

CITIZENS ADVISORY COMMITTEE (CAC)  
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
AUGUST 19, 2014

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 – vacant                        |                |               |
| D1 – Donald G. Pearson, Vice-Chair | P              |               |
| D2 – vacant                        |                |               |
| D3 – Everardo Sanchez              | P              |               |
| D4 – John Eger                     | P              |               |
| D5 – Aziz Afravi                   |                | A             |
| 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. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on July 15, 2014. Don Pearson moved to approve the minutes as presented. Seconded by John Eger. All in favor; none opposed; motion passes unanimously.
4. **Discussion and action on Texas Transit Institute (TTI) Study for Paratransit Services.** Julio Perez provided summary of TTI report. Explained that TTI representative will be in town to report before Mass Transit Board and mentioned that report may be in different format but that the stats remain the same. Mentioned that LIFT stats are comparable to national industry standards as well as other service providers in the regional area. Mentioned that presentation represents true reporting based on actual stats from Trapeze. Chair motioned for approval of the presentation for recommendation to the Mass Transit Board. Karen Hernandez moved to approve. Seconded by Karen LeMaster. All in favor; none opposed; motion passes unanimously.
5. **Presentation and discussion on the Mesa, Alameda and Dyer BRIO routes.** Jay Banasiak provided a presentation on the history of BRIO and explained recent amendments to route plans which require approval to meet FTA funding criteria. Mentioned that Mesa Corridor is already in progress, going live next month. Mentioned that amenities include 15 minute headways, green light hold at each intersection, on-board ticket checkers for verifying fares, audible announcements, real time display boards, art component that also serves as shade, to mention a few. Mentioned that service should be seamless, and that LIFT clients will be able to use same as fixed route now. Mentioned that BRIO will have no Sunday and no Holiday service. No action taken.
6. **Discussion and action on the revised Montana BRIO routing.** Jay Banasiak mentioned that the TIGER grant award has resulted in moving up the Dyer corridor to be implemented

before Montana. Mentioned that design phase is close to complete and that funding is in place for Dyer, and that funding for Montana corridor has been applied for. Explained that Small Starts MAP21 funding will stop with completion of enhancement projects for Five Points and Downtown transfer centers and that the FTA 5309 funding criteria has changed the scope for the Montana corridor. Explained that changes to Montana include (1) the addition of two park and ride sites on Montana, creating less stops; (2) decreased miles and decreased stations to allow service to Fort Bliss; (3) original funding of amount increased from \$43.9 to \$45 million; (4) decrease over all operating budget to stay within 5% budget stipulated by FTA guidelines. Chair motioned for approval of the changes to the Montana BRIO as outlined. Karen LeMaster moved to approve the changes and move forward with the recommendation to the Mass Transit Dept Board. Seconded by Julie Goosens. All in favor; none opposed; motion passes unanimously.

7. **Monthly Report on LIFT Services for period ending July 2014.** Monthly statistics through the end of July 2014 were provided by Jeanie Chrisman. Mentioned that Sun City data will update in real time moving forward. Mentioned that map upgrades will be finalized by end of August. Mentioned that VTCLI goes live in September. No action taken on this item or any of the following discussion topics.

- A. **Update on meeting minutes for Paratransit Advisory Committee.** Mentioned that the focus group discussed three main topics: IVR and private calls, the TTI report for LIFT services, and call recording feature for LIFT. Mentioned that passengers are forgetting to cancel trips for subscriptions, and that 5 additional staff are being trained in call center to reduce phone wait times. Mentioned that Sensitivity Training for all drivers is ongoing. Mentioned that phone systems were down for 2 hours last week and that IT was aware and fixing glitches for providing accurate information. Mentioned that call center takes all calls for LIFT, ADA, Job Express and Vet Ride. Mentioned 20% of service is Job Express or Vet Ride, and dedicated staff is in place for Job Express calls. Rebecca Hernandez recommended additional staff training for relay calls to improve services for hearing impaired clients.

- B. **Update on geo-coding for UTEP buildings.** Mentioned that staff has done all they can to update addresses in the system. Next phase will be testing live data and staff will be adjusting glitches as they arise.

- C. **Update on modification of 4<sup>th</sup> step.** Mentioned 6 more units to go, for a total of 34 units that will have been modified by next month.

- D. **Update on purchase and delivery of new buses.** Mentioned 6 units still to be delivered. Inquiry about why Fixed Route drivers are operating LIFT units; and it was explained that 7 Arboc units were specifically purchased for Fixed Route use; and further explained that replacing LIFT units was prioritized and every old unit has now been replaced with new ones within the last two years.

- E. **Update on Trapeze maps and IVR (interactive voice recognition) system.** Mentioned still in process. Will provide timeline in future meetings.

8. **Director's Report.**

- A. **Monthly Customer Service Report for Fixed Route.** Monthly statistics through end of July 2014 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.** Jay Banasiak provided presentation for revenue statistics through end of June 2014. General discussion on specific categories, with details provided on said inquiries.

**9. 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. Presentation on Sun Metro budget adoption for FY15
- B. Presentation on Streetcar project recent developments
- C. Update on meeting minutes for Paratransit Advisory Committee
- D. Update on geo-coding for UTEP buildings
- E. Update on modification of 4<sup>th</sup> step
- F. Update on purchase and delivery of new buses
- G. Update on Trapeze software upgrades in progress

Chair asked for motion to adjourn the meeting at 3:44pm. 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