welcomed and will be considered for implementation. Jeanie Chrisman also reported that Rider's Guide is complete and distribution will commence next week. Mentioned that the booklet will be provided in several alternative formats, including: braille, large print, Spanish translation, and web-based read-only version. Explained that today's digital technology provides for several user-friendly web-based readers, and that producing an audio format is not cost efficient at this time; however, requests for audio copies will be considered on an individual basis. No action taken.

B. Discussion and recommendations for LIFT ticket sales at all transfer centers.

John Eger mentioned that most large cities provide for purchase of bus tickets in most grocery stores and inquired if this was an option for Sun Metro LIFT. Laura Cruz-Acosta mentioned that Sun Metro previously proposed offering this service and efforts were unsuccessful due to concerns about financial accountability for tickets on consignment. Mentioned that LIFT tickets may currently be purchased at all public libraries and bus transfer centers with cashiers. Raul Escobedo mentioned that process for creating a policy to manage the financial aspects of ticket sales is lengthy (approx. 9 months) and would possibly require a study for justifying customer demand. Vice-Chair Eddie Sanchez agreed to poll employees at Xceed Resources

to determine if there's a demand for alternate ticket purchasing options, and provide feedback at next month's meeting. No action taken.

7. Director's Report.

A. Monthly Customer Service Reports for Fixed. George Myers provided monthly statistics through end of June 2013. General discussion on specific categories identified by committee, with details provided on said inquiries. No action taken.

B. Monthly Ridership and Operations Report. Raul Escobedo provided presentation for revenue statistics through end of June 2013. 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 requested that the following items be added to the next meeting's agenda:

- A. Feedback from Mass Transit Board regarding CAC Annual Report presentation
- B. Status of real time board display at Eastside Transfer Center, presently not displaying all route connectors
- C. Survey results from Xceed Resources on customer demand for LIFT ticket sales
- D. Sun Metro report on annual sales revenue from LIFT ticket sales

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:



Department Head/Board Secretary