

## MINUTES OF CITYLINK ADA ADVISORY BOARD MONTHLY MEETING

PLACE: Disability In Action, Inc.

317 N. Willis St. - Abilene, Texas 79603

TIME: Wednesday, August 9, 2017 @ 2:00pm

### Members In Attendance:

Bill Daniel	Patsy Daniel	Casey Hertel
Brennan Favor	Donna Reiff	Mary Cooksey

### Public attendance:

Mike Vandervoort	Millicent Volentine	Kim Hanson
Mary Kathy Hill	Jo Murry	Tim Evans
Elizabeth Dena-Flores	Rena Sena	Brett Vaughn
Elisa Smetana - MPO	Patty Braden	W. David Wendland
Mary Kindrick		

### CityLink Staff:

Ben Herr, Interim General Manager  
Cassie Cook, ADA Paratransit Supervisor  
Audrey Patton, ADA Coordinator

## AGENDA

### Donna Reiff called the meeting to order at 2:00pm

- July performance metrics
  - Ben Herr distributed copies of the metrics then gave updates on ridership in July for Fixed Route, ADA Paratransit and CDBG Evening services and advised: Ridership for fixed route is 25,800 – paratransit is 3800 for July. Evening service has not changed. Focus is on Paratransit – Ridership to Driver ratio
  - Casey Hertel asked for June ridership in comparison to July Ben advised: June 4400 to July 3800 and has been in steady decline.
  - Mary Cooksey asked for the number of denied trips in month-to-month comparison Ben advised: 144 in June to 139 in July with worst denial rate in May. CityLink metrics are public record and are available on the City of Abilene website per open record request.

- Progress report on paratransit crisis
  - Ben Herr provided a handout listing updates that included:  
CityLink is budgeted for 21 paratransit drivers;  
We currently have 10 paratransit drivers (5 full-time and 5 part-time)  
but is still short 11 paratransit drivers for a full staff; 2 paratransit drivers were added this week.  
(CityLink training is 4 to 6 weeks. TxDPS now has longer periods for CDL licensing statewide – the CDL process takes up to 2 months.)
  - New Employee Training Class started August 7<sup>th</sup> with 4 or 5 new drivers
    - earmarked for paratransit.
  - New Initiative: CityLink will begin using non-CDL drivers for paratransit as
    - there are a limited number of vans in the fleet that do not require a CDL to relieve stress and provide service while waiting for CDL.
  - CityLink Fixed Route Modification Plan: Plans for modifying routes from 12 to 8
    - Provides same level of service availability to population groups
    - Improves transit service to employer centers and medical services
    - May affect future BA1 and BA2 paratransit eligibility
    - Citizen Taskforce needed to review proposed routes (Don Green)
    - Public meetings will be scheduled for information during day and evening
    - Modified routes are subject to approval by City Manager and City Council
    - Bus stops for CityLink can be viewed using Google Maps
  - Free FR for ADA clients:
    - Ben confirmed that ADA Free Fixed Route has **not** been taken to City Council.
      - Mary Cooksey advised against ADA/Free on fixed route due to possibly slowing down current bus service.  
(Ben advised ADA clients using FR is a benefit and preferential from transit professional standpoint.)
      - Mike Vandervoort stated Free Fixed Route was only “motivational” to reduce paratransit stress and asked exactly what that process would be.  
(Ben was unable to advise - he is not 100% sure at this time.)
- Nomination for chairperson –  
Confirmed: nominees are named by the board and approved by city council.
  - Donna Reiff vacated chair position and nominated Casey Hertel as Chair (seconded by Mary Cooksey) – all in favor
  - Mary Cooksey was nominated as Vice-Chair by Donna Reiff (seconded by Patsy Daniel) – all in favor  
Brennan Favor was nominated as Secretary by Mary Cooksey (seconded by Donna Reiff) – all in favor

- Establish date and time for September 2017 Quarterly Board Meetings
  - Next quarterly meeting will be held on September 20<sup>th</sup> in the EOC room, City Hall
- Open to public questions or comments

(Public questions or comments)

- ✓ Elizabeth Dena-Flores (M.E.T) asked how is CityLink funded.
  - Ben advised CityLink is primarily federally funded by TxDOT through the City Of Abilene for transit; significant amount out of general fund from the City; and 4 cents of the dollar comes from fare box revenue; occasionally, special grants or funds are available.
- ✓ Ben explained BA1 and BA2 areas per federal law and local zoning; Previously, maps of these zones have not been available for the public but can be requested and will be available going forward; there is no set cycle to update/change fixed routes; it has been no change to routes in the past 10 years.
- ✓ Mike Vandervoort had concerns regarding the vacant General Manager position within CityLink.
  - Ben advised he has created a transition plan that will fully inform the new GM and with the assistance of staff, allow the baton to be passed successfully.
  - The GM position will be filled with an experienced transit manager by choice of First Transit; the open position of Assistant GM will be filled by a resident of Abilene.
- ✓ Mary Cooksey asked if the community could possibly view the new routes by dash cam.
  - Ben advised the new routes would be available on the City of Abilene website under the CityLink tab and stops can be seen using Google Maps.
  - The new routes may be in excess of 50 minutes (but under 60 minutes) which is long for live viewing.
- ✓ Brett Vaughn was upset that he was denied a ride to work at Dyess Air Force Base.
  - Ben advised: normally, paratransit vans travel within ¼ mile past any fixed route stop for extended area BA2 as a courtesy when possible; Dyess BX is in the extended area and is not mandatory.
- ✓ Ben thanked Donna Reiff for 6 years of service on the ADA Advisory Board
  - All applauded Donna Reiff

- ✓ Patsy Daniels had concerns regarding booking time allowed and the terminology used by dispatchers.
  - Ben advised that more than 4 weeks limits available booking time for other clients.
  - Cassie Cook will address dispatchers phrasing when speaking with ADA clients.
- **Meeting adjourned at 3:25pm**