



SUN METRO CITIZENS ADVISORY COMMITTEE

**July 10, 2024
10151 MONTANA AVENUE, EL PASO, TX 79925
3:00 PM
SUN METRO TRANSIT ROOM, ROOM 117**

Notice is hereby given that a meeting of the Sun Metro Citizens Advisory Committee of the City of El Paso will be conducted on the above date and time.

A quorum of five committee members must be present and participate in the meeting.

ROLL CALL

PLEDGE OF ALLEGIANCE

NOTICE TO THE PUBLIC

All matters listed under the Consent Agenda below will be considered by the Committee to be routine and will be enacted by one motion in the form listed below. There will be no separate discussion of these items unless members of the Committee or persons in the audience request specific items be removed from the Consent Agenda to the Regular Agenda for discussion prior to the time the Committee votes on the motion to adopt the Consent Agenda.

CONSENT AGENDA

1. Approve the Minutes of the Regular Committee meeting of May 8, 2024. [BC-12](#)

REGULAR AGENDA

2. Discussion regarding welcome of new committee members (Karl Rimkus, Committee Coordinator). [BC-03](#)

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|-----|--|------------------------------|
| 3. | Discussion and action regarding consideration of options for hybrid committee meetings (Karl Rimkus, Committee Coordinator). | <u>BC-05</u> |
| 4. | Discussion regarding the procedures for LIFT paratransit trip planning (Victor Caraveo, Project Manager). | <u>BC-06</u> |
| 5. | Discussion regarding an update on Sun Metro Rising (Robert Mendez, Transit Senior Service Planner). | <u>BC-07</u> |
| 6. | Discussion regarding an update on the Texas Veterans Commission grant for free bus rides for veterans (Jerry DeMuro, Deputy Transit Officer). | <u>BC-08</u> |
| 7. | Discussion regarding phone number access for LIFT paratransit issues (Victor Caraveo, Project Manager). | <u>BC-09</u> |
| 8. | Discussion regarding update on Sun Metro outreach efforts to increase ridership (Claudia Garcia, Asst. Director). | <u>BC-10</u> |
| 9. | Discussion regarding free parking at Sun Metro facilities for disabled veterans and bus passes for committee members (Karl Rimkus, Committee Coordinator). | <u>BC-11</u> |
| 10. | Discussion regarding information on Mandy the Mule trolley display and status of unrestored PCC streetcars (Jerry DeMuro, Deputy Transit Officer). | <u>BC-14</u> |

PUBLIC COMMENT

The Committee will allow speakers from the public to comment on any transit-related issue that is not on the agenda. During the Public Comment Period of the meeting, audience members who sign up to address the Committee will be given an opportunity to address the Committee. Unless modified by the Chair, speakers will be allowed three (3) minutes for their comments. For more information, please contact Mariana Orozco at (915) 212-3308.

ADJOURN

NOTICE TO THE PUBLIC

Sign language interpreters will be provided for this meeting upon request. Requests must be made to Mariana Orozco at OrozcoM@elpasotexas.gov a minimum of 48 hours prior to the date and time of this hearing.

If you need Spanish Translation Services, please email OrozcoM@elpasotexas.gov at least 48 hours in advance of the meeting.



Legislation Text

File #: BC-12, Version: 1

**CITY OF EL PASO, TEXAS
LEGISTAR AGENDA ITEM SUMMARY FORM**

AGENDA LANGUAGE:

This is the language that will be posted to the agenda. Please use ARIAL 11 Font.

Approve the Minutes of the Regular Committee meeting of May 8, 2024.

SUN METRO CITIZENS ADVISORY COMMITTEE (SMCAC)
May 8, 2024
MEETING MINUTES

1. Call meeting to order.

Meeting was called to order at 3:00PM. The following Committee Members were present:

District	Name	Present	Absent
D1	Vacant		
D2	Elisa Tamayo	X	
D3	William Graham	X	
D4	Sandy Azcona		X
D5	Aziz Afravi	X	
D6	Vacant		
D7	Sylvia Carreon	X	
D8	Scott White	X	
Mayor	Vacant		

2. Approve the Minutes of the Committee meeting of September 13, 2023.

Motion made by Mr. White, seconded by Ms. Tamayo, and unanimously carried to **APPROVE** the minutes of the previous CAC meeting.

3. Discussion and action on election of officers (Chair and Vice-Chair) of the committee

Mr. White nominated himself for Chair, Mr. Graham seconded it, passed unanimously. Mr. White called for nominees for Vice Chair, Mr. Graham is nominated, Ms. Tamayo seconded it, passed unanimously.

4. Discussion and action regarding vacant seats on the committee and review of ordinance related to excessive absences.

Mr. Rimkus reviewed the three current committee member vacancies. Ms. Carreon stated she might know a person who would be interested on serving on the committee. Ms. Tamayo asked if meetings could go back to being conducted virtually. Ms. Garcia (Asst. City Atty.) recommended to place it on the next meeting agenda and gave examples of other meetings being held virtually. Mr. Rimkus reviewed the City ordinance that relates to excessive absences of committee members.

5. Discussion regarding update on County of El Paso paratransit implementation and Termination of Route 84

Mr. Rimkus reviewed County Transit services and the pending implementation of paratransit services by County Transit. Mr. Rimkus advised that Sun Metro Route 84, operated by Sun Metro on behalf of the County of El Paso, will be terminated at the end of 2024. Mr. Dekeyzer added to the discussion of the future operation of the route by County

Transit. Mr. Rimkus then discussed that the paratransit services for Route 84 would continue to be provided until the route is terminated, at which point the County would be responsible for providing service along whatever new route may be put in place. Mr. Dekeyzer reemphasized the paratransit plan the County plans to implement.

6. Discussion regarding a presentation on Sun Metro Rising

Mr. Mendez went over the presentation of Sun Metro Rising to include micro transit. Mr. Dekeyzer went into detail on the deactivation and activation of stops. Mr. White asked if there is going to be education on the new stops. Mr. Dekeyzer replied by stating that the Outreach team will be taking care of that. Ms. Garcia reemphasized the Outreach plan. Mr. Afravi asked if LIFT still offers education on how to use its services. Ms. Garcia replied by stating it is done upon request. Mr. Mendez gave the timeline to implement Sun Metro Rising.

7. Discussion regarding a presentation on El Paso Streetcar Optimization

Mr. Esparza went over the presentation and what the public is requesting from the streetcar service. Mr. Esparza went over the ridership numbers from previous years, approved service organization and the cost and savings. Mr. Dekeyzer reemphasized what was done to increase ridership.

8. Discussion of an update on Sun Metro operations and administration

Mr. Arnold presented information that included Sun Metro fleet maintenance, fixed route on time performance, ridership, ticket vending machine replacement, LIFT and electric vehicle update. Mr. Dekeyzer discussed how the complaints for paratransit service are now being addressed. Mr. Arnold and Mr. Dekeyzer reviewed the installation and implementation of validator and contactless technology on Sun Metro buses. Mr. Arnold went over went over the new plan on how to increase on time performance at LIFT.

Public Comment

No requests were made to make public comment.

9. Adjournment

Motion made by Mr. White, seconded by Ms. Tamayo and unanimously carried to **ADJOURN** the meeting of May 8, 2024.



Legislation Text

File #: BC-03, Version: 1

**CITY OF EL PASO, TEXAS
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Discussion regarding welcome of new committee members (Karl Rimkus, Committee Coordinator).



Legislation Text

File #: BC-05, **Version:** 1

**CITY OF EL PASO, TEXAS
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Discussion and action regarding consideration of options for hybrid committee meetings (Karl Rimkus, Committee Coordinator).



Legislation Text

File #: BC-06, **Version:** 1

CITY OF EL PASO, TEXAS
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Discussion regarding the procedures for LIFT paratransit trip planning (Victor Caraveo, Project Manager).



Paratransit Trip Planning (SMCAC) Meeting – Item 5

July 10, 2024



What We Will Cover

- Rider Management
- Trip Scheduling
- Ride Plan Optimizer
- Questions




Rider Management

We can manage the following:

1. Passenger's Details
2. See past and upcoming trips
3. See Passenger Details
4. Edit Rides
5. Text Passenger




Active



John Lewis
Rider ID: 123456789

Details

 1901 Thornridge Cir. Shiloh, Hawaii 8134






Rides Account

Today & Upcoming

Past

All

Filter

<input type="checkbox"/>	Requested time	Pickup window	Requested pickup/dropoff	Service	Notes	Status
<input type="checkbox"/> >	Jan 4, Wednesday Arrive by 10:00		2118 Thornridge Cir. Syracuse, Connecticut 35624 → 5 Imp. des Orteaux, 75020 Paris	 Mountain-line Paratransit		 On route
<input type="checkbox"/> >	Jan 8, Friday Arrive by 11:00		Halles de Paris, Paris, France → Gare du Nord	 Bubble Dan		 Booked

Trip Scheduling

Call Center Representative will ask for:

1. LIFT ID
2. Ask if traveling from home.
3. To and From addresses
4. Type of mobility aid to use
5. Traveling alone or with Personal Care Attendant and/or Guests
6. Appointment Time or Pick-Up Time
7. Trip Negotiation
8. Same for Return Trip, if needed
9. Detailed Trip Verification



Ride Plan Optimizer

The night before, dispatch will run Optimizer, dispatcher needs:

1. Date and time to optimize trips
2. Optimizer will create routes, assign vehicles and drivers.

Protected Trips

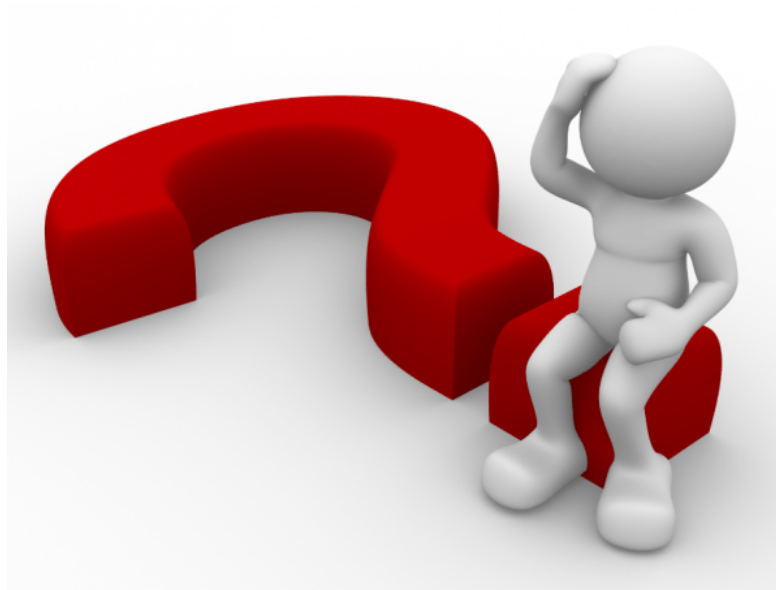
1. This is a hold for routes created by dispatcher
2. This is used for the trips Amistad will perform

Unassigned Trips

1. Trips that the system cannot accommodate are manually entered into a route.



Questions





Legislation Text

File #: BC-07, Version: 1

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Discussion regarding an update on Sun Metro Rising (Robert Mendez, Transit Senior Service Planner).



Sun Metro Rising

N NELSON
NYGAARD

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ASL interpreter.

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add any information to
this box.



Project Goals



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this box.



Analyze evolving ridership and travel patterns.



Engage riders, stakeholders, and Sun Metro staff.



Redesign the Sun Metro network to optimize service.



Develop a framework for sustainable growth.

Strengths of the Current System

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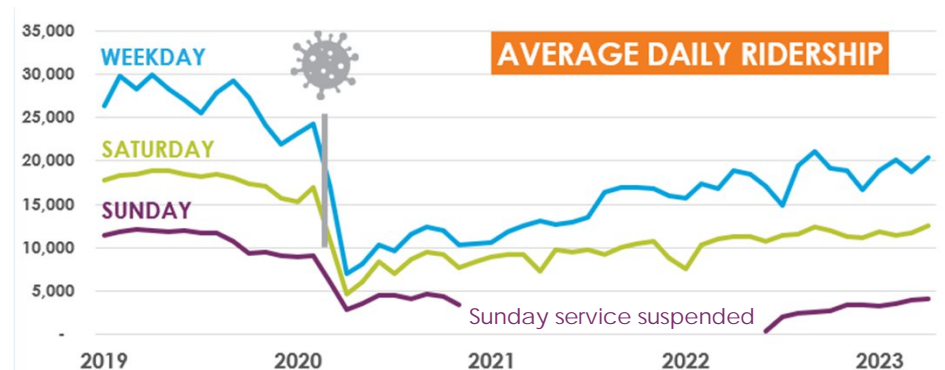
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add any information to
this box.



BRIO is the backbone of the system.



Extensive network of transit centers.

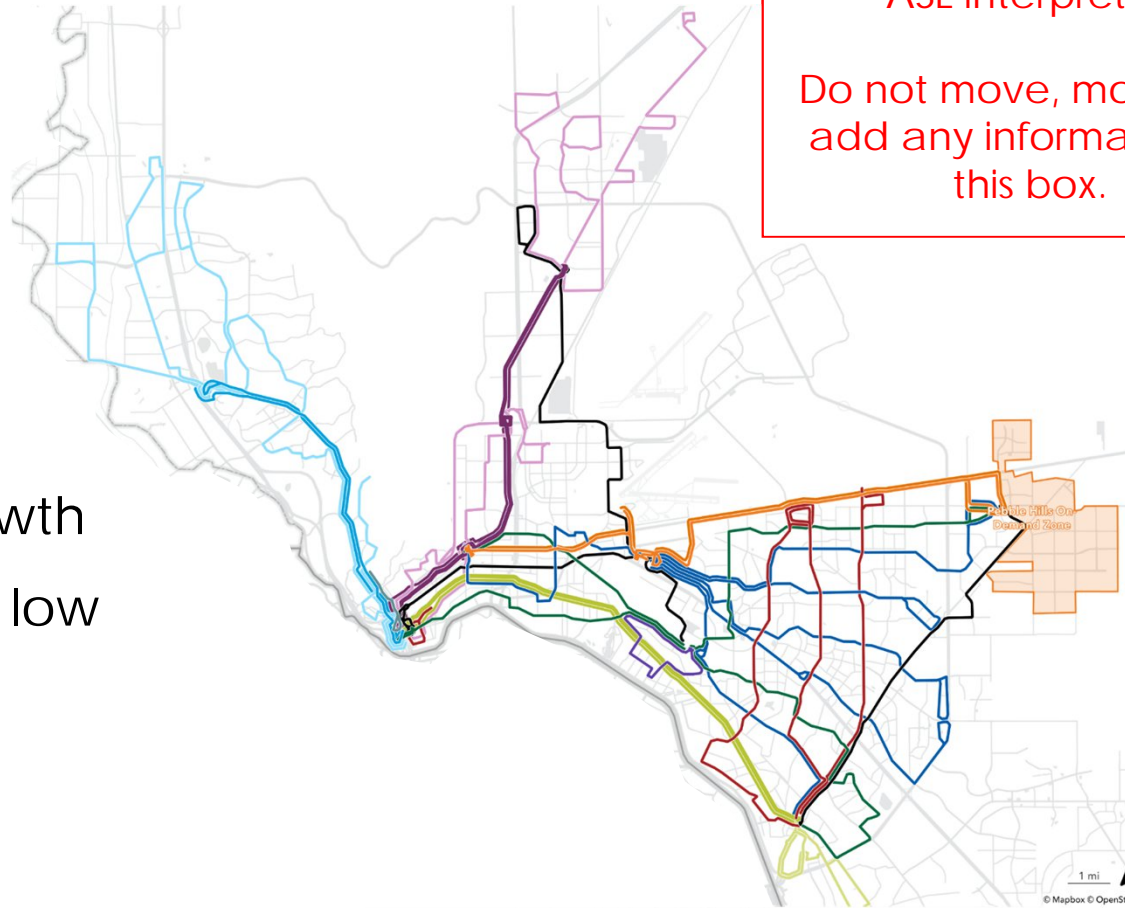


System ridership is trending upwards.

Proposed Network

Benefits

- Simple and direct routes
- More frequent service
- Better connections
- Framework for future growth
- Proposed Micro-Transit in low demand area



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this box.

Proposed Network

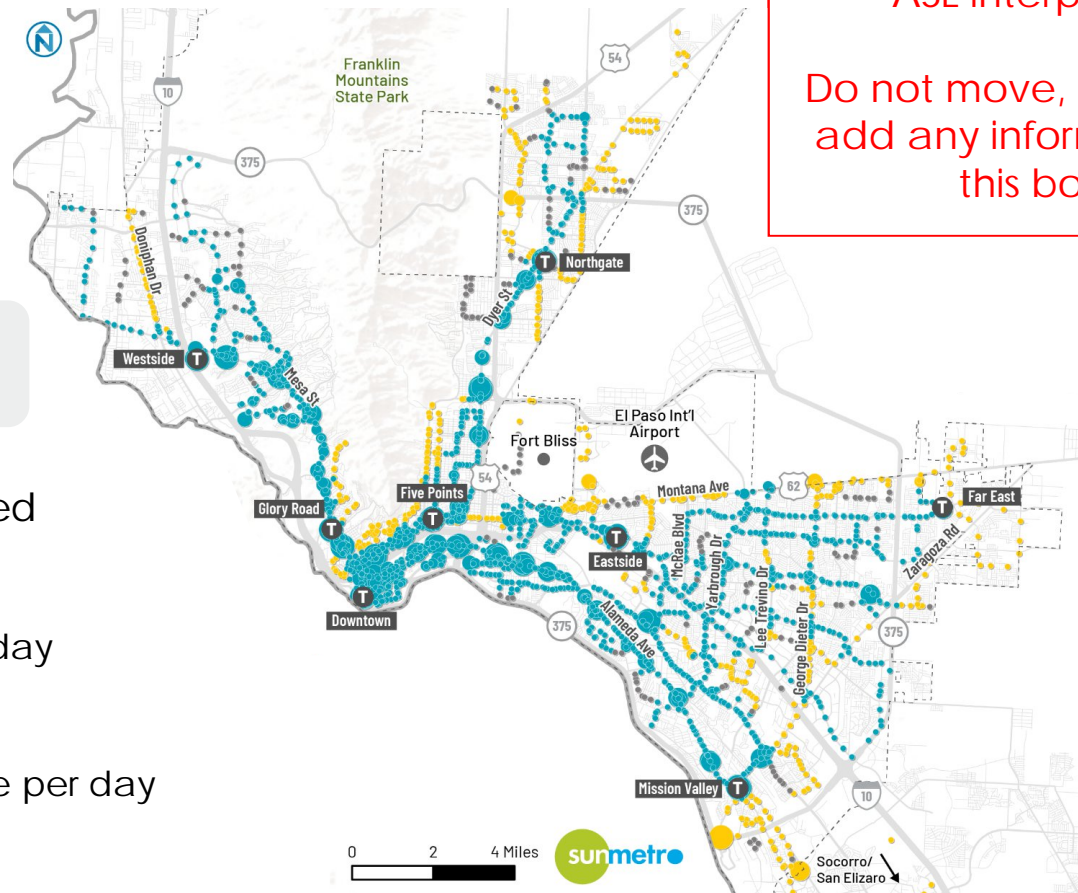
Frequency improved
for 19,000 riders (93%)

No change in frequency
for 1,000 riders (6%)

150 riders (< 1%) would have to walk
5 to 15 minutes to another stop

664 Total Bus Stops being Deactivated

- 104 stops with No Ridership
- 393 stops with less than 1 person per day
- 157 stops with 1 to 10 people per day
- 10 stops with an average of 22 people per day



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this box.

Bus Stop Analysis

Purpose

- Ensure Sun Metro customers have an ADA accessible pathway from the deactivated stops to active stops.
- Identified 27 Priority Locations to Enhance prior to Sun Metro Rising Service Modifications.

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add any information to
this box.

Council District	Priority Improvements
1	0
2	5
3	3
4	11
5	1
6	2
7	4
8	1
Total	27

Recommendations Summary

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Simplify and optimize the local route network.



Maximize BRIO by extending hours of service to improve network connectivity.



Continue to restore Sunday service as drivers become available.



Invest in more frequent service over time.



Pilot microtransit in areas where local bus is not ideal.



Continue upgrading bus stops.



Legislation Text

File #: BC-08, Version: 1

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Discussion regarding an update on the Texas Veterans Commission grant for free bus rides for veterans (Jerry DeMuro, Deputy Transit Officer).



Legislation Text

File #: BC-09, **Version:** 1

**CITY OF EL PASO, TEXAS
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Discussion regarding phone number access for LIFT paratransit issues (Victor Caraveo, Project Manager).



Sun Metro LIFT Phone Numbers (SMCAC) Meeting – Item 6

July 10, 2024

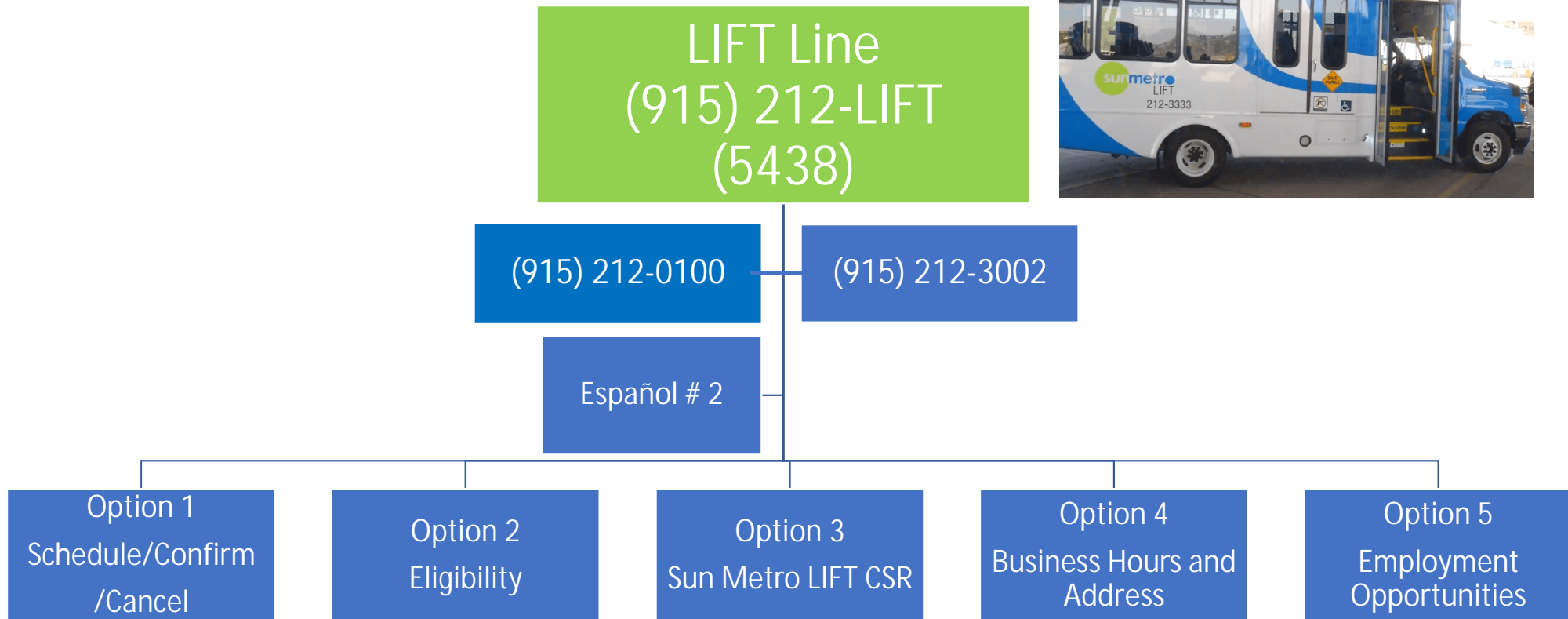


What We Will Cover

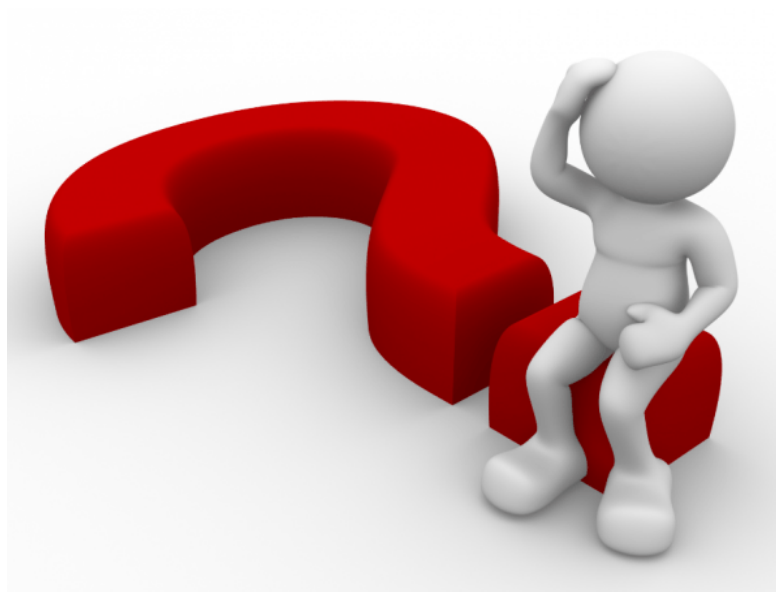
- New Phone Flow
- Questions



New Phone Flow



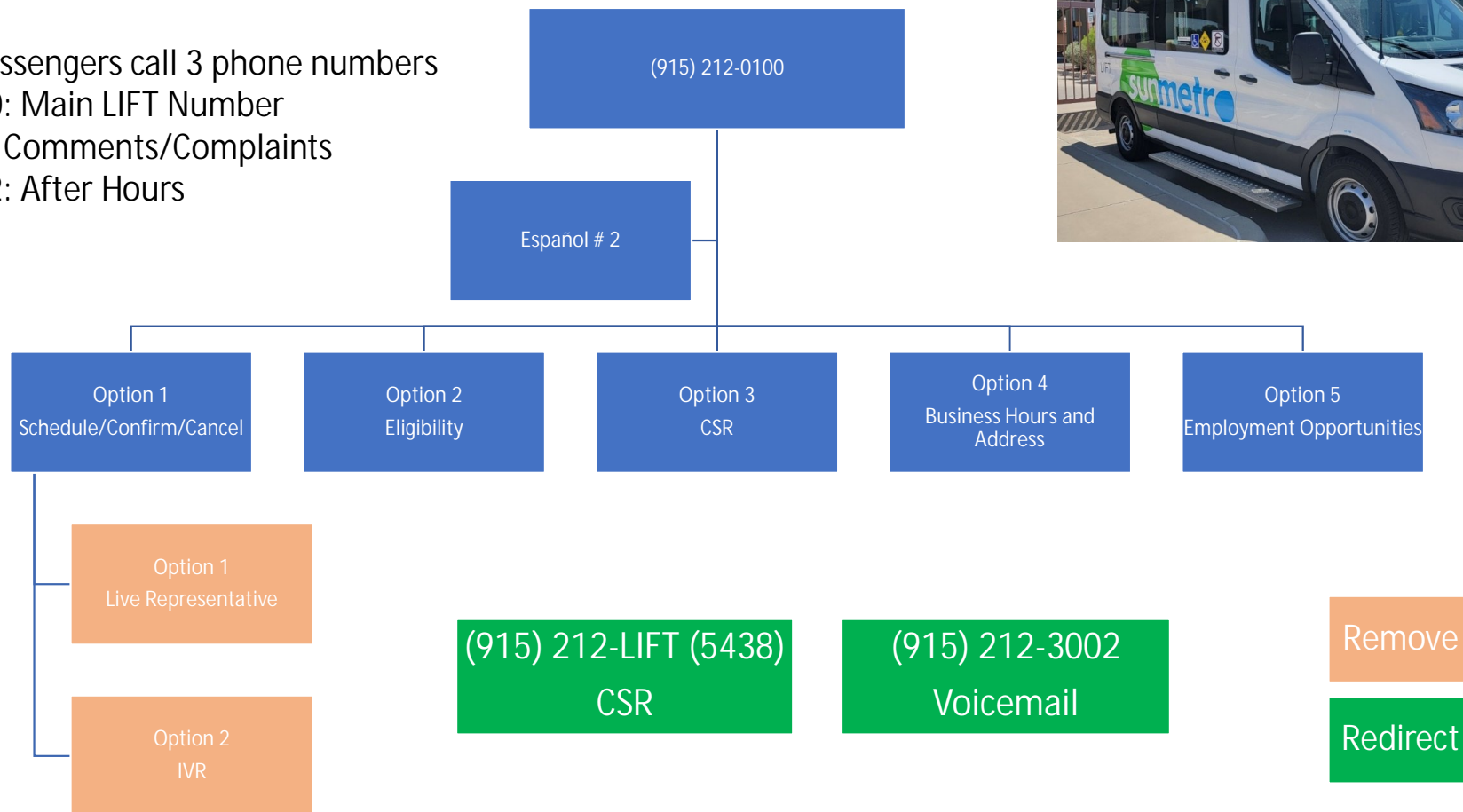
Questions



Past Phone Situation

Currently passengers call 3 phone numbers

- 212-0100: Main LIFT Number
- 212-LIFT: Comments/Complaints
- 212-3002: After Hours





Legislation Text

File #: BC-10, Version: 1

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Discussion regarding update on Sun Metro outreach efforts to increase ridership (Claudia Garcia, Asst. Director).



Legislation Text

File #: BC-11, Version: 1

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Discussion regarding free parking at Sun Metro facilities for disabled veterans and bus passes for committee members (Karl Rimkus, Committee Coordinator).



Legislation Text

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Discussion regarding information on Mandy the Mule trolley display and status of unrestored PCC streetcars (Jerry DeMuro, Deputy Transit Officer).

Historic and Unrestored Streetcars

Jerry DeMuro, Deputy Transit Officer



Unrestored Streetcar (Painted Red)



2

Unrestored Streetcar 1508



Unrestored Streetcar 1513



Unrestored Streetcar 1513



5

Unrestored Pantographs



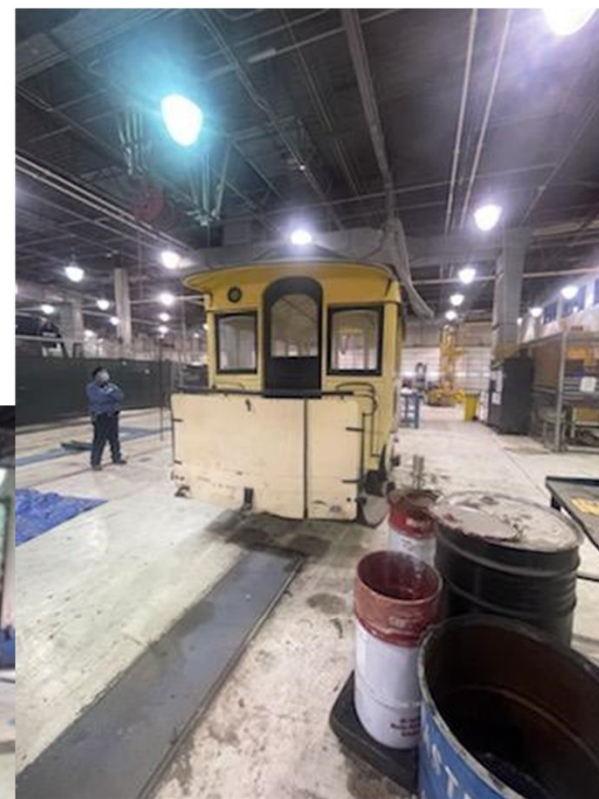
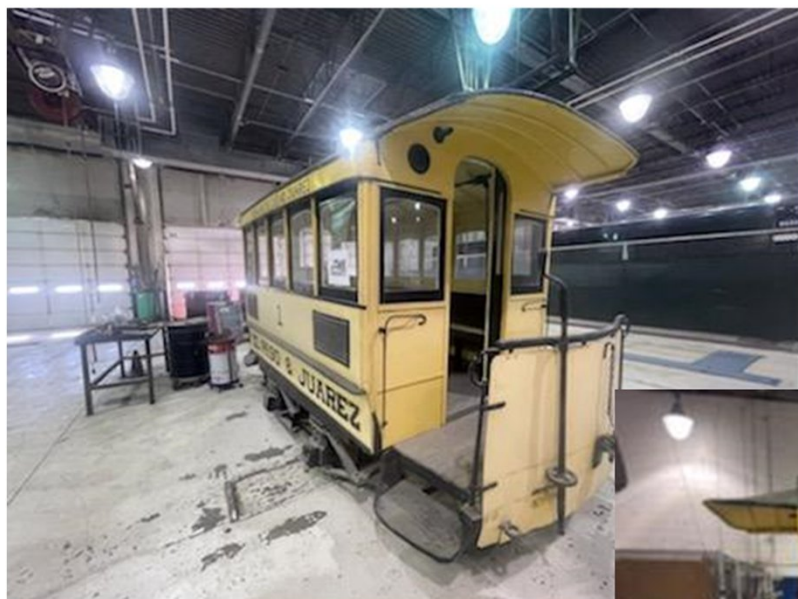
Unrestored Streetcars (Three in Total)



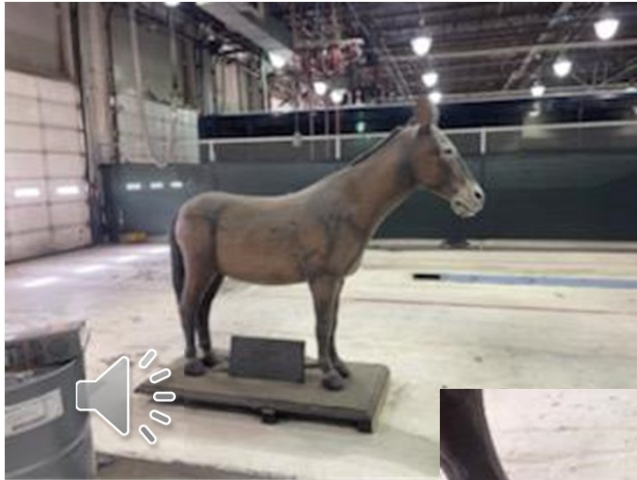
Mandy the Mule and Streetcar No. 1 – Downtown El Paso, 1880s



Streetcar in Storage at Maintenance Facility



Mandy the Mule Display in Storage



10

Mandy the Mule Display, San Jacinto Plaza

CAR NO. 1, SAN JACINTO PLAZA
El Paso, Texas


Petley

This is the first car that ran between El Paso and Ciudad Juarez. It was first used in 1883. It is not a replica, but it has been restored to original condition. Made by the El Paso Original Traction Company, it was the first piece of equipment produced by that company which was formed by two pioneer El Pasoans Joseph Magoffin and Zack White.

Mr. J. B. Brinkley of El Paso, who was conductor on Car #1 in 1901 was responsible for the restoration and subsequent presentation to the city.

"Mandy", the mule is a casting and was presented by the El Paso Odd Fellows Lodge. Car #1 and Mandy were placed in San Jacinto Plaza, September, 1955.

PUBLISHED BY PETLEY STUDIOS, 4620 LA LUZ, EL PASO, TEXAS



Color Photo by John Floodberg

17038



Previous Mandy Displays at San Jacinto Plaza and Cleveland Square



12