

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
AUGUST 20, 2013

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:06p.m. The following Committee Members answered to roll call:
- | | <u>Present</u> | <u>Absent</u> |
|--------------------------------------|----------------|---------------|
| MO – Lawrence Harley | P | |
| D1 – Donald G. Pearson | P | |
| D2 – Lee Frederick | | A |
| D3 – Everardo Sanchez, Vice-Chair | P | |
| D4 – John Eger | P | |
| D5 – Aziz Afravi | P | |
| D6 – vacant | | |
| D7 – Ben Foster, Chair | P | |
| D8 – Leah M. Osborne | P | |
| ALT – Brandon LeMasters (not seated) | P | |
| ALT – vacant | | |
| ALT – vacant | | |
2. **Public comment.** None.
3. **Welcome and introduction of newly appointed member for District 4.** Chair introduced John Eger, appointed to CAC by District 4 on August 13, 2013.
4. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for the last meeting on July 16, 2013. Leah Osborne moved to approve minutes as presented. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.
5. **Discussion and update on CAC Biennial Report to Mass Transit Board.** Ben Foster provided feedback and mentioned that there were no questions from City Council members on the biennial report. Mentioned that he felt confident that Council was aware that they have an additional layer of oversight in matters regarding Sun Metro and the LIFT. No action taken.
6. **Discussion and update on real time board display at Eastside Transfer Center.** Michael Herrera provided update on real time message boards. Mentioned that project to equip all transfer centers is ongoing and on schedule. Mentioned that member feedback is imperative to implementation of service improvements throughout the city. No action taken.
7. **Discussion and update from Xceed Resources on survey results regarding customer demand for LIFT ticket sales.** Eddie Sanchez mentioned that results of customer survey do not support implementing an initiative to buy LIFT tickets through payroll deduction; and furthermore, results confirmed that the system in place for purchasing tickets now is working and that customers are satisfied with it. No action taken.
8. **Discussion and update on No Loitering Policy for Sun Metro transfer centers.** Michael Herrera explained that the No Loitering signs came down in November 2012. Mentioned that the City can only enforce the No Loitering Policy if and when criminal activity is ongoing; otherwise, the general public has a civil right to be in a public space, which includes all

transfer centers. Further explained that if and when an individual is being harassed at a transfer center, they may seek out a Security Guard or Sun Metro Transit Supervisor to ask for assistance. Both the security and transit staff have the authority to take action by either asking the individual doing the harassing to leave the premises, or escort them off the premises, or contact Police Department, if needed. Mentioned that all Sun Metro and LIFT buses are part of the City's "Safe Place" initiative. Mentioned that Sun Metro will do a better job of exhibiting signage and promoting buses and transfer centers as "Safe Place" for passengers that feel they are in immediate danger. No action taken.

- A. Presentation by YISD (correction SISD) staff and students on recent experiences at Sun Metro transfer centers.** Staff and students from Socorro Independent School District (SISD) shared recent unpleasant situations involving individuals loitering at the Eastside and Five Points transfer centers. Expressed that the individuals loitering at transfer centers are making unwanted comments and gestures, especially to young female students, making them feel threatened and in potential danger. SISD staff and students are requesting that Sun Metro look into enforcing No Loitering Policy once again; and if not, look for an alternative method to minimize danger to young students, especially of the female gender.
- 9. Presentation and update on Mesa BRIO construction.** Kyle Ibarra provided photographs of progress of ongoing construction. Mentioned that Phase I started two weeks ago with terminals installed at Glory Road, Franklin and Montecillo. Mentioned that Phase II will start next month and will include outbound terminals at Franklin and Executive. No action taken.
- 10. Presentation and update on new Transit Operations Center construction.** Michael Herrera reported that construction is at 60% completion. Mentioned furniture is on order and move-in is on schedule for January 2014. Mentioned completion of CNG fueling station is projected for August 2014. Mentioned that future CAC meetings will be held at new location beginning in January. Additional information and photographs will be provided at future meetings. No action taken.
- 11. LIFT Services Report for period ending June 30, 2013**

 - A. Monthly Customer Service Report for Paratransit Services.** Monthly statistics through end of July 2013 were provided by Julio Perez. Mentioned that complaints are down, commendations are up, and there were no suggestions for previous month. General discussion about specific categories identified by committee and details provided on said inquiries. No action taken.
 - B. Discussion on protocol for assigning passenger trips to pool of qualified transportation providers.** Jeanie Chrisman mentioned that monthly "Safety Blitz" continues with staff dressing up in theme to boost morale and team building, and that employees are very responsive. Mentioned that Job Fair held on August 8 was very successful. Mentioned that CNG facility construction begins this month. Mentioned new Maintenance Manager, David Carroll is on board and comes with 20+ years of experience. Mentioned that service interruptions with Tower I are continuous and IT is diligently working to correct the issues; in the meantime, the push to talk devices are fully functional while installation of MDTs on all units is completed. General discussion about recommended service improvements for communications between dispatchers and drivers. Jeanie Chrisman confirmed that on-time performance is at

91% and MV continues to strive for 100%. Mentioned that once MDTs are installed and fully functional, service deficiencies will be eliminated. No action taken.

12. Director's Report.

- A. Monthly Customer Service Report for Fixed Route.** Monthly statistics through end of July 2013 were provided by George Myers. Handouts of two sample customer service reports and final determination were provided for review and consideration. 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 July 2013. Mentioned that downward spike in ridership is mostly due to schools being out for summer. No action taken.
- C. Sun Metro report on annual sales revenue from LIFT ticket sales.** Raul Escobedo provided data for LIFT farebox revenue trends for current and prior fiscal years. Mentioned that trend is consistent and goal is to continue with system for prepaid tickets. Jeanie Chrisman added that goal is always to have 100% prepaid ticket sales. No action taken.
- D. Presentation of New Sun Metro Commercial.** Laura Cruz-Acosta broadcast the most recent commercial, which will start airing in November 2013. Mentioned that the previous commercial is two years old. No action taken.

13. 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. Provide additional information on City's Safe Place Initiative and look into implementing a No Bullying Campaign on Sun Metro and LIFT buses
- B. Update and photographs of construction for new Transit Operations Center
- C. Update on new CNG fueling station at the LIFT
- D. Update and recommendations for 4th step on LIFT vehicles
- E. Update on communication improvements for providing more accurate ETAs
- F. Update on assigning passenger trips to local cab companies

Chair asked for motion to adjourn the meeting at 4:15pm. Leah Osborne so moved. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously.

Approved by:



Department Head/Board Secretary