City of Abilene

Citizen's Advisory Board for People with Disabilities Agenda

Notice is hereby given of a meeting of the Citizens Advisory Board for People with Disabilities of City of Abilene to be held on March 9, 2021 at 3:00PM at the Abilene Public Library South Branch Conference Room, Mall of Abilene, 4310 Buffalo Gap Road, Abilene, Texas, for the purpose of considering the following agenda items.

CALL TO ORDER

MINUTES

1. Approval of minutes from January 12, 2021 meeting (Discussion and Action)

AGENDA ITEMS

2. City Health Department Programs (Discussion)
3. Convention Center North Plaza Plans (Discussion)
4. Abilene Comprehensive Plan 2040 (Discussion)
5. CityLink Update (Discussion)
6. Disability Awareness Events (Discussion)
7. Disability Concerns During Emergencies (Discussion)
8. Upcoming Board Topics (Discussion)

PUBLIC COMMENTS

Public Comments

ADJOURNMENT

Notice

In compliance with the Americans with Disabilities Act, the City of Abilene will provide for reasonable accommodations for persons attending meetings. To better serve you, requests should be received forty-eight (48) hours prior to scheduled meetings. Please contact the City Secretary's Office at 325-676-6208. Telecommunication device for the deaf is 325-676-6360.

CERTIFICATION

I hereby certify the above meeting notice was posted on the bulletin board at the City Hall of the City of Abilene, Texas, on the 5th day of March, 2021, at 1:05 p.m.

Kaitlin Richardson, Deputy City Secretary

PARATRANSIT ADA-PASSENGERS	Feb-20	Dec-20	Jan-21	Feb-21
BA1	3,194	1,835	1,901	2,158
BA2	284	140	169	149
ADA PCAs	88	85	70	25
Guests	21	16	17	13
Citylink ADA Trips	3,587	2,076	2,157	2,345
Contracted ADA Trips (see below)	1,344	0	0	0
TOTAL Trips	4,931	2,076	2,157	2,345
Cancels	257	159	155	145
N/S	99	34	37	52
Late	134	42	42	61
Early	160	173	151	101
Number of Trip Denials	0	0	0	0
Number of trips late	134	42	42	61
Number of trips	4,931	2,076	2,157	2,345
Number of on time trips	4,797	2,034	2,115	2,284
Percent On Time	97.28%	98%	98%	97%
Percentage of Trips BA 2	9%	8%	9%	7%
ON CALL ZONE				
# Of Passengers	366	248	254	186
Total days (M-F)	18	21	21	15
Average per day	20.3	11.8	12.1	12.4
Total	366	248	254	186
DEMAND RESPONSE/EVENING - PASSENGERS				
JARC/CDBG	685	584	614	420
GEN	52	29	28	19
PCA	3	3	-	-
Guests	2	-	-	5
Total	742	616	642	444
Cancels	89	104	96	103
N/S	18	22	15	14
Late	22	53	75	38
Early	40	28	46	22
Number of trips late	22	53	75	38
Number of trips	742	616	642	444
Number of on time trips	720	563	567	406
Percent On Time	97.04%	91.40%	88.32%	91.44%
CALL CENTER METRICS				
Total Calls Received	3,122	2180	2164	1960
Total Calls Answered	2,929	2006	1971	1821
Total Calls Abandon	193	174	193	139
TOTAL ABANDONED RATE	6.18%	7.98%	8.92%	7.09%
	Feb	Dec	Jan-21	Feb-21
ADA Paratransit Applications Received	43	21	25	16
ADA Applications Appealed	0	0	0	0
ADA Appeals Approved	0	0	0	0
ADA Applications Denied	1	0	0	0
ADA Applications Processed Late	0	0	0	0
AVG Days to Process Applications	6	7	7	8
New CDBG Applications Received	18	6	8	6
CDBG Applications Processed	22	6	6	6
New General Applications Received	8	2	3	3
General Applications Processed	10	2	3	3