

CITIZENS ADVISORY COMMITTEE (CAC)  
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
May 16, 2017

MEETING MINUTES

1. **Call to Order and Roll Call.** Meeting was called to order at 2:04PM. The following Committee Members answered to roll call:

	<u>Present</u>	<u>Absent</u>
MO – George Zavala, Chair	P	
D1 – Don Pearson	P	
D2 – Vacant		
D3 – Everardo Sanchez	P	
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 – Vacant		
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2. **Public comment.** No public comment.
3. **Approval of minutes of last meeting.** Leah Wood moved to approve the minutes. Seconded by Don Pearson. All in favor; none opposed; motion passes unanimously.
4. **Update on the Mass Transit Department Board Annual Report Presentation.**

Jay Banasiak reported that the presentation was postponed to June 13<sup>th</sup> due to no show from CAC member.
5. **Discussion and update on construction of Brio routes – Alameda and Dyer.** Frank Benavidez presented that both routes are under construction and no incidents have been reported. Dyer is moving slower; this is due to permits that need to be attained to enter certain locations. Dyer team is Jordan Foster. Completion for both projects is schedule for Summer June 2018. Good mix of teams working on Alameda. PO to purchase buses will be issued around mid-summer and delivery of buses would be around July of 2018. Jay mentioned that a grand opening will be scheduled for both Dyer and Alameda. Mr. Banasiak mentioned that Sun Metro marketing team will be working on promoting the Brio routes. Mr. Banasiak also explained how all Brio routes will connect. Five Points Transfer center will be a major transfer point. Alameda has a good set up with the contractor working on this project, which is Martinez Brothers. Ms. Noemi Rojas suggested that the board should discuss ideas on how to promote the Brio routes. She brought up ideas. Mr. Banasiak gave a recommendation on how to proceed to add this item for a discussion and action on the next CAC meeting, how to promote Brio routes.
6. **Discussion and update on Design of Montana Brio Route.** Jay explained that the federal grant has been submitted to fund the Montana Brio route. We are just waiting on the Environmental inspection to be completed, before grant is awarded. This environmental inspection should be completed in 2 months. Then the FTA will go over the inspection. Once satisfied FTA will approve the grants. Criteria needs to be met before getting the grant. Mr. Banasiak is hopeful that we should have the grant by the end of the year. In the meantime, we will be doing design work and cost analysis. The total amount for the Montana Brio project is about 47 million dollars and the grant is around 27 million dollars.

7. **Discussion and update on Smartcards for the Paratransit [LIFT] and Fixed Route.** Jay mentioned that there's really nothing much we have done, except that we are working with TTI doing a study of the fare structure. Smartcards will be the first thing we do. Various options on smartcards will be done before Dyer and Alameda Brios are completed. Cards will have the pre-paid option. At this time, we don't know the costs for the first card. Hoping mentioned that there is not much of an update. ITT is working on doing a study. The goal is to make as easy as possible for everyone.
8. **Discussion and update on External and Internal Voice Announcements.** Tony Jurado mentioned that they are currently working on testing the announcements on four different type of buses, but unfortunately they are having problems with the volumes. Tony mentioned that hopefully in two weeks he should have more information. Recommendation on adding agenda item for the next CAC meeting. Discussion on outreach ADA and what rights they have when bus drivers don't make bus stop announcements.
9. **Discussion and update on Safety Campaign 1.3.** Paul Guercio presented the recent stats for the first half for the safety campaign that ran from January 1<sup>st</sup> to April 30<sup>th</sup> of 2017. He mentioned that currently 447 employees are eligible for the incentive, 377 for operations and 70 for the maintenance department. Out of those numbers only 354 employees for operations and 65 for maintenance are confirmed to be eligible for the payout due to not having any type of incidents/accidents. That's 94% for operations and 93% for maintenance that are eligible, 13% are not eligible due to incidents/accidents. Employees not eligible will go through a retraining program.
10. **Discussion on mailing bus schedules.** Jay would like a little more information on this item. Mark Steele wanted to know if someone would to call Sun Metro requesting a bus schedule to be mailed out to them, if that would be a possibility. Mr. Banasiak mentioned that it might not be a possibility since 20,000 schedules are printed monthly. He suggested that all the information can be found on the Sun Metro website. Mr. Zavala would like to know if the website can be compatible to the "Jaws" software. Several other options were presented.
11. **Discussion and update on monthly Paratransit Advisory Committee meeting.** Julio Perez mentioned that no agenda was created, due to no agenda items were available.
12. **Monthly Report on Paratransit [LIFT] Services for period ending April 30<sup>th</sup>, 2017.** Alex Arrieta provided monthly statistics report for April 2017. MV's on time performance is at 93% and collision rate is at 0.7 collisions per 100K miles. Complaints per 10,000 passengers is at 11.2. There were 27 complaints. No action taken.
  - A. Francisco Liano, Operations Manager for Project Amistad was present. 1148 trips have been made. 823 were ambulatory, 325 mobility devices, 37 no shows and 57 were cancelled. On time trips were 1242, total of 51 trips that were not on time, 4.1 late performance. Window pick up time is one hour prior to appointment.
13. **Director's Report [Sun Metro]**
  - A. **Monthly Customer Service Report for Fixed Route.** George Myers went over the customer service report. April had 113 customer service reports with 17,989 phone calls, .062%. April 2017, 41 Westside customer service reports; 17,989 phone calls, .022%. No action taken.
  - B. **Monthly Ridership and Operations Report for Fixed Route.** Jay Banasiak provided monthly revenue statistics for April 2017. Collisions per 100,000 miles is at 2.8. Customer complaints per 100,000 passengers is 9, on-time performance is at 93.0%. Worker's Comp Claims per 100 employees is at 0.3. Preventative Maintenance is at 99.0%. No action taken.
  - C. **Kids on the Go – Summer Youth Program Extension.** Raul Escobedo mentioned that Sun Metro is currently working with United Way. So far no applications have been submitted. He mentioned that kids under the age of 12 must travel with a companion, we cannot track where the child is going. United Way has contacted school districts.

**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.** The Committee requested that the following items be added to the next meeting's agenda:

- A. Standing Item-Update on SmartCards
- B. Marketing Brio Routes
- C. Update on Inbound/Outbound announcements
- D. Kids Ride for Free - Youth Summer Program

**15. Call to Adjourn.** Leah Wood asked for motion to adjourn the meeting at 3:29pm. Seconded by Don Pearson. All in favor; none opposed; motion passes unanimously.

Approved by:

/s/ Jay Barasiak  
Department Head/Board Secretary