

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

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:09PM. 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	P	
D4 – Rebecca Hernandez	P	
D5 – Aziz Afravi	P	
D6 – Oscar Lozoya, Vice-Chair		A
D7 – Noemi Rojas	P	
D8 – Leah M. Wood	P	
ALT – Mark C. Steele	P	
ALT – Vacant		
ALT – Vacant		

2. **Public comment.** Incident about LIFT not showing up at a clear & visible location to 4<sup>th</sup> of July festivities at Chamizal park was brought up. Mr. Fernandez will look into this matter to see what happened or where LIFT was parked for pick up. Another issue with LIFT was brought up about how drivers are not keeping an eye on the ramp with it being so steep and almost causing an accident while unloading passenger. It was reported to the LIFT scheduler but not customer care. Mr. Perez stated and clarified that these kind of incidents get reported to customer care moving forward. Another issue on LIFT on how it is not able to enter the coliseum parking for pick up. Coliseum is only allowing vehicles to enter and has security guards denying buses entrance. Mr. Perez will look into this matter. Last public comment was Mr. Zavala reminding everyone of the 2<sup>nd</sup> annual Accessibility Summit and Job Fair on July 26<sup>th</sup> and the 27<sup>th</sup> ADA anniversary parade and celebration on August 11, 2017.
3. **Approval of minutes of last meeting.** George Zavala moved to approve minutes on next CAC meeting. All in favor; none opposed; motion passes unanimously.
4. **Discussion and action on changes to the Sun Metro Title VI Program.** Mrs. Bryant gave Title VI Program presentation as update was due this year from when it was last updated on June 10, 2014. Two items were added from previous; Summer Youth Program and Veterans Program. George Zavala moved to approve changes. All in favor; none apposed motion passes unanimously.
5. **Discussion and update on Streetcar system.** Mr. Jackson updated everyone on Streetcar project status with a presentation. This included status of the Maintenance Streetcar Facility (MSF); features and accessibility of MSF; location and fabrication status of Streetcars along with its features. First Streetcar is 45.86% complete and will be on site late 2017 for extensive testing. Embedded track work is 88.31% complete. Overhead Contact System (OCS) is 55% complete with OCS foundations mounted in various locations along with Traction Power Substations as well.
6. **Discussion and update on External and Internal Voice Announcements.** Mr. Williams made reference to discussions on previous CAC meeting about making the El Paso transportation more like the Austin one, he added that SM will make sure that every driver is trained on voice announcements and make it a priority and be as important as the cell phone policy is. He encourages passengers to call it in immediately so it can be addressed in real time. Issue was brought up on how

some buses have clear and loud voice announcements others don't. Mr. Ochoa explained reason behind that is some buses are newer than others having more and better speakers hence making audio better. Overall will continue working on this voice announcement matter until it is perfected.

7. **Discussion and action to a proposed change in the LIFT's no show policy.** Mr. Perez states goal is to enhance and better current no show policy so it benefits both parties (LIFT & Passengers) and accepts and understands there will be some uncontrollable situations. Back and forth discussions on making no show policy stricter by charging for no shows and even suspending service to those abusers all together. FTA protects them and cannot suspend completely. FTA also protects LIFT against no show violators and allows for changes in policy if needed. Committee voted on 3 proposals: First being changing the two-step appeal process into only a one step, committee voted to keep as is at the two-step process. Second being to have MV do weekly follow ups on no shows vs. monthly follow ups, the committee voted in favor of this change. The third being to start the LIFT suspension at two weeks vs one week after all the applicable processes have been followed, the committee voted in favor of this change.
8. **Discussion and update on monthly Paratransit Advisory Committee meeting.** Item was postponed for next agenda. Leah Wood made motion to discuss on Aug 18, 2017 CAC Meeting. All in favor; none opposed; motion passes unanimously
9. **Monthly Report on Paratransit [LIFT] Services for period ending June 30, 2017.** Item was postponed for next agenda. Leah Wood made motion to discuss on Aug 18, 2017 CAC Meeting. All in favor; none opposed; motion passes unanimously
10. **Director's Report [Sun Metro].** Item was postponed for next agenda. Leah Wood made motion to discuss on Aug 18, 2017 CAC Meeting. All in favor; none opposed; motion passes unanimously
  - A. **Monthly Customer Service Report for Fixed Route.**
  - B. **Monthly Ridership and Operations Report for Fixed Route.** J
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.**
12. **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