

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
MEETING MINUTES – AUGUST 16, 2016

CAC Meeting: 08-16-16

- 1) Meeting was called to order at 2:03pm by Chair Leah M. Wood
- 2) Mr. Herrera introduced
 - a) Mr. Carl Jackson as the new Asst. Dir. for Streetcar
 - b) Mr. Frank Benavidez as the new Transit Engineer
 - c) Mr. Banasiak mentioned that both positions are new ones created for the management of projects
 - i) Transit Engineer will assist replacing CID; projects will be kept internally
- 3) Introductions
 - a) Rebecca Hernandez
 - b) Leah Wood
 - c) Donald Pearson
 - d) Aziz Afravi
 - e) Evarado Sanchez
 - f) George Zavala
 - g) Noemi Rojas
 - h) Mark Steele
- 4) Public Comments
 - a) Eastside terminal issue with riders leaving shopping carts
 - i) Not placing carts in corrals
 - ii) Security is not placing them in the corrals
 - b) John Eger
 - i) Thanked Julio and Rafael for working with drivers
 - ii) Thanked Jay for extra copies of agendas and supporting documents
 - c) Will streetcar be ADA accessible
 - i) Mr. Herrera explained that they will be as they are set up at other agencies
 - ii) Mr. Banasiak also explained that in the streetcars, wheelchairs will not need to be tied down as they are in fixed route; vehicles will have tie-downs if needed
- 5) Approval of Minutes
 - a) Motioned to approve
 - i) Rebecca Hernandez made motion; Seconded by Mark Steele
- 6) Budget Funding for after-hours providers
 - a) Julio provided update
 - i) Was originally postponed until Project Amistad was able to obtain the numbers

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- ii) Another update will be provided at next month's meeting
- 7) Update on stops which are not being serviced at Santa Fe Transfer Center
 - a) Everett did presentation
 - i) Buses relocated due to streetcar construction
 - ii) Routes 24 and Gold Route were displaced due to MSF construction
 - (1) Both have been placed on 4th Street
 - (2) Gold Route and Route 24 board on 3rd Street after 6:30pm due to street work
 - iii) Everett explained as work progresses into DTC, some more routes may need to be displaced to 4th Street
 - iv) Advanced notices will be provided for all routes being temporarily displaced
 - v) Routes along Oregon have been shifted to Mesa due to streetcar work
 - (1) Service to GRTC will return this Sunday as work has been completed adjacent to terminal
 - (a) Service will be provided along Oregon from Glory Road to University; from University south, services will then need to move back to Mesa
 - (2) Chair asked if ridership was impacted
 - (a) Everett explained that thankfully the construction near GRTC was done during the summer months; school is out thus ridership is not greatly impacted
 - (b) Mr. Herrera explained that Sun Metro normally sees a 20% decline in ridership during the summer months as the students are out
 - (3) Everett showed the location of the temporary bus stops and which routes provide services
- 8) Update on real-time app and signage for fixed route services
 - a) Everett presented the placards with QR Codes
 - i) 150-160 placards installed
 - ii) Goal is 100 a week
 - iii) Placards are up and running
 - iv) No official launch date
 - b) Julio presented real-time app
 - i) Explained that vendor did run into quality issues; new manufacturer has been hired
 - ii) Installations depend on how fast the manufacturer provides placards
 - iii) iOS and Android app should be completed at the end of this month
 - iv) Julio to send CAC group link to website for their review and testing
 - v) Chair offered the use of her students to test the app for fixed route
 - vi) Asked if stand-alone app or will it be linked to a website
 - (1) Julio explained that it will be both

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- (2) Julio stated that Trapeze mentioned that this is a new item and has never been tested on iOS or Android
- vii) Everett explained that fixed route and Brio stops will have the placards
- viii) Aziz asked if example of placard be presented with example of app
 - (1) Everett said that it can be presented next month
- 9) Monitors at transfer centers be brought down to eye level and provide covers to prevent tampering
 - a) Sal Ochoa explained that the monitors are normally not brought down as they would be tampered with
 - i) Even at the existing height the monitors are being tampered with
 - ii) Mr. Herrera explained that Sun Metro is familiar with the screens being tampered with either via people changing the channels by hand or by smartphone app
 - iii) Mr. Herrera explained that the use of kiosks can be investigated and can be presented at the next CAC meeting
 - b) Mark Steele mentioned the idea of placing a button at the transfer centers that can be pressed activating an audio message
 - i) Mr. Herrera explained that this can be done, but it is all based on funding
 - ii) Mark Steele said that he is talking about placing audio at the bus bays
 - (1) Mr. Herrera and Sal said this can be done, but it is all based on funding; ambient noise will also impact the audio use
- 10) Discussion of drivers making verbal announcements when automatic PA system is not synchronized
 - a) Sal explained that they should all be working as the announcements are tied to the GPS
 - i) They may be off due to detours
 - ii) Sal said that if there are issues, this may be due to issue with speakers or connections
 - b) Lloyd explained that if issues like this are noticed, if comments can be submitted to Customer Service so it can be documented and tracked
 - c) Mr. Eger thanked Julio about having the drivers make the verbal announcements
 - d) CAC member stated that he had an individual call him that was upset because the audio was not working
 - i) Rider missed his stop and had to get off a mile from his work
 - ii) Chair asked what is the protocol if the audio goes down
 - (1) Sal explained that the drivers are supposed to make a verbal announcement
 - (2) Lloyd said that they will start a campaign to remind the drivers to make the announcements
 - iii) Mark Steele mentioned that he noticed that some stops like the Foothills Plaza have been dropped from the audio
 - (1) Sal explained that all stops are preprogrammed
 - e) Chair asked what information needs to be provided to Customer Service
 - i) Bus number

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- ii) Route number
 - iii) And time
 - f) Mr. Eger asked what the difference is between bus number and route number
 - i) Chair explained each bus has an identifying number (bus number); the route number identifies the specific route the bus is on
- 11) Update on monthly Paratransit Committee meeting
- a) Julio presented
 - i) During PAC meeting two items
 - (1) Passengers did not like Quantum devices being used
 - (a) It is an automated device that secures mobility devices
 - (b) Provides riders with independence to secure their own devices
 - (c) Quantum is being piloted on one of the Sun Metro buses
 - (d) There are some passengers that like it
 - (i) Provides independence
 - (e) Passengers that do not like it have said it is because it is facing backwards
 - (i) Passengers feel embarrassed
 - (ii) Passengers with vertigo
 - (iii) Does not let passenger know where they are going as they cannot see where they are
 - (2) Asked Kevin Bunce to take bus to LIFT to view the unit
 - (a) Many showed up to the viewing
 - (b) Kevin explained the use of the Quantum device to those who attended the presentation at the LIFT
 - (3) Julio explained that other properties use the Quantum system extensively
 - (4) Julio stated that the intent of the unit is not to require persons to use it
 - (a) It is planned to have one unit installed in each bus but also offer the usual restraint system
 - (5) Sun Metro has been provided the opportunity to install 5 additional units on the fleet to test along other routes
 - (a) Information on their use will be acquired and analyzed to see what patrons think of use
 - (6) Chair asked if units need to be installed
 - (a) Julio explained that the device is placed like this due to the level of pressure placed on mobility devices by the Quantum
 - (i) If the buses need to make an emergency, the mobility device will not slip out
 - ii) Mark Steele mentioned that he normally does not see buses with more than one mobility device thus leaving the use of the Quantum as an option

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iii) It was asked if it is feasible to turn some of the seats around to face backwards to alleviate the embarrassment factor

(1) Julio said that this is something that he can speak to Mr. Banasiak about

b) Discussion returned to the annunciation function

i) Chair asked if drivers had the option of turning off the function

(1) Sal said that drivers can turn it off, but only through approval of dispatch

(a) Only time that it can be turned off is when speakers are making too much noise; it is then the driver's responsibility to tell maintenance to repair the speakers

ii) Julio said that a complaint that was made about the announcements is that the machines will make the announcements after the fact

(1) Chair mentioned that Route 59 is one of the routes that seems to have these issues

(2) Julio explained that announcements are made for major intersections; problem is what is defined as a major intersection

(3) Sal explained that not all intersections were identified in the system

(a) TSs' recommendations were used to identify the major intersections

(4) CAC member noted that drivers should be making verbal announcements anyway

(5) Mr. Eger asked Julio if he can take an inventory of major intersections and make sure they are in the system

(a) Julio said that he cannot do that as it is out of his purview; Operations would handle that

(b) Lloyd explained that Operations will conduct an audit of the announcements and make corrections where needed

12) Monthly Paratransit Report

a) Alex Arrieta (LIFT) made the report

i) Zero work comp claims

ii) 94% on-time performance

iii) 100% maintenance

iv) Missed service is at .7%

v) 36 complaints, 8 commendations

vi) George asked if MV uses a quarterly survey

(1) Has MV looked into using tablets for use by visually impaired

(2) Rafael said that he is working on this

vii) Chair thanked LIFT personnel for handling situations that have been coming up

13) Director's Report

a) George Myers did presentation

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- i) 161 customer service reports
 - (1) Increase in commendations
 - ii) Westside report
 - (1) report on Westside construction
 - (a) seems that people are getting use to the impacts of construction
 - (i) numbers of Customer calls have decreased
 - (ii) it also show that drivers have also improved in handling the Westside construction
 - (2) Noemi asked if Westside construction impacts ridership
 - (a) Raul mentioned that it has been negatively impacted
 - (b) Raul mentioned that ridership before summer will show higher ridership due to school being in session
 - b) Raul reported on ridership information
 - i) 99.6% PM service
 - ii) 7 road calls
 - iii) Decrease in on-time
 - iv) 7 per 100,000 for customer complaints
- 14) Request for Staff Reports
- a) Update on budget funding
 - b) Real-time placards live demonstration
 - c) Possibility of introduction of audio kiosk to transfer centers
 - d) Operations steps to encourage drivers to make verbal announcements
 - e) Use of ramps on Arbocs on fixed routes when kneeling (Arbocs do not kneel enough)
- 15) Chair explained that if more agenda items are thought of, email Chair and she will get with Maria on posting
- 16) Meeting adjourned at 3:27pm

Minutes Approved by:

/s/ Michael O. Herrera for Jay Banasiak

Department Head/Board Secretary