

CITIZENS ADVISORY COMMITTEE (CAC)
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)

February 9, 2022

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 3:01PM. The following Committee Members answered to roll call:

District	Name	Present	Absent
Mayor	Rosalie O. Yanez		X
D1	Alec Mondello		X
D2	Elisa M. Tamayo	X	
D3	Maria C. Flores	X	
D4	Rebecca Hernandez	X	
D5	Aziz Afravi	X	
D6	Phillip Thomas Laign	X	
D7	Sylvia Carreon	X	
D8	Leah M. Wood	X	
Alternate	Mark Steele	X	

2. **Approval of January 12, 2022 Minutes.**

Motion made by Board Member Leah Wood, seconded by Board Member Rebecca Hernandez and unanimously carried to APPROVE the Minutes of the previous CAC meeting.

3. **Discussion and action on implementation of “Adopt a Stop” to combat graffiti at high-traffic stops.**

Managing Director Ellen Smyth advised that calling 3-1-1 is the best option for graffiti abatement. The Board Member who requested this item was not present. NO ACTION taken.

4. **Discussion on need for a bus stop on Route 14 outbound on Oregon at Missouri across the street from the Loft apartments.**

Alternate Member Mark Steele requested a stop be located here. City employee Claudia Garcia indicated that a short walk towards the library would be the best location for a nearby stop that already exists. Board Member Aziz Afravi requested consideration of creating a phone number for blind people to call to get information on nearby stops.

5. **Discussion on need for a bus stop on Route 10 on University between Mesa and Oregon.**

Alternate Member Mark Steele stated this would be a nice place for a stop. City employee Claudia Garcia indicated there were already nearby safe stops past University and before Kerbey.

6. **Discussion and action on approving presentation to the Mass Transit Board.**

City employee Bri Morales read the presentation. Motion made by Board Member Maria Flores, seconded by Leah Wood to **APPROVE** the presentation.

7. **Update on mobile app – accessibility**

City employee Astrid Bunner updated the committee that Sun Metro is working with an outside consultant to certify the app for ADA accessibility. Most of the issues have been with Android devices. There were 14 findings, all of which are being worked on and will be resolved soon. Ms. Bunner has spoken with Board Member Afravi in the past about his specific concerns. One of the issues is that the app does not allow for the purchase of multiple tickets at one time. Ms. Bunner made herself available to Board Member Afravi for any additional concerns.

8. **Update on LIFT on-time performance**

MV employee Alex Arrieta updated the committee on first quarter stats for FY22. 6,000 passenger increase, 98% preventive maintenance, 0.4 incidents/10,000 trips, 84.9% customer satisfaction. Wages have increased leading to fuller-staffing, which improves on-time performance. Call center response time is 24 seconds. Projected to be at optimal staffing by the end of April. Board Member Afravi asked about the long wait on the bus. Mr. Arrieta committed to speaking with him.

9. **Discussion on the downtown I-10 Bike/Pedestrian Committee**

Motion made by Board Member Leah Wood, seconded by Maria Flores to **POSTPONE** this item.

10. **Discussion and action on appointment of alternate committee members**

NO ACTION was taken on this item

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**

Board Chair Laign requested a report on the breakdown of LIFT complaints and if any specific part of town is receiving more complaints. He also requested a report on the average time riders are spending on the LIFT for the first quarter of FY22. Board Members Wood and Afravi requested an item for discussion and action for dispatch to be trained to provide directions to the nearest bus stop. City employee Robert Dominguez indicated customer service is already trained to do this. Board Member Wood requested a fixed route update on ridership, maintenance, customer service etc. Board Member Rebecca Hernandez requested an update on the William Beaumont route. Alternate member Mark Steele to have a conversation about specific stops offline with Claudia Garcia.

12. **Call to Adjourn Meeting**

Motion made by Board Member Leah Wood, seconded by Board Member Aziz Afravi to **ADJOURN** the meeting at 4:11PM.

Approved by:



Managing Director/ Board Secretary