

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
JULY 17, 2012

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:02p.m. The following Committee Members answered to roll call:

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

2. **Public comment.**

- A. Olivia Chavez commented on LIFT services for the visually impaired and expressed concerns about existing services suffering after the new company takes over in November. Michael O. Herrera mentioned that Julio Perez will continue to oversee the transition of services to MV Transportation and that he would be available after the meeting to address her concerns.
- B. John Eger commented on Sun Metro exploring the possibility of a direct route from Sunland Park Mall to Sunland Park Casino. Michael O. Herrera mentioned that Sun Metro does not provide bus services in the state of New Mexico.
- C. Mark Steele commented on bus benches not having sufficient shade for customers waiting for a bus and asked for Sun Metro to consider canopies for these. Michael O. Herrera asked staff to meet with Mr. Steele after the meeting to secure the specific bench locations so that Sun Metro can look into.

3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for the last meeting on June 19, 2012. W. Burns Taylor moved to approve minutes as presented. Seconded by Leah Osborne. All in favor, none opposed, and motion passes unanimously.

4. **Discussion and Action on public concerns of CAC meeting on June 19, 2012.** The following items were addressed individually by Sun Metro staff. No action taken.

- A. **Bike racks should all be the same distance from ground** – Michael O. Herrera mentioned that the position of the rack depends highly on the unit it's mounted on, hence creating the difference in distance from the ground.
- B. **Give two minutes time for each pick-u point so passengers make next connection** – Everett Esparza mentioned that technology improvements are currently being implemented to increase efficiencies to all existing routes.

- C. **Transfer passes should work on all routes - #73/74 refused TP at George Dieter and Rojas, #7 refused TP from #46 at Diana and Hercules** – Lloyd Williams mentioned exploring the possibility of eliminating transfers for a continuing route under the 2 hour time limit.
- D. **Special/Small volume routes - #41 use small “appointment only” for this route, #45 should go up Maxwell Street every other hour from first bus to about 6pm** – Lloyd Williams mentioned procuring a 16-passenger vehicle instead of a 40-ft bus for handling low demand areas; and Everett Esparza confirmed that #45 circulates Maxwell Street based on ridership demand to/from the Senior Center.
- E. **All local routes should arrive and wait for rest of locals** – Everett Esparza mentioned that this was addressed in letter B (technology improvements are currently being implemented to increase efficiencies to all existing routes).
- F. **Color coded all routes map posted at all hubs** – Laura Cruz-Acosta mentioned that display cases are being purchased and maps will be posted at transfer centers.
- G. **No “end of route” repay - #43 at Angora Loop** – Lorenzo Chavez mentioned that there is a 10-minute rule for no-repay, and that all customers have to pay again to board a bus after 10 minutes have passed, no exceptions.
- H. **Disabled beeper should only ring when ramp is moving** – Lorenzo Chavez mentioned that this is a federally mandated feature equipped to alert all individuals within the surrounding area of a potential safety hazard and cannot be disengaged until the driver is behind the wheel and ready to drive again.
- I. **If wheelchair ramp stops working during route, there should be a hand crank to manually operate it** – Lloyd Williams confirmed that all units are equipped with a manually operated feature; that faulty units should be immediately reported to 533-3333; and that Mr. Harley’s recommendation (to have drivers cycle the manually operated feature at least once before their shift) will be explored for implementation.
- J. **Written instructions in route paper about getting in line for bike rack customers** – Lloyd Williams mentioned that drivers will be notified to allow passengers to board after loading bicycles vs. having to go to the end of the line.
- K. **Numbers on passenger side of bus stop poles or curb at hubs** – Michael O. Herrera mentioned that this will be corrected immediately so that route numbers are visible on both sides of the curb.
- L. **Dam Exhaust heat away from boarding side of bus** – Michael O. Herrera mentioned that buses are designed that way and there is no way around this one.
- M. **Advertise how many car parking spaces are at hubs, and how many bike rack spaces too** – Laura Cruz-Acosta mentioned that available media will be saturated for existing park’n ride facilities.
- N. **Express from Northeast Terminal to Westside Transfer Center** – Everett Esparza mentioned that Rapid Transit System (RTS) will provide express service from Northeast to Westside, and that there are no future plans to create a route going over the mountain (on Transmountain Road).
- O. **Make all fares one price ... \$2.00 at some places and \$1.50 at others** - Laura Cruz-Acosta mentioned that there was previous conversations about charging \$2.00 on the newly created Mesquite Hills route in the far Northeast, but that the recommendation was not approved.
- P. **Make maps visible at all hubs** – Laura Cruz-Acosta confirmed that this was already addressed in letter F (display cases are being purchased and maps will be posted at transfer centers).
- Q. **Extend transfer point longer than 2 hours** – Lorenzo Chavez mentioned that after extensive research and analyses the 2 hour time limit (or 60 mins. in each direction) was established as the longest headway in order to minimize ridership abuse.

R. **#35 Route should extend further down Dyer** – Everett Esparza mentioned that there is sufficient service to Dyer Street through three (3) existing routes: #35 from Downtown to Northgate, #43 from Northgate to Angora Loop, and Project Amistad #50 from Northgate to Mesquite Hills.

5. **Update and Discussion on FY13 Proposed Budget Presentation.** Raul Escobedo provided the presentation that went before the Mass Transit Board on June 26, 2012, for Sun Metro's proposed budget for next fiscal year. Mentioned U.S. Congress extended the Transportation Bill for next 2 years. Mentioned potential fare increase to offset operational cost of RTS is projected for 2015, along with potential revenue increase through occupying retail spaces at the RTS transfer centers. No action taken.
6. **Update and Discussion on BRIO – El Paso Rapid Transit System (RTS).** Laura Cruz-Acosta provided a presentation on the 4 final design concepts under consideration and asked for the Committee's feedback to take back to the core design team. 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 June 30, 2012. General discussion on categories identified and details provided on specific inquiries.
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.**
 - A. Don Pearson mentioned that the language on the signs about banning passengers is incorrectly translated and asked that the corrected Spanish translation be posted to replace the existing (incorrectly translated) signs.

Chair asked for motion to adjourn the meeting at 3:11pm. Leah Osborne so moved. Seconded by W. Burns Taylor. All in favor, none opposed, and motion passes unanimously.

Approved by:



Department Head/Board Secretary