

CITIZENS ADVISORY COMMITTEE (CAC)  
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
March 19, 2019

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:16 PM. The following Committee

Members answered to roll call:

	<u>Present</u>	<u>Absent</u>
MO – Vacant		
D1 – Vacant		
D2 – Eden Robles	P	
D3 – Jonathan Moran		A
D4 – Rebecca Hernandez	P	
D5 – Vacant		
D6 – Donald Pearson	P	
D7 – Noemi Rojas	P	
D8 – Leah Wood		A
ALT – Vacant		
ALT – Lori Vugteveen	P	
ALT – Vacant		

2. **Public comment.** No comments
3. **Approval of minutes of last meeting.** Motion made by Rebecca, seconded by Lori, and unanimously carried to **APPROVE** the Minutes for the previous CAC Meeting.
4. **Discussion and action on the CAC Election of Officers for calendar year 2019.** Noemi Rojas makes motions to select Eden Robles to serve as Chair; none second motion. Rebecca Hernandez makes motion to select Noemi Rojas to serve as Chair, motion seconded by Lori Vugteveen, all in favor. Motion unanimously approved. Lori Vugteveen makes motion to select Rebecca Hernandez to serve as Vice Chair, motion seconded by Noemi Rojas, all in favor. Motion unanimously approved. New Chair: Noemi Rojas. New Vice Chair: Rebecca Hernandez.
5. **Discussion and action to appoint alternates for the Citizens Advisory committee.** Chair makes motion for Mark Steele to be re-appointed as alternate member, Lori Vugteveen second, all in favor. Motion unanimously approved.
6. **Discussion and action on Streetcar Grand Opening and possibility of painting pole lines for greater visibility.** Oscar covers the event details including Jefferson High School ROTC and Father Kevin O' Neil's speech and Singing of National Anthem by Norma Lopez. Guest speakers at grand opening include City Manager Tommy Gonzalez, Mayor Dee Margo, District 1 Representative Peter Svarzbein, CRRMA Chair Susan Melendez and Sun Metro Director Jay Banasiak. Streetcars are then paraded around and the public can enjoy a free ride. Everett address pole issues stating Sun Metro is working on fluorescent decals to make poles more visible.
7. **Discussion and update on new buses.** Mr. Banasiak states the priority is to replace older paratransit vans (24) out of 65, then roughly 40 more vans in the next two years. 48 new Brios will replace the older fixed route buses. The other older bus replacement will go into bidding until late 2020. Will also look into different Paratransit buses maybe smaller vans.
8. **Discussion Update on Maintenance Streetcar Facility Naming.** Mr. Banasiak talks about naming rights. Have yearly fees to promote any given business and create revenue. However if no interested parties will go with Ron Dawson.
9. **Discussion Update on Mobile App.** Mr. Perez talks about the work with Trapeze and the application able to help with the trip. The trip planner work with Apple and Android. Scan the bus stop QR code and will show next bus arrival. You can also zoom in app and see exactly where one

is. Working on adding the Streetcar routes and times. Also working on being able to pay via app to benefit all users with enhanced technology and making it easier for increased ridership.

- 10. Discussion and update on Voice Announcements not working.** Streetcar announcements is already in the works. Buses continue to have annunciation feature along with visible electronic signs.
- 11. Discussion and update on LIFT customer service representatives helping passengers find destination addresses when making reservations.** Mr. Arrieta states this is no issue so as long as time permits. If representatives have a very high call volume then priority is tending to every customers call and scheduling rides.
- 12. Monthly Report on Paratransit [LIFT] Services for period ending December 31, 2018.** Mr. Alex Arrieta presented numbers for whole month of December 2018.
- 13. Director's Report [Sun Metro].**
  - A. Monthly Customer Service Report for Fixed Route.** Mr. Myers presented numbers for whole month of December 2018. (New category added to report bus annunciation not working)
  - B. Monthly Ridership and Operations Report for Fixed Route.** Mr. Banasiak presented numbers for month December 2018.
- 14. 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.** LIFT vehicle type.
- 15. Call to Adjourn.** Motion made by Noemi, seconded by Rebecca, and unanimously carried to adjourn this meeting at 3:28p.m.

Approved by:

/s/ Jay Banasiak  
Department Head/Board Secretary