

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)

March 9, 2022

MEETING MINUTES

1. **Call to Order and Roll Call** Meeting was called to order at 3:04PM. The following Committee Members answered to roll call

District	Name	Present	Absent
Mayor	Rosalie O. Yanez		X
D1	Alec Mondello	X	
D2	Elisa M. Tamayo	X	
D3	Maria C. Flores	X	
D4	Rebecca Hernandez	X	
D5	Aziz Afravi		X
D6	Phillip Thomas Laign	X	
D7	Sylvia Carreon		X
D8	Leah Wood	X	
Alternate	Mark Steele	X	

2. **Approval of February 9, 2022 Minutes**

Motion made by Board Member Maria Flores, seconded by Leah Wood and unanimously carried to APPROVE the Minutes of the previous CAC meeting

3. **Public Comment**

Board Member Mark Steele commented that the inbound and outbound announcements are now working on the Dyer and Alameda buses.

4. **Discussion on proposed ordinance revisions for the Citizen's Advisory Committee**

City employee Karl Rimkus provided a presentation outlining proposed ordinance revisions for the committee. The City would like to take this item to Council and be approved. Board Chair Tom Laign asked if there was any consideration regarding members of the public who utilize the bus being allowed to be on the committee. Mr. Rimkus explained that the 6 spots not held by those with mandatory experience requirements were geared for riders. Board member Maria Flores agreed these changes would help the board be more focused. Mr. Rimkus agreed to keep the members updated when it will go to Council.

5. **Discussion on LIFT complaints and average time on LIFT for FY22Q1**

Rafael Fernandez from MV Transportation presented on the types of commendations and complaints received. Board Chair Laign asked what a "valid complaint" was compared to an invalid one. Mr. Fernandez explained that it had to do with how the call went with the customer and how the situation was explained. Board member Maria Flores asked how they investigate unsafe driving complaints. Mr. Fernandez explained that the video in the bus is reviewed and that the driver is brought in for discussion and re-training if necessary.

6. **Discussion and action for training call-takers to direct riders to nearest bus stop**

Motion made by Board Member Leah Wood, seconded by Elisa Tamayo, to POSTPONE this item until the next meeting.

7. **Fixed route update**

City employee Anthony Dekeyzer gave a presentation that compared total ridership, passengers per hour, farebox recovery ratio, cost per trip, collisions per 100,000 miles, worker's comp claims per 100 employees, preventative maintenance, road calls, on-time performance, missed service, bus cleanings, customer complaints and bus stops across FY20, FY21 and FY22 to date. Board Members Alec Mondello and Leah Wood had questions about the numbers. Mr. Dekeyzer and Ms. Smyth assured the board that they would look into how the numbers are formulated and if capital expenses were included in the cost/trip. Board Member Leah Wood asked about a safety competition and Ms. Smyth said she'd look into it.

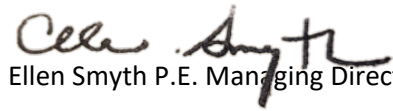
8. **William Beaumont route update**

Ms. Smyth informed the committee that she'd had a meeting February 15 with representatives from Fort Bliss and it was agreed that, at that time, the volume was not adequate to run the route. The proposed route will be revisited when the VA clinic is relocated.

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Meeting was adjourned at 4:04PM due to a loss of quorum

Approved as to content



Ellen Smyth P.E. Managing Director / Board Secretary