

CITIZENS ADVISORY COMMITTEE (CAC)  
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
APRIL 18, 2017

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:00PM. The following Committee

Members answered to roll call:

	<u>Present</u>	<u>Absent</u>
MO – George Zavala, Chair	P	
D1 – Don Pearson	P	
D2 – Vacant		
D3 – Everardo Sanchez		A
D4 – Rebecca Hernandez		A
D5 – Aziz Afravi		A
D6 – Oscar Lozoya, Vice-Chair	P	
D7 – Noemi Rojas	P	
D8 – Leah M. Wood	P	
ALT – Mark C. Steele	P	
ALT – Vacant		
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2. **Public comment.** No public comment.
3. **Approval of minutes of last meeting.** Leah Wood moved to approve the minutes. Seconded by Noemi H. Rojas. All in favor; none opposed; motion passes unanimously.
4. **Discussion and update on Mass Transit Department Board Annual Report.**

Jay Banasiak reported that he used the presentation given last year and modified with this year's information, he also explained that it is a draft and comments are welcomed. Mr. Banasiak pointed out that the last couple of pages of the report are directives from CAC to Sun Metro. The presentation will be given on May 2, 2017, presentation will cover CAC items and actions during the 2015-16 year. CAC requested the inclusion of the discussion of the Westside Mitigation Routes and the El Paso Streetcar Project. Presentation included discussion on NGTC and its construction. Jay mentioned that the goal is to have NGTC project completed by Labor Day 2017. Brio was also presented, which included route maps of Alameda and Dyer. The Alameda/Dyer schedule was also mentioned. Bus shelter enhancement program was included. Ms. Noemi Rojas asked what the industry average is of stops to shelters and Jay replied that he is not sure about this due to this being hard base on various system characteristics. Street car was also included in the presentation, first PCC cars will be coming in later this year, streetcar route maps with stop locations. Jay mentioned that all TxDOT approvals have come in. Lift Service performance numbers will be reported as well as Fixed Route On-time performance which Jay explained that it has been coming down; this is because of construction taking place at DTC and around El Paso. Customer complaints reports that more than like they will increase due to the increase of construction. Maintenance information will be included; data is showing PM work is holding. Report will include a list of presentations that have been given throughout the year. CAC requested that Safety Campaign presentations be included in this report. Some of other CAC recommendations included ADA talks and security items. Mr. Zavala explained that the presentation needs to be converted into a Word document in order for him to use the JAWS software to make the presentation. He also expressed that the images were not that important. Mr. Zavala will do the presentation at MTB. Mr. Banasiak reminded that the presentation

may be listed for 10am, but the time is flexible due to other items. Jay said that presentation will be revised based on this discussion.

5. **Presentation, discussion and action on Service Modifications for upcoming June 2017 Implementation.** Ms. Claudia Garcia presented the modifications. She noted the alignment with a goal of 6 and 6.6 in the City's strategic plan. Routes being modified will be those averaging 0.0 to 1.5 passengers/hour. Ms. Claudia Garcia provided a list of routes which will be modified. All areas of City will be impacted; most modifications will have the first trip or last trip modified. Deactivation of Route 23 will take place. Claudia also explained that there are other routes that can be used to cover the trips being made by Route 23 (9, 24, 61, 62, 65 and 66). Questions came up if the routes that are being reduced in the number of buses will be able to hand the service, Claudia said that the routes were analyzed and they will be able to provide the needed services. Another question was asked about the report on Sun Metro revenue going down, both Everett and Jay explained that ridership has dropped, but with the modifications savings in the budget have been found and can be placed on other routes to improve services. Implementation for modification is planned for June 4, 2017. Modification will be announced through media. Oscar Lozoya (CAC) is concerned about some of the reductions, asked if routes had been tested and if so for how long. Jay explained that routes are monitored throughout the month. Mark (CAC) asked what will happen to the bus routes along Oregon when the streetcar becomes operational? Everett mentioned that modifications are being worked on, but there will be some routes that will continue using Oregon. Motion by Leah Wood to approve the service modification as presented, seconded by Mark Steele. All in favor; none opposed; motion passes unanimously.
6. **Discussion and update on Smartcards for the Paratransit [Lift] and fixed route.** Jay explained that there are new technologies that are coming out which are making smart cards obsolete. He also mentioned that Sun Metro staff will be participating in a few upcoming webinars that will be discussing the new technologies. Three presentations have been done in the past three weeks. Jay mentioned that he may activate TTI to conduct a study as to which technology we should go with. LIFT is a bit more complicated due to the type of fare boxes being used. Jay will provide additional information on the next meeting.
7. **Discussion and update on Inbound and Outbound Voice Announcements.** Salome Ochoa made presentation. He recommends going with a single voice as opposed to seven. He has done some research on text to speech software, but only one system is using it. Sal has purchased the software and will be testing it in the coming days. Most transit agencies are using recorded voices. Question was asked about cost difference between software and real voices. Sal said that he is not too sure as to what the cost would be for human voices, but feels this would be high due to the large number of things that need to be recorded. Mr. Oscar Lozoya recommended that announcements should be done at all bus stops. Software will only be used for the external speakers on the buses.
8. **Discussion and update on canopy for concession stand at Eastside Transfer Center.** Raul reported that staff is working with Purchasing on obtaining a vendor. Raul also mentioned that the plan is to go through Purchasing to get the canopies, not having to deal with CID. Canopies are also being looked for at Five Points.
9. **Discussion and update on change machine at Eastside Transfer Center.** Kevin Bunch mentioned that the problem has been fixed. Bill transport needed to be replaced.
10. **Discussion and update on Northeast bus routes.** Everett made presentation. He explained that he was not sure as to what information CAC was seeking. He explained the Mesquite Hills being serviced via a contract with Project Amistad. Mr. Lozoya was the individual that place this item on the agenda. Mr. Lozoya is aware of how Project Amistad works. Everett explained that patrons at Mesquite Hills would board the Project Amistad buses just as they do Sun Metro; they will then

transfer on to a Sun Metro route once they enter the service area. He also mentioned that on the Far-East side, sites are being looked at for a park-and-ride at the Pebble Hills/Zaragosa area. Once identified, neighborhood circulators may be introduced. County services Montana Vista, Westside-Anthony area.

**11. Discussion and update on monthly Paratransit Advisory Committee meeting.** Julio Perez mentioned that the one and one orientation training with passengers has been approved passengers are scheduling their own appointments. The transition with Project Amistad went smoothly. Ms. Leah Wood will be getting feedback from some of her students' parents regarding the ridership training.

**12. Monthly Report on Paratransit [LIFT] Services for period ending March 31, 2017.** Phone systems are being worked on. Language was not being mirror to their phone announcement. Alex Arrieta provided monthly statistics report for March 2017. MV's on time performance is at 92.5% and collision rate is at 0.6 collisions per 100K miles. Complaints per 10,000 passengers is at 11.6. He mentioned that they are facing issues with construction areas. They are trying to work on updates on road closures every hour. No action taken.

**A. Francisco Liano, Operations Manager for Project Amistad was present.** 2616 trips have been made as of Monday. For the month of March, we had a total of 1201 trips. On time performance is at 95.8 (several funding sources), four percent come from one person. Question was asked on how long will the 5310 program last? With the assisting of the LIFT, the funds might last until the end of July. Mr. Zavala would like to have the 5310 funding program on-time performance break down only. Mr. Liano will provide that information on the next CAC meeting.

**13. Director's Report [Sun Metro]**

**A. Monthly Customer Service Report for Fixed Route.** George Myers went over the customer service report. March had 195 customer service reports with 20,421 phone calls. No action taken.

**B. Monthly Ridership and Operations Report for Fixed Route.** Jay Banasiak provided monthly revenue statistics for March 2017. Collisions per 100,000 miles is at 0.5. Customer complaints per 100,000 passengers is 15, on-time performance is at 93.0%. Worker's Comp Claims per 100 employees is at 1.4. No action taken.

**C. Monthly Update on bus route's announcements.** Mr. Zavala had questions about complaints regarding announcements. Wants to know how a customer can be made aware that announcements need to be made, if not they can file a complaint. Lloyd Williams will work w/ marketing to see what it can be done about customer awareness. He will provide an update on next CAC meeting.

**14. 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. Standing Item-Update on SmartCards**
- B. Marketing updates on customer complaints**
- C. Update on Inbound/Outbound announcements**
- D. Kids Ride for Free - Youth Summer Program**
- E. Safety Campaign 1.3**

**15. Call to Adjourn.** Chair asked for motion to adjourn the meeting at 4:06pm. Leah Wood so moved. Seconded by George Zavala. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ Jay Barasiak  
Department Head/Board Secretary