

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)
February 20, 2018

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:07PM. The following Committee

Members answered to roll call:

	<u>Present</u>	<u>Absent</u>
MO – Leah M. Wood, Chair	P	
D1 – Vacant		
D2 – Rodolfo Parra		A
D3 – Jonathan Moran	P	
D4 – Rebecca Hernandez	P	
D5 – Aziz Afravi	P	
D6 – Vacant		
D7 – Noemi Rojas	P	
D8 – George Zavala		A
ALT – Mark C. Steele	P	
ALT – Lori Vugteveen	P	
ALT – Vacant		

2. **Public comment.** No comments.
3. **Approval of minutes of last meeting.** Lori moved to approve minutes, Rebecca seconds motion. All in favor; none opposed; motion passes unanimously.
4. **Update on External and Internal Voice announcements.** Lloyd speaks to no major updates, biggest key on this being successful is people calling in as soon as they realize announcements are not working. If/When there is a call to CS about a complaint, be sure to be specific on bus #, route, time, etc. Question on how and who determines major intersections. All new employees are being trained on this topic and there are uniformed supervisor ride alongs monthly. Comment is made to have monthly ride along report. If new major intersections are added could take 2 weeks or more in order to have them up and running.
5. **Update on first PCC car arrival.** Carl spoke to local media coverage, teaser campaigns and the Sun Metro Marketing campaigns that include: Facebook, Twitter, Posters around the city, brochures and presentations at schools along with Bike safety campaigns. He also spoke to Streetcar delay due to mechanical issues and new arrival date in March. Streetcar will have cushion seats and speedometer.
6. **Update on Northgate Terminal and grand opening..** Representative from Project Amistad Rosario spoke to no major updates from last meeting. They conducted survey and have not gotten results back on how often, how many or what times rides are needed, to really focus on those needs. Funding will be spread throughout the upcoming 3-4monts. Question on if rides still have a time frame of 1hr for pick up. Answer is yes, 1 to 1.5 hrs.
7. **Discussion and update on operational procedures when bus wheelchair access is full.** George speaks to 4 yrs with this ongoing issue with inconvenience with Paratransit riders. Raul explains that smartcards update would be about 1.2m and budget has not allowed it so far. Director however, has made decision to use some of the Federal grant money to be able to start on this project, and have met with several vendors about it as well. Want to make sure chosen vendor will be one that can keep up with today's technology as well. Long term beneficial for everyone, new users and ADA people, being able to refill cards even at home from a computer.

8. **Discussion and update on Westside mitigation routes.** David from TTI spoke to the results from study conducted from El Paso MPO and Texas A&M to try to identify the gaps on the needs of the service to areas outside the city limits. Offer various ways to meet the needs of passengers in those areas, including partnering with Sun Metro.
9. **Discussion and update on monthly Paratransit Advisory Committee meeting.** No meeting.
10. **Monthly Report on Paratransit [LIFT] Services for period ending February 28, 2018.** Alex read numbers for whole month of February.
11. **Director's Report [Sun Metro].**
 - a. **Monthly Customer Service Report for Fixed Route.** Postponed.
 - b. **Monthly Ridership and Operations Report for Fixed Route.** Postponed.
12. **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.** George Zavala requests that there be a monthly report of the supervisor ride alongs monitoring voice annunciations.
13. **Call to Adjourn.** Vice Chair asked for motion to adjourn the meeting at 3:37pm. Rebecca moves to adjourn, motion seconded by Lori. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ Jay Barasiak
Department Head/Board Secretary