

CITIZENS ADVISORY COMMITTEE (CAC)  
OF THE MASS TRANSIT DEPARTMENT BOARD (MTDB)  
July 14, 2021

MEETING MINUTES

**1. Call to Order and Roll Call.** Meeting was called to order at 3:20 PM. The following Committee

Members answered to roll call:

	<u>Present</u>	<u>Absent</u>
MO – VACANT		
D1 – Alec Mondello	P	
D2 – Eden Robles		A
D3 – Jonathan Moran	P	
D4 – Rebecca Hernandez		A
D5 – Aziz Afravi	P	
D6 – Phillip Laign	P	
D7 – VACANT		
D8 – Leah Wood		
ALT – Mark Steele	P	
ALT – Vacant		
ALT – Vacant		

**2. Public comment.**

Mark Steele-Eastside transfer center – request for canopy at the concession stand – SM has already investigated: issue is the cost is approximately \$100,000. Montana Brio – Have they began work on the project yet at the far east transfer center? Mr. Aziz: Sun Metro app is not working. Too many undefined icons that don't define what they are – not good for accessible users. You have to guess what button you're choosing.

**3. Approval of minutes of last meeting held June 9, 2021.**

Motion made by Aziz Afravi, seconded by Mark Steele and unanimously carried to **APPROVE** the Minutes for the previous CAC Meeting.

**4. Discussion on Streetcar phase II plans**

Ellen Smyth states there phase 2 and 3 estimated costs of 129 million. Based on \$20M per mile bid price plus 4% inflation. Estimate includes: second phase is \$72M; third phase is \$30M; \$3M per additional streetcar (6 new cars); three years of O&M at \$3M annually Phase II consists of 3.6 miles from Downtown to Medical Center of Americas along Texas/Alameda corridor. Phase III consists of 1.5 miles from Downtown to Ciudad Juarez Centro. Implementation of Phase II and III will require the addition of 6 new streetcars to the system. Are streetcars being held at SM suitable for refurbishing? Ellen: 3 in SM yard, 3 would have to come from somewhere else or we could build from scratch. Alec Mondello: information on existing streetcar? Ellen: we ran for 7/3, looking at starting service Th-Sa from 4:00-midnight starting 7/29. We don't know for sure if the bridges will re-open on 7/21 based on vaccination levels.

**5. Update on Sun Metro fare adjustment.**

the budget hearings are in progress, we did the onboard surveys. We haven't synthesized the information yet. We're not going to move forward with the fare adjustments at this time. We need more input from this community as well as those who use the buses so we can provide better data to City Council. Won't be part of FY22 budget.

**6. Update on mobile ticketing app and ADA accessibility complaints.**

Postponed for next month.

**7. Update on LIFT drop off and pick up procedures.**

Alex Arrieta: 5 minute wait once a driver arrives at a destination. If driver attempted contact and unable to contact the passenger, dispatch attempts to contact the passenger. 5 minutes start once we make contact with the passenger. If we don't have any contact with courtesy call, then the 5 minute starts when the driver arrives.

IVR is an option – can request SM sets up an automatic message to send a message.

Aziz Afravi: When the pickup time, IVR lets you know the time, say I have a pickup from 2:00-2:30, I get my call that the pickup that the ride will be there at 2:20, the driver never shows up in those 5 minutes. Usually shows up in 20-25 minutes after the call. Can you explain that situation?

Alex Arrieta: it mirrors a GPS, it gives an estimated time of arrival. Communicates with the trapeze system. It estimates arrival time – the system doesn't take that into account if the driver is running late. To make it less burdensome on the passengers so they aren't receiving multiple calls, it gives you an estimate. Alex Arrieta: Will reach out and test something in trapeze.

**8. Discussion and action on changing CAC time to 4:00pm.**

Aziz Afravi: Used to be 2:00-4:00. Ellen Smyth: we can leave it the way it is from 3-4.

**9. 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.**

Alec Mondello: Montana Brio. Also the far east transfer center, they're related. Claudia Garcia: we can give that to the whole committee as well as the item on the app.

Tom Laign: there was some discussion about adding us and helping on the fare adjustment? Some discussion about what we can do to talk about the fare adjustment and what our role could be in that? Alec Mondell: can we have information next month on where there are availabilities? Tom Laign: We can email Fabiola if we come up with anything else?

**10. Call to Adjourn.** Motion made by Tom Laign, seconded by Mark Steel, and unanimously carried to adjourn this meeting at 3:57p.m.

Approved by:

/s/ Ellen Smyth

Department Head/Board Secretary