

CITIZENS ADVISORY COMMITTEE (CAC)  
 OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
 SEPTEMBER 15, 2015

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:10 p.m. The following Committee Members answered to roll call:
 

	<u>Present</u>	<u>Absent</u>
MO – vacant		
D1 – Donald G. Pearson, Chair	P	
D2 – Karen LeMaster, Vice-Chair	P	
D3 – Everardo Sanchez	P	
D4 – vacant		
D5 – Aziz Afravi		A
D6 – vacant		
D7 – Noemi H. Rojas	P	
D8 – Leah M. Wood	P	
ALT – Rebecca Hernandez		A
ALT – Mark C. Steele	P	
ALT – James David Abernathy	P	
2. **Public comment.** John Eger commented about the glass door leading into the Sun Metro facility and the a/c units on LIFT buses.
3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on August 18, 2015. David Abernathy moved to approve the minutes as presented. Seconded by Mark Steele. All in favor; none opposed; motion passes unanimously.
4. **Presentation and update on Sun Metro FY16 Adopted Budget.** Raul Escobedo provided presentation on the adopted budget as approved by City Council on August 18, 2015. Mentioned that even though budget indicates an overall increase of 1%, there was a significant decrease in fuel costs, for a cost savings of \$1.5 million. Explained that \$1.5M cost savings goes into supporting Operations rather than generating revenue. Explained that revenue is comprised of farebox and passes, which is only 16.5% of the entire Sun Metro budget. No action taken.
5. **Demonstration and update on Real Time Application for Fixed Route Services.** Everett Esparza provided a live demo on the Trip Planner feature for Trapeze/AVL real-time app coming soon. Went over web layout and user features for both Andriod and iPhone. Explained that all bus stops city-wide will be equipped with placard providing ID#, QR code and Braille text for accessing real-time bus service from your electronic device. Mentioned that all detours and service alerts will be available on real-time app. General discussion on scenarios to help guide the passenger to final destination. Julio Perez explained that LIFT is not included in real-time app since their service is demand-oriented. Explained that the LIFT website is interactive and LIFT clients are already using it. Mentioned that AVL feature for tracking where buses are in proximity to ETA times may be considered for future implementation. Provided demo for LIFT website also. No action taken.
6. **Report from Maintenance Area from both Fixed Route and LIFT about what’s being done to prevent a/c units breaking down on buses.** Kevin Bunce provided report for Fixed Route. Mentioned that operation of a/c system is effected by temperature inside the bus, so with doors constantly opening and closing it may seem like the a/c is not working when in fact its working double-time to keep out the outdoor heat. Explained that drivers are trained to manually adjust a/c controls during their routes to minimize hot temperatures. David Carroll, MV Maintenance Manager

provided report for LIFT. Explained that buses are inspected for preventive maintenance (PM) every 5K miles and when flagged for any issues. Mentioned buses are not being flagged for malfunctioning a/c units. Explained that the doors remain open for longer periods for assisting passengers with mobility devices. Explained that drivers are manually adjusting a/c controls to cool off buses as quickly as possible. General discussion about frequency of PMs. No action taken.

7. **Presentation and discussion on CY2015 Summer Youth Program.** Raul Escobedo provided ridership statistics for summer pilot program. Mentioned we got off to a late start but overall the response was good; total 2,300 trips reported by end of summer. Explained that earlier planning and marketing next year will improve efficiencies. General discussion about recommendations for next year to include: working with school districts to offer program to students before end of school year; working with school counselors for reaching at-risk audience; working with YWCA after-school program coordinators to develop support for summer program; and expanding program to all youth agencies city-wide. Jay Banasiak mentioned that additional information will be provided as the program policies are developed for future years. No action taken.
8. **Discussion and update on monthly Paratransit Advisory Committee [PAC] meeting.** Rafael Fernandez provided PAC meeting updated. Mentioned that the group focused on the following topics: (1) accessibility app under 311 rolls out in next few months; (2) newly hired drivers are using maps for routing their trips, taking too much time so doing away with maps and having dispatch guide new driver to next pick-up/drop-off site; mentioned this is only temporary, for about 2-3 months until the driver gets better acquainted with City roads and road conditions; (3) most passenger concerns are being addressed promptly and there are fewer issues to discuss at PAC meeting, which is exactly what PAC was designed to do. Mentioned that updated will continue to be provided as long as CAC is interested. Eddie Sanchez mentioned that Xceed gives LIFT drivers priority for picking up passengers, their vehicles stand idle until all passengers are boarded; asked if any driver has any concerns, to please report it to him for handling right away. No action taken.
9. **Monthly Report on LIFT Services.** Rafael Fernandez provided monthly statistics report for period ending August 2015. Mentioned that MV is hiring seasonal drivers for summer months. Explained that this has proven successful and will continue to do in future years. No action taken.
10. **Director's Report**
  - A. **Monthly Customer Service Report for Fixed Route.** George Myers provided monthly statistics report for August 2015. Mentioned that passenger complaints have decreased. Explained that service modifications go into effect next month, which will most likely increase number of phone calls received as folks get used to new schedules. No action taken.
  - B. **Monthly Ridership and Operations Report for Fixed Route.** Jay Banasiak provided monthly revenue statistics for July 2015. Mentioned that lower fuel prices are not helping ridership numbers; and that as economy improves, it will continue to affect Sun Metro. No action taken.
11. **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. Noemi Rojas volunteered to do a live demo on the GO 10 website for TXDOT projectsChair asked for motion to adjourn the meeting at 3:45pm. Leah Wood so moved. Seconded by Eddie Sanchez. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK

Department Head/Board Secretary