

CITIZENS ADVISORY COMMITTEE (CAC)  
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
SEPTEMBER 16, 2014

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:10p.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              |                | A             |
| D4 – John Eger                     | P              |               |
| D5 – Aziz Afravi                   | P              |               |
| 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.** Mark Steele commented on routes #10, 14 and 15 servicing the San Jacinto Plaza; bus stops for Mesa BRIO; and over all timeliness of bus services; and requested that these items be included in next month's agenda for discussion.
3. **Approval of minutes of last meeting.** Chair motioned for approval of the minutes for meeting on August 19, 2014. John Eger moved to approve the minutes as presented. Seconded by Karen LeMaster. All in favor; none opposed; motion passes unanimously.
4. **Presentation and update on Sun Metro adopted budget for FY15.** Michael Herrera mentioned that staff is not present for making budget presentation. Chair recommended that the item be postponed until next month. All in favor; none opposed; item tabled.
5. **Discussion and action on the proposed BRIO RTS fare policy for recommendation to the Mass Transit Board.** Lloyd Williams provided details for the proposed RTS fare policy and proposed fare enforcement management plan for BRIO. Mentioned that the fare evasion policy will mirror industry standards and best practices. General discussion centered around penalties, ticket verification, smart card capabilities, onboard security, BRIO bus stops and IDs vs. fixed route, and public outreach to educate the general population as well as existing passengers. Mentioned that information is being circulated through all forms of social media to help get the word out. Explained that the fare evasion policy is a work in progress, and additional information will be provided next month. No action taken.
6. **Presentation and update on Streetcar Project.** Ismael Segovia provided update on the Streetcar project. Mentioned that a kickoff meeting with the RMA (Regional Mobility Authority) was well attended and that the main focus was transitioning from design phase to construction phase. Mentioned that RMA meets on a monthly basis and updates will be provided as project moves forward. John Eger provided an article from the El Paso Times and requested that the item be included in next month's agenda. No action taken.

7. **Presentation and update on Mass Transit Board items 7.1 through 7.4.** Michael Herrera mentioned that staff was not present for present for making the Mass Transit Board presentation. Chair recommended that the item be postponed until next month. All in favor; none opposed; item tabled.
8. **Monthly Report on LIFT Services for period ending August 2014.** Monthly statistics through the end of August 2014 were provided by Nancy Diaz. Julio Perez explained that on-time performance has improved over all. Explained that fewer trips are being assigned to Project Amistad and that current data includes those numbers. 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 discussion included: fine tuning the IVR system; installation and testing of the PassWeb online scheduling system; and timeline for ongoing systems upgrades. Mentioned that new eligibility applications will go out to all passengers in October. Mentioned that MV is developing a centralized information center for providing drivers real time updates on construction zones.
  - B. **Update on geo-coding for UTEP buildings.** Mentioned that maps continue to be update with missing streets as they arise.
  - C. **Update on modification of 4<sup>th</sup> step.** Mentioned that last 5 buses are being modified and that completion should take another 6 or 7 weeks.
  - D. **Update on purchase and delivery of new buses.** Mentioned that all buses ordered have been delivered and are in service. Mentioned that three 800 series buses are still in service for accommodating larger wheelchairs. Mentioned that all the 800 series units will eventually be replaced.
  - E. **Update on Trapeze maps and IVR (interactive voice recognition) system.** Mentioned upgrades are installed and testing is ongoing to fine tune system.
9. **Director's Report.**
  - A. **Monthly Customer Service Report for Fixed Route.** Monthly statistics through end of July 2014 were provided by George Myers. Mentioned that incident reports came down but they're expected to go up with implementation of BRIO service. Mentioned that all customer calls should be dialed to either 533-3333 or 212-3333.
  - B. **Monthly Ridership and Operations Report for Fixed Route.** Mr. Herrera mentioned that report was not available for presenting fixed route statistics. Mentioned that reporting will resume next month.
10. **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. Update on routes #10, 14 and 15 to San Jacinto Plaza
  - B. Update on BRIO station locations
  - C. Update on items tabled during this meeting (budget and MTDB presentations)
  - D. Update on timeline for new buses replacing the 800 series units
  - E. Update on Five Points grand opening
  - F. Update on Streetcar article in El Paso Times dated 9/10/14
  - G. Update on meeting minutes for Paratransit Advisory Committee

- H. Update on geo-coding for UTEP buildings
- I. Update on modification of 4<sup>th</sup> step
- J. Update on purchase and delivery of new buses for LIFT
- K. Update on Trapeze software upgrades in progress

Chair asked for motion to adjourn the meeting at 3:12pm. John Eger so moved. Seconded by Aziz Afravi. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ JAY BANASIAK  
Department Head/Board Secretary