



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 November 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

PUBLIC COMMENTS

Public Comments on Any Item on the Agenda

MINUTES

1. Approval of Minutes from July 13, 2021 (Discussion and Action)

AGENDA ITEMS

2. Election of Vice Chair Position (Discussion and Action)
3. Recommendations for Vacant Positions (Discussion)
4. CityLink Update (Discussion)
5. Update on City of Abilene Comprehensive Plan (Discussion)
6. Upcoming Board Topics (Discussion)
This item allows board members to recommend topics to be included and discussed at future board meetings.

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 November, 2021, at 2:45 p.m.

Kaitlin Richardson, Deputy City
Secretary

PARATRANSIT ADA-PASSENGERS	Feb-20	Aug-21	Sep-21	Oct-21
BA1	3,194	3,397	3,106	3,493
BA2	284	204	312	281
ADA PCAs	88	59	106	142
Guests	21	24	25	50
Citylink ADA Trips	3,587	3,684	3,549	3,966
Contracted ADA Trips (see below)	1,344	659	637	675
TOTAL Trips	4,931	4,343	4,186	4,641
Cancel	257	186	1,671	1,240
N/S	99	77	151	159
Late	134	80	704	1,013
Early	160	119	-	-
Number of Trip Denials	0	0	0	0
Number of trips late	134	80	704	1,013
Number of trips	4,931	4,359	3,549	3,966
Number of on time trips	4,797	4,279	2,845	2,953
Percent On Time	97.28%	98%	80%	74%
Percentage of Trips BA 2	9%	6%	10%	8%
ON CALL ZONE				
# Of Passengers	366	243	233	332
Vaccine Clinic	-	-	4	2
Senior Citizens	-	-	-	46
Total days (M-F)	18	22	22	21
Average per day	20.3	11.0	10.6	15.8
Total	366	243	237	334
DEMAND RESPONSE/EVENING - PASSENGERS				
JARC/CDBG	685	612	560	565
GEN	52	25	31	16
PCA	3	2	-	-
Guests	2	1	2	-
Total	742	640	593	581
Cancel	89	106	220	220
N/S	18	17	19	16
Late	22	49	1	1
Early	40	56	-	-
Number of trips late	22	49	1	1
Number of trips	742	640	593	581
Number of on time trips	720	591	592	580
Percent On Time	97.04%	92.34%	99.83%	99.83%
CALL CENTER METRICS				
Total Calls Received	3,122	2839	3203	3131
Total Calls Answered	2,929	2619	2910	2822
Total Calls Abandon	193	220	293	309
TOTAL ABANDONED RATE	6.18%	7.75%	9.15%	9.87%
	Feb-20	Aug-21	Sep-21	Oct-21
ADA Paratransit Applications Received	43	46	20	56
ADA Applications Appealed	0	0	0	0
ADA Appeals Approved	0	0	0	0
ADA Applications Denied	1	0	0	1
ADA Applications Processed Late	0	0	0	0
AVG Days to Process Applications	6	11	8	8
New CDBG Applications Received	18	8	8	12
CDBG Applications Processed	22	8	7	12
New General Applications Received	8	5	4	2
General Applications Processed	10	5	4	2