

MINUTES OF CITYLINK ADA ADVISORY BOARD QUARTERLY MEETING

PLACE: City Hall, Emergency Operations Center

555 Walnut St. Abilene, TX 79601

TIME: Wednesday, September 20, 2017 @ 2:00pm

Members In Attendance:

Debra Turner Donna Reiff Casey Hertel Brennan Favor
Mary Cooksey

Public Attendance:

Mary Katherine Hill Emily Gurley Rene Serna Mike Vandervort
Elisa Smetana Kelley Messer Mary Kindrick

CityLink Staff:

Lauren Stevens Audrey Patton

AGENDA

Casey Hertel called the meeting to order at 2:02pm

- **APPROVAL OF MINUTES**
 - Discussion was had what minutes were being approved and a vote was taken to approve both minutes from the August meeting and minutes from the last quarterly meeting in June
 - Mary Cooksey made a motion
 - Donna Reiff seconded the motion
 - All board members approved
- **REVIEW OF NEW OFFICERS**
 - Casey Hertel, Chair
 - Mary Cooksey, Vice Chair
 - Brennan Favor, Secretary
 - Update was given by CityLink staff that Mary Kathryn Hill's status is still pending and waiting on City Council approval. She will fulfill an agency position on the board and is currently employed by MET, Inc.
 - Discussion was had regarding question of a board member's status, Kelly Young. Two current board members were told he resigned the position. CityLink staff stated his term extends through 2018. CityLink staff will verify that a resignation was submitted in writing and will update at the next meeting.
 - Discussion was also had regarding the by-laws and an attendance policy. CityLink staff stated they were checking in to see if there is a policy that a board member automatically resigns when they don't attend a certain number of meetings. Mary Cooksey had a copy of the by-laws with her and verified there is no such policy in the by-laws.
- **PERFORMANCE METRICS**
 - A question was raised about the number of complaints in August versus number in July. CityLink staff reported that a discrepancy was discovered and the numbers were fixed and updated.
 - A report was given by CityLink staff on the number of trip denials.

- July – 139 denials
 - August – 93 denials
 - Staff reported that rides are not being turned away like they were previously. Staff encouraged board members to get the word out that ridership is going up.
- **PROGRESS REPORT ON PARATRANSIT DEPARTMENT**
 - Staff reported that Paratransit currently has 7 seasoned drivers, 3 new drivers (still working on CDL), 2 part-time drivers, 4 drivers in training, and 2 temporary drivers.
 - Mary Katherine Hill reported a concern about a current driver and not adequate training. She will discuss with CityLink staff separately.
 - Question was asked if paratransit is now up to full staff. Staff reported that CityLink is no longer capping the number of drivers so they can't say they are fully staffed, but they are closer to the number of drivers previously.
 - Staff reported that a new training class is starting in October.
 - Staff has also sent out letter to fire fighters and churches. They are working on creating a schedule with fire fighters as they have different days off. Staff is also planning to utilize churches as back-up for when regular staff are off or call in sick.
- **UPDATE AND ENFORCEMENT OF CITYLINK ADA NO-SHOW POLICY**
 - Staff reported that they have been working on updating the no-show policy. They have implemented a point system and went into effect as of 9/1/2017.
 - Advanced cancellation (at least 1-hour prior) – no points
 - Cancellation 30 minutes prior – 1 point
 - No Show – 2 points
 - Cancellation at the door – 2 points
 - 2nd trip is counted as a separate no show – 2 points
 - 6 points in a 30-day period: Warning Letter
 - 8 points in a 30-day period: Two-week suspension
 - 24 points in a 60-day period: One-month suspension
 - 48 points in a 180-day period: Three-month suspension
 - Mary Cooksey asked staff what the policy is for operational policy change and staff stated that it is up to the General Manager and general ADA recommendations.
 - Discussion was had regarding the policy and the grievance policy
- **NEW ROUTES IN CITYLINK FIXED ROUTE SYSTEM**
 - Staff updated that an advisory board has been created and has met 1 time. The advisory board will continue to meet before it goes to the next step.
 - Public meetings and comments will be opened before the new routes go into effect.
 - Questions were asked if any routes are being rid of. Staff reported that no routes will be gone, but rather condenses and re-routed. Staff is looking at cutting some stops.
 - Discussions were made regarding how CityLink will notify riders of the changes. Staff stated that the website and signs at the bus station and on the busses will be updated.
 - Question was asked regarding how individuals with visual impairments can review the changes. Staff stated that the new routes will be updated to Google Maps which does have some verbal cues.
- **REPORTS FROM BOARD MEMBERS TO RECOMMEND FUTURE TOPICS FOR DISCUSSION**
 - Mary Cooksey reported out on the Volunteer Driving options. She reported that a group did meet and decided to piggy back on solutions of getting more drivers through faith based communities. It was reported that this can be considered a closed chapter.

- Board members did request that staff bring a more formalized process for the No-Show policy at the next quarterly meeting.
- Donna Reiff requested that staff update on the recent denial numbers.
- **PUBLIC COMMENT**
 - Mike Vandervort asked about video cameras on the vans. Staff reported that 11 of the vans currently have 5 cameras each. Staff is working on alternate funding for the rest of the vans to be outfitted.
 - A question was made regarding the Halloween tours that CityLink has provided transportation for in the past. Staff stated that they will charter both weekends of the tours at the Swenson House, but this will not impact Paratransit.
 - Question was made regarding comment last month of issue of BA1 or BA2 being served. Staff stated that BA1 is being fully served and they are now able to serve parts of BA2.
- **ADJOURN**
 - Donna Reiff made a motion to adjourn
 - Brennan Favor seconded the motion

MEETING WAS ADJOURNED AT 3:04pm

NEXT MEETING – DECEMBER 6th, 2017 AT 2PM at CITYHALL.