

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
September 19, 2017

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:03PM. The following Committee

Members answered to roll call:	<u>Present</u>	<u>Absent</u>
MO – George Zavala, Chair	P	
D1 – Don Pearson	P	
D2 – Rodolfo Parra		A
D3 – Everardo Sanchez		A
D4 – Rebecca Hernandez	P	
D5 – Aziz Afravi	P	
D6 – Oscar Lozoya, Vice-Chair	P	
D7 – Noemi Rojas	P	
D8 – Leah M. Wood	P	
ALT – Mark C. Steele	P	
ALT – Lori Vugteveen	P	
ALT – Vacant		

2. **Public comment.** Ms Miller asked if/why bus stop that was on Center Market and North Western by the HP building was moved. Michael Herrera explains route was re-routed to University Medical Center, so it is now one block away from where it used to be. Lori bring up it is Leah's birthday.
3. **Approval of minutes of last meeting.** Aziz Afravi moved to approve minutes, Leah Wood seconds motion. All in favor; none opposed; motion passes unanimously.
4. **Discussion and update on External and Internal Voice Announcements.** External voice announcements are all working now. Internal announcements have a small delay when pulling cord, issue is being worked on and should be ready by the end of the month. There are still random times coach operator is not making announcements at intersections when bus audio is not working. Issue about placing placards on buses informing passengers what number they can call to advice or notify when audio is not working or when drivers are not making announcement was brought up. Question as to why Sun Metro is not abiding by FTA regulations was brought up.
5. **Presentation and update on Northgate Transit Terminal.** Frank Benavidez states it will be ready in November 2017. Parking lot is 85% complete. Idea is to make it as accessible and modern as an airport including all the amenities in its 1600 sq. ft. of retail space. Vendor and employment questions were brought up. Explained vendors would go through betting process with the City.
6. **Discussion and update on placards and real-time mobile application.** Gabriel Mendez states 85% of Placards are done and are all made out of aluminum. Only 394 left to install. There was a test done on September 18, 2017 with several City employees to test the application and results keep getting better. Software is working better as well. Oscar Arriaga will give a presentation on application usage at the school where Leah Wood works.
7. **Update on park and ride to UTEP games.** There are not enough people using the bus. Football game of September 15, 2017, had 20,000 people in attendance out of which only 70 made use of bus. Suggestions to use for volleyball and maybe basketball games, but those sports have even less attendance. Chihuahuas games were not a success 2 years ago either.

8. **Discussion and update on monthly Paratransit Advisory Committee meeting.** Only 5 people attended meeting. Held discussions on abiding by all the rules and having people call in to the customer service line any time they have an issues.
9. **Monthly Report on Paratransit [LIFT] Services for period ending September 30, 2017.** Alex read report statistics. August was a rough month due to all the weather issues and buses being late, adds that September is going great so far.
10. **Director's Report [Sun Metro].**
 - A. **Monthly Customer Service Report for Fixed Route.** George Myers read reports and points out decrease in customer service reports from Aug to Sept.
 - B. **Monthly Ridership and Operations Report for Fixed Route.** Jay Banasiak read reports, no significant change from August to September.
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.** Update on Streetcar and its naming.
12. **Call to Adjourn.** Chair asked for motion to adjourn the meeting at 3:24pm. Seconded by Leah Wood and Aziz Afravi. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ Jay Banasiak
Department Head/Board Secretary