

MINUTES OF CITYLINK ADA ADVISORY BOARD QUARTERLY MEETING  
Wednesday, December 06, 2017 - 2:00 p.m.  
City Hall – 555 Walnut St.  
Basement EOC Training Room

**Members In Attendance:**

Casey Hertel	Mary Cooksey	Brennan Favor
Bill Daniel	Patsy Daniel	Debra Turner

**Public Attendance:**

Mike Vandervoort	Mary Kindrick	Kelley Messer, City Legal
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**CityLink Staff:**

Linda Lockhart, General Manager  
Cassie Cook, Paratransit Supervisor  
Audrey Patton, ADA Coordinator

**AGENDA**

1. Board Chair Casey Hertel called meeting to order at 2:01 p.m.  
CityLink General Manager Linda Lockhart introduced herself and distributed business cards to board members in attendance and stated meeting will be handled by CityLink staff.
2. **Approval of Minutes from September 20, 2017 meeting**
  - Mary Cooksey requested corrections within the Minutes to the spelling of Mike Vandervoort's last name in Attendance and on page 3 in Public Comments.  
With corrections made, Mary Cooksey motioned to approve minutes and motion was seconded by Brennan Favor.  
Minutes are approved with corrections.
  - Casey asked if items on the agenda needed to be moved to accommodate any board member's early exit.  
No changes were made.
3. **Last Quarter performance metrics (September, October and November)**
  - CityLink Paratransit Supervisor Cassie Cook explained numbers for each month in ridership; number of trips denied and valid service complaints.
    - Brennan Favor asked for a definition of valid complaints.  
Cassie explained that each incident is investigated by reviewing audio or video; of the 8 complaints received, only 2 were confirmed.
    - Mike Vandervoort asked how these numbers compare to this time last year.  
Cassie stated the numbers are about the same