

MINUTES OF CITYLINK ADA ADVISORY BOARD QUARTERLY MEETING
Wednesday, March 21, 2018 - 2:00 p.m.
City Hall – 555 Walnut St.
Basement EOC Training Room

Members in Attendance:

Mary Cooksey	Brennan Favor	Mary Kathryn Hill	Pamela Barnhill
Bill Daniel	Patsy Daniel	Debra Turner	

Public Attendance:

Mike Vandervoort Mary Kindrick Donna Reiff

Kelley Messer, First Assistant City Attorney

CityLink Staff:

Lauren Stevens, Assistant General Manager

Wynand Kruger, Paratransit Supervisor

Audrey Patton, Mobility 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 to accommodate a schedule.
3. **Last Quarter performance metrics (September, October and November)**
 - CityLink Paratransit Supervisor Cassie Cook explained numbers for each month in ridership have increased; number of trips denied has decreased and valid service complaints have decreased.
 - Brennan Favor asked for a definition of valid complaints.
 - ✓ Cassie explained that each incident is investigated by reviewing video; of the 8 complaints received, only 2 were determined valid against CityLink policy.
 - Mike Vandervoort asked how these ridership numbers compare to those during the same periods last year.
 - ✓ Cassie stated the numbers are about the same.

- Mike also observed that the decrease in denials corresponds with increase in drivers now in service.
- Mary asked for clarification regarding the view of previous metrics spreadsheets compared to the spreadsheets presented during the meeting; in the previous views, there were numbers for fixed route as well as paratransit.
 - ✓ Cassie explained that the layout was changed at the end of the last fiscal year.
- Brennan stated that the decrease in trip denial was good but questioned why denials decreased.
 - ✓ Cassie explained that the decrease in trip denial is mainly because we now have more drivers as opposed to months prior to September when we were operating with about 5 drivers per day.
 - ✓ Cassie also confirmed that we are almost at full staff for paratransit drivers.
- Mary Cooksey asked that Agenda item 5 – **Progress Report on Paratransit Department** be moved as it has been included during discussion of performance metrics.
 - ✓ Cassie informed that the paratransit department currently has 6 Full time CDL drivers and 5 non-CDL drivers, 2 part-time CDL drivers and 2 part-time non-CDL drivers providing transportation assistance to the ADA community.
 - ✓ Positive calls have been received from the ADA community in appreciation for the new drivers and all of the new drivers appear to be comfortable in their positions.
 - ✓ 3 drivers are still in training; 1 will be full-time and 2 will be part-time.

4. Update on Fixed Route service changes

- CityLink General Manager Linda Lockhart explained that routes would basically cover the same geographic areas with the exception of Route 5 and the southeast part of Abilene.
 - ✓ CityLink is currently working on implementing a shuttle service that will serve Cisco College (Abilene campus), Blue Cross Blue Shield and Abilene State School (Assisted Living Center) 3 times daily, Monday through Thursday.
 - ✓ The plan is to have the shuttle begin January 16, 2018 when classes begin as requested by Cisco. Riders currently in the BA1 service area on Route 5 will be grandfathered in.
 - ✓ Bi-directional routes such as route 7 will become looped; meaning a bus will not travel back the same street/road going outbound from station to come back inbound to the station.
 - ✓ CityLink has received no comments regarding service areas except for route 5 and schedule questions.
 - ✓ Once implementation plan is complete, no bus stop will be eliminated without 2 weeks prior notice to the public.
 - ✓ ADA board members will be notified by email prior the date fixed route changes become effective before news media is notified.
 - ADA community requests 30-days' notice with a minimum of 2 weeks and possible scheduled travel training on routes that will change.

- ✓ Linda confirmed she will notify the ADA board at least 30 days prior to changes becoming effective, if possible.
- ✓ Mary Kindrick volunteered to notify the visually impaired community of changes if she is notified by word document.

5. Update on CityLink Complaint and No Show policies

- CityLink Paratransit Supervisor Cassie Cook explained that a Telephone Complaint List has been created and given to paratransit and fixed route dispatchers, all supervisors, safety/security and all managers to ensure complaints are taken regarding any CityLink employee. Complaints are confidential and counted in metrics tracking system. (Copy of complaint list was provided in packet.)
- No Show/Late Cancellations Policy has been posted on City of Abilene website under the CityLink link and is downloadable for public access.
- Policies and brochures are updated as needed with revision dates included.
- Paratransit brochure has also been posted on City of Abilene website under the CityLink link and is downloadable for public access. (Copy of policy was provided in packet.)
 - Mary Cooksey requests that the No Show/Late Cancellations count be added to the monthly metrics going forward.
 - ✓ CityLink will add the count to monthly metrics for FY 2018

6. Open to public questions or comments

- Mike Vandervoort informed that changes have been made regarding state agency funding but some State of Texas agencies are willing to pay CityLink ADA fare to assist applicants with physician trips to verify condition or disability.
 - ✓ Linda Lockhart advised Mike to distribute her card to agency representatives to contact her directly.
- Brennan Favor asked for clarification on how the board is to respond via email.
 - Linda advised per Kelley Messer (First Assistant City Attorney):
When responding to CityLink staff in group email, each member should reply individually; do not “reply all”.
- Mary Cooksey motioned to adjourn; seconded by Brennan Favor.

7. Meeting adjourned at 2:56 p.m.