



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 May 11, 2021 at 3:00 p.m. 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. Abilene Comprehensive Plan 2040 (Discussion)
4. CityLink Update (Discussion)
5. Disability Awareness Events (Discussion)
6. Upcoming Board Topics (Discussion)

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 7th day of May, 2021, at 1:00 p.m.

Kaitlin Richardson, Deputy City
Secretary

PARATRANSIT ADA-PASSENGERS	Feb-20	Feb-21	Mar-21	Apr-21
BA1	3,194	2,158	4,085	3,775
BA2	284	149	360	364
ADA PCAs	88	25	75	83
Guests	21	13	33	32
Citylink ADA Trips	3,587	2,345	4,553	4,254
Contracted ADA Trips (see below)	1,344	0	0	0
TOTAL Trips	4,931	2,345	4,553	4,254
Cancel	257	145	239	248
N/S	99	52	93	96
Late	134	61	124	140
Early	160	101	157	153
Number of Trip Denials	0	0	0	0
Number of trips late	134	61	124	140
Number of trips	4,931	2,345	4,553	4,254
Number of on time trips	4,797	2,284	4,429	4,114
Percent On Time	97.28%	97%	97%	97%
Percentage of Trips BA 2	9%	7%	9%	10%
ON CALL ZONE				
# Of Passengers	366	186	357	362
Vaccine Clinic	-	24	73	28
Total days (M-F)	18	15	23	22
Average per day	20.3	12.4	15.5	16.5
Total	366	186	357	362
DEMAND RESPONSE/EVENING - PASSENGERS				
JARC/CDBG	685	420	682	655
GEN	52	19	28	25
PCA	3	-	-	-
Guests	2	5	1	-
Total	742	444	711	680
Cancel	89	103	131	127
N/S	18	14	15	15
Late	22	38	52	47
Early	40	22	51	73
Number of trips late	22	38	52	47
Number of trips	742	444	711	680
Number of on time trips	720	406	659	633
Percent On Time	97.04%	91.44%	92.69%	93.09%
CALL CENTER METRICS				
Total Calls Received	3,122	1960	2767	3102
Total Calls Answered	2,929	1821	2582	2794
Total Calls Abandon	193	139	185	308
TOTAL ABANDONED RATE	6.18%	7.09%	6.69%	9.93%
	Feb-20	Feb-21	Mar-21	Apr-21
ADA Paratransit Applications Received	43	16	15	16
ADA Applications Appealed	0	0	0	0
ADA Appeals Approved	0	0	15	16
ADA Applications Denied	1	0	0	1
ADA Applications Processed Late	0	0	0	0
AVG Days to Process Applications	6	8	8	8
New CDBG Applications Received	18	6	7	9
CDBG Applications Processed	22	6	6	9
New General Applications Received	8	3	3	2
General Applications Processed	10	3	3	2