

Minutes from January 23, 2013 ADA Advisory Board Meeting

Meeting Called to Order

CityLink General Manager Mr. Ben Herr called the meeting to order at 3:35 PM on Wednesday January 23, 2013

Roll Call

Members Present:

Pam Barnhill
Mary Cooksey
James Shepherd
Debra Turner

Four present, enough for a quorum; confirmed by Ms. Kelley Messer, Assistant City Attorney

Also Present:

Ben Herr	CityLink GM
Keith Benfer	CityLink Paratransit Supervisor
Michelle Hurick	CityLink ADA Coordinator
Brandon McClellan	CityLink Grant Manager
Kelley Messer	Assistant City Attorney

Approval of Minutes from October 2012 Meeting

Ben Herr asked if there were any deletions additions or corrections, there were none suggested.

James Shepherd made a motion to accept, it was seconded by Pam Barnhill and affirmed by vote.

Report and Discussion on Transit System Operation and Metrics

Mr. Herr reported an increased ridership on fixed route last year of 95,000 trips which translates into an increase of 23%. In the same time period paratransit trips decreased by 9,000 or 10%. The conclusion reached by Mr. Herr was that CityLink is moving in the right direction as shown by these numbers. The goals of CityLink are to have as many people riding fixed route as possible. ADA Paratransit, the day van service, is currently at capacity. There are an average of 300 plus trips a day Monday through Friday with 15 to 16 vehicles making those runs. On Saturdays there are an average of 60 plus trips. Fewer customers using the paratransit service will result in better service to those that do use it. Through the initial application and the recertification process it is possible for CityLink to identify person who currently ride paratransit but are capable of utilizing the fixed route system.

Recent numbers for Paratransit Applications: in November 2012 there were 27 applications of which nineteen were approved, three were denied and eight were incomplete. There were 29 applications in December of 2012; of those eighteen were approved, three were denied and seven were incomplete. For January 2013 there were fourteen applications as of the meeting time; six had been approved, none were denied and eight were incomplete. These numbers also include recertification of applicants. Mary Cooksey inquired as to what happens during the recertification time frame. Michelle Hurick informed her that after thirty days she sends out another letter to the applicant, if there is no response then they are placed in the inactive file. The application process was explained for the benefit of the board members. Mrs. Hurick explained that with incomplete applications it is usually because the customers have not filled in all the appropriate items on their applications. Sometimes there is a delay in waiting for the certification from a medical professional. The applications can be picked up at the station, found on the website and many times are mailed out to the customers. Mrs. Hurick stated that many times she will fill out the

application for the customer while on the phone with them. Ben Herr said that the application process has been going fairly smooth and that he is trying to ensure that CityLink follows regulations while meeting customer needs.

Mr. Herr told the meeting that CityLink was making a concerted effort to work with organizations such as Not Without Us and some of the assisted living facilities to offer travel training to their employees and some of their clients. Michelle Hurick inquired of Mary Cooksey if her organization provided transportation support to any of their clients. Mrs. Cooksey's reply was that it mainly facilitated such support through other agencies. Mary Cooksey went on to suggest that at the next meeting of the Basic Needs Network perhaps CityLink could provide some shortened version or overview of travel training to the various representatives attending the meeting.

Mary Cooksey asked if there were any transportation awareness days or some such thing. Ben Herr stated that the American Public Transportation Association (APTA) sponsors something in June. It was briefly discussed what CityLink and the community could do during that time.

Goals for 2013 – Five Goals

Review of client files and applications

In addition to new applications it is important complete the incomplete or nonexistent files and to review the current customers eligibility, which is done every three years. Mary Cooksey asked if the process took place monthly. Michelle Hurick replied that it did and since July 2012 recertification letters have been sent out. If customers have not ridden for a year they are automatically placed in the inactive category. Keith Benfer added that attempts are being made to update the filing system and insure that everyone has a file. Mrs. Cooksey asked if there were any requirement for reporting paratransit statistics. It was stated that no such requirement existed. Ben Herr added that at the next meeting of the ADA advisory board annual paratransit numbers would be discussed as a way of keeping the members informed. Mary Cooksey felt it would help to keep the public informed to which there was a general agreement. Michelle Hurick further added that when it comes to ADA applicants even if they are denied service they are entered into the system as a way of tracking information.

Increase Travel Training for Those Who Are Able

It was Mr. Herr's contention that CityLink could do better with getting the word out about travel training. CityLink looks to work with local service organizations to facilitate travel training for their clients or even their employees.

Review Fixed Route Service Areas

By providing a wider service area it would be possible to transition more customers from the paratransit to the fixed route service. It has been a few years since the routes were last evaluated. Considerations that might hinder expansion or modification of routes would be the number of buses available, funds available and bus drivers.

Outreach and partnership with local service organizations

CityLink would like to work more with organizations that shares a customer Base with CityLink

Customer Marketing Materials

CityLink's marketing materials need to be updated and be made available in Spanish. As part of the Limited English Proficiency program CityLink is required to have all its information translated into Spanish by the end of the year. Debra Turner asked about materials geared toward the visually impaired. Ben stated that he would like to hear any ideas Ms. Turner might have in that areas. She said that she would be communicating with him on that subject at a later time after she had time to give it some thought.

Train Staff on Trapeze

Trapeze is the dispatch software used by CityLink. Most employees have received on-the-job training, and it would be more beneficial for them to receive formal training.

Mr. Herr asked for any suggestion for goals in the coming year.

Pam Barnhill brought up an incident where she was on a paratransit van with another customer who was verbally abusive of the driver. It was her suggestion that perhaps training could be offered to the customers that would include proper courtesies. Mr. Herr suggested that it might be feasible to introduce some customer guidelines which Mrs. Cooksey said could be posted in the vehicles to remind the customers of the proper behavior expected of them.

Mary Cooksey asked if there were any measures for the stated goals, there were not but it would be a good idea.

Discussion of future board member nominations

Ben Herr informed the board that the terms for James Shepherd and Debra Turner will expire in 2013. Member nominations will have to go before the City Manager. Both terms are for three years and the question was posed to James and Debra as to whether they were still interested in serving. It was decided that the nominations would take place at the next quarterly meeting (April 24, 2013.) Mr. Herr asked for names of others who might be interested in serving on the ADA Advisory Board. It is up to the Mayor to appoint board members with the approval of the City Council the nominations though Mr. Herr would like the input of the board members and any agencies with a vested interest.

Public Comments

No members of the public were present

Board recommendations for future agenda items

Mary Cooksey said that there seems to be a firm understanding of goals for CityLink. She asked for an update on the procurement of Automated Voice Annunciators (AVAs.) Ben Herr informed the board member that there had been no cooperative purchase agreement for AVAs available and that CityLink would have to issue a Request for Proposal (RFP.) There is a Texas Department of Transportation (TxDOT) grant of \$150,000 for the procurement of AVAs for the CityLink fixed route buses. The grant is set to expire at the end of May 2013. TxDOT will extend the grant if by the deadline the procurement has already begun. There was a discussion about the cost of the AVA systems, what all was included in them and other possible sources of funding to procure a better model of AVA. Mr. Herr explained that the amount of the grant afforded the opportunity to purchase a basic AVA system for each of the fixed route buses.

Establish date and time of next meeting

The next quarterly meeting of the ADA Advisory Board was set for Wednesday April 17, 2013 at 3:30 PM.

Meeting Concluded

Ben Herr moved to adjourn meeting, James seconded that motion and the meeting was ended after a duration of fifty five minutes.