

**CITIZENS ADVISORY COMMITTEE
OF THE MASS TRANSIT DEPARTMENT BOARD
MEETING MINUTES
700 A-SAN FRANCISCO CONFERENCE ROOM
FEBRUARY 20, 2007
2:00 P.M.**

The Citizens Advisory Committee of the Mass Transit Department Board met at the above place and date. Meeting was called to order at 2:05 p.m. Committee Chair Mr. Ernesto Dominguez present and presiding and the following Committee Members answered roll call:

Mrs. Soledad Galvan,
Ms. Jane Ratcliff
Mr. Ernst Erbe
Mr. Alfredo Diaz,
Ms. Zulema Lazarin arrived late at 2:10 pm
Mr. Keith Pannell arrived late at 2:15 pm

Agenda

1. Call to order.

Item 1: The meeting was called to order at 2:05 pm

2. Public Comments

Item 2: Public comment by Ms. Mary Castillo. She informed the committee she was present at the request of Ms. Zulema Lazarin.

3. Discussion on the benches at San Jacinto Plaza. (Ernst Erbe)

Item 3: Mr. Erbe commented that additional benches are needed at El Paso Street. Tim Omick, Director for Sun Metro responded that this request will be looked at and will get back to the committee.

No action taken on this item.

4. Suggestion or recommendation that drivers report all damaged and destroyed benches they encounter on their routes. (Ernst Erbe)

Item 4: Tim Omick, Director for Sun Metro informed the committee that Sun Metro has a form that all Sun Metro drivers are instructed to use to report damaged or destroyed benches or shelters. Mr. Omick introduced to the committee Mr. Jerry Davis, Building Maintenance Facility Manager for Sun Metro. He informed them that Mr. Davis will be the person that will be working with the bus bench franchises.

No action taken on this item.

5. Discussion on the bench contracts. (Ernst Erbe)

Item 5: Tim Omick, Director for Sun Metro informed the committee that presently there are 4 companies that own the bench franchises. He informed them that presently the enforcement of the bus benches is with Building Services, but that in the near future, through an ordinance change, the enforcement will change to Sun Metro, and the person in charge of the enforcement will be Mr. Jerry Davis.

No action taken on this item.

6. Update on International Service. (Ernst Erbe)

Item 6: Tim Omick, Director for Sun Metro gave the committee an update on the status of International Service. He informed them that Sun Metro and legal will continue to negotiate with Dos Naciones and will bring the committee an update at the next meeting.

No action taken on this item.

7. Discussion and action on the nomination of alternative Citizens Advisory Committee members. (Ernesto Dominguez)

Item 7: This item was taken with item 12 below. After discussion by the committee a motion was made by Mr. Keith Pannell, seconded by Mr. Ernst Erbe and unanimously carried to postpone the nomination of alternative Citizens Advisory Committee members to next months meeting. All in favor.

8. Discussion and action on Sun Metro's creation and use of an alternative phone number to receive complaints only. (Ernesto Dominguez)

Item 8: Chairperson Ernesto Dominguez suggested that Sun Metro install an additional phone line for complaints only. Tim Omick Director for Sun Metro informed the committee that Sun Metro's customer service number has a cue to hold up to 5 calls at a time. He also informed the committee that Sun Metro is planning on extending the customer service hours. Mr. Keith Pannell suggested having the system where when someone calls it will lead the caller to press 1, 2 or 3 for options. Mr. Omick agreed to look at Mr. Pannell's suggestion and get back to the committee.

No action taken on this item.

9. Discussion and action on the possibility of the Citizens Advisory Committee providing a monthly report to the Mass Transit Department Board. (Ernesto Dominguez)

Item 9: Motion made by Mr. Keith Pannell, seconded by Alfredo Diaz and unanimously carried to remind committee members that it is their responsibility to keep their representatives abreast of the Citizens Advisory Committee meetings. All in favor.

10. Discussion and action on a request for Sun Metro to print and disburse 5000 flyers monthly so that the public is aware of the Citizens Advisory Committee meetings. (Ernesto Dominguez)

Item 10: Mr. Tim Omick, Director for Sun Metro informed the committee that Sun Metro did not have the funds to print and distribute that amount of flyers. Mr. Alfredo Diaz suggested that perhaps information on the committee could be included in the route schedules. Mr. Omick responded that this suggestion will be looked at. Sun Metro will also look at including this information in its route maps. Cynthia Grajeda, Public Information Officer for Sun Metro informed the committee that notice of this CAC meeting was included in a recent press and also in the employee newsletter dated February 14, 2007.

No action taken on this item.

11. Discussion on the status of: Transit Terminals on Glory Road (Mesa Street) and International on Santa Fe. (Alfredo Diaz & Keith Pannell)

Item 11: Tim Omick, Director for Sun Metro gave the committee an update on the status of the Glory Road and International Transit Terminals.

No action taken on this item.

12. Discussion and action on the nomination of Fred Shufford to be an alternate on the Sun Metro Board. (Jane Ratcliff)

Item 12: This item was taken with item 7 above.

13. Director's Report:

- a. On-Time Performance Report
- b. Scheduled Service Provided
- c. Bus Availability Report
- d. Customer Service Report
- e. Fleet Replacement Status
- f. PM Chart

Item 13: Tim Omick, Director for Sun Metro provided the committee with copies of the Director's report that was presented to the Mass Transit Department Board meeting on February 13, 2007.

No action taken on this item.

Motion made by Ms. Ernst Erbe, seconded by Ms. Soledad Galvan, and unanimously carried to adjourn this meeting at 3:52 pm

Approved as to form:

Department Head/Board Secretary