

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
August 21, 2018

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 – Vacant		
D1 – Lee Willmott	P	
D2 – Eden Robles	P	
D3 – Jonathan Moran		A
D4 – Rebecca Hernandez	P	
D5 – Aziz Afravi		A
D6 – Donald Pearson	P	
D7 – Noemi Rojas	P	
D8 – Leah Wood		A
ALT – Mark C. Steele	P	
ALT – Lori Vugteveen	P	
ALT – Vacant		

2. **Public comment.** Tickets are no longer being sold at library so customers are not sure where they need to go purchase them now, perhaps educate librarians on where to refer passengers for purchase. Questions about shading on the side of Northgate Transfer Center.
3. **Approval of minutes of last meeting.** Motion made by Lori, seconded by Mark, and unanimously carried to **APPROVE** the Minutes for the previous CAC Meeting.
4. **Elect Citizens Advisory Committee Vice Chairperson.** Motion made by Lori to nominate Don for Vice Chair. Seconded by Mark and unanimously carried to name Don Pearson Vice Chair of CAC.
5. **Discussion and update on Northgate Transfer Center operations and outside shade.** Sun Metro is trying to drive its passengers to wait inside versus outside in an effort to increase monitor usage while also encouraging passengers to avoid the very hot or cold weather conditions. Concession stand opening soon. Rental of retail spaces is already being worked on.
6. **Discussion and update on factors causing ridership increase and decrease.** Several items affecting ridership. Trump sentiment from Juarez shoppers, low unemployment rates, favorable car rates, peso versus dollar rate. Route 18 still operating just a shift in ridership. Brio Stop on Vista Del Sol by Las Palmas Hospital not operational due to construction and heavy machinery. May have to wait until construction is done. City Ordinance does not allow for advertising on buses and not a very big demand for it. CAC can help Sun Metro ridership by attending CAC meetings and bringing comments forward. Sun Metro is trying to increase BRIO ridership rather than fixed route.
- Presentation and discussion on new RFP for Fixed Route management and LIFT services. (Request for Proposal)** Review the different approaches for managing and operating transit services, review history of Sun Metro management and operations from 2006, assess current approaches for Sun Metro and confirm direction for Sun Metro procurement. (fixed route and LIFT) Sun Metro is the lowest operating cost per revenue hour among peer transit agencies in 2016. Sun Metro falls within the peer range for passengers per revenue hour and operating cost per passenger trip in 2016. Sun Metro total passengers for fixed route from 2009 to 2017 tracks the price per gallon for gasoline. Sun Metro trends in performance metrics from 2009 to 2016 are comparable to similar trends for peer transit agencies.

Transit management for fixed route: Include management of fixed route bus and streetcar; Expand scope to include financial management and accountability; Reassess staff responsibility for safety/security/training; Include performance metrics for efficiency and effectiveness
Transit service contract for LIFT: Expand scope to ensure contractor responsibility for ADA compliance and facility maintenance for LIFT; Increase minimum performance metrics.

7. Update on BRIO:

A. Montana- finished design now working on contractor bids but construction will not start until 2019 to become operational 2020.

B. Alameda- Pylon and Canopy Lighting. Substantial completions. Operational December 2018.

C. Dyer – Substantial completion, fully operational by December 2018

8. Monthly Report on Paratransit [LIFT] Services for period ending July 31, 2018. Mr. Alex Arrieta presented numbers for whole month of July 31, 2018.

9. Director's Report [Sun Metro].

A. Monthly Customer Service Report for Fixed Route. Mr. Lloyd Williams presented numbers for whole month of July 2018. (New category added to report bus annunciation not working)

B. Monthly Ridership and Operations Report for Fixed Route. Mr. Jay Banasiak presented numbers for month July 2018.

10. 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. Naming rights for Streetcar Maintenance Facility.

11. Call to Adjourn. Motion made by Don, seconded by Lori, and unanimously carried to adjourn this meeting at 3:42p.m.

12. Tour of Northgate Transfer Center.

Approved by:

/s/ Jay Banasiak
Department Head/Board Secretary