



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 July 13, 2021 at 3:00 p.m. at the Abilene Zoo Library Room, Abilene Zoological Gardens, 2070 Zoo Lane, Abilene, Texas, for the purpose of considering the following agenda items.

CALL TO ORDER

MINUTES

1. Approval of Minutes from May 11, 2021 Meeting (Discussion and Action)

PUBLIC COMMENTS

Public Comments on Any Item on the Agenda

AGENDA ITEMS

2. Updates on North Plaza Convention Center (Discussion)
3. Planning for October Events (Discussion and Action)
4. CityLink Update (Discussion)
5. Upcoming Board Topics (Discussion)
6. Tour of the Zoo (Discussion)

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 9th day of July, 2021, at 2:00 p.m.

Kaitlin Richardson, Deputy City
Secretary

PARATRANSIT ADA-PASSENGERS	Feb-20	Apr-21	May-21	Jun-21
BA1	3,194	3,775	3,423	3,659
BA2	284	364	297	314
ADA PCAs	88	83	77	113
Guests	21	32	34	35
Citylink ADA Trips	3,587	4,254	3,831	4,121
Contracted ADA Trips (see below)	1,344	0	314	659
TOTAL Trips	4,931	4,254	4,145	4,780
Cancels	257	248	234	196
N/S	99	96	92	91
Late	134	140	99	76
Early	160	153	120	128
Number of Trip Denials	0	0	0	0
Number of trips late	134	140	99	76
Number of trips	4,931	4,254	4,145	4,780
Number of on time trips	4,797	4,114	4,046	4,704
Percent On Time	97.28%	97%	98%	98%
Percentage of Trips BA 2	9%	10%	9%	9%
ON CALL ZONE				
# Of Passengers	366	362	244	273
Vaccine Clinic	-	28	5	-
Total days (M-F)	18	22	20	22
Average per day	20.3	16.5	12.5	12.4
Total	366	390	249	273
DEMAND RESPONSE/EVENING - PASSENGERS				
JARC/CDBG	685	655	660	631
GEN	52	25	21	30
PCA	3	-	1	6
Guests	2	-	1	1
Total	742	680	683	668
Cancels	89	125	114	154
N/S	18	15	16	12
Late	22	47	81	73
Early	40	73	58	66
Number of trips late	22	47	81	73
Number of trips	742	680	683	668
Number of on time trips	720	633	602	595
Percent On Time	97.04%	93.09%	88.14%	89.07%
CALL CENTER METRICS				
Total Calls Received	3,122	3102	2680	2872
Total Calls Answered	2,929	2794	2455	2648
Total Calls Abandon	193	308	225	224
TOTAL ABANDONED RATE	6.18%	9.93%	8.40%	7.80%
	Feb-20	Apr-21	May-21	Jun-21
ADA Paratransit Applications Received	43	16	23	27
ADA Applications Appealed	0	0	0	0
ADA Appeals Approved	0	16	23	27
ADA Applications Denied	1	1	0	0
ADA Applications Processed Late	0	0	0	0
AVG Days to Process Applications	6	8	7	8
New CDBG Applications Received	18	9	9	5
CDBG Applications Processed	22	9	9	5
New General Applications Received	8	2	4	2
General Applications Processed	10	2	4	2