



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 September 13, 2022 at 3:00PM at the City Council Chambers, 2nd floor of City Hall, 555 Walnut, 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 12, 2022 Meeting (Discussion and Action)

AGENDA ITEMS

2. Elect Vice Chairperson (Discussion and Action)
3. City Communications Report - Mari Cockerell (Discussion)
 - City Hall Renovations
 - Board Access
 - Social Media
4. Disability Month Update (Discussion)
5. CityLink Update (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 9th day of September, 2022, at 9:50 a.m.

*Kaitlin Richardson, Deputy City
Secretary, TRMC*

Elect Vice Chairperson



City Communications Report



Disability Month Update



General Information: Disability Month

- October 7, 2022 - Oscar Rose Park Playground Ribbon Cutting
- October 13, 2022, 8:30 AM - City Council Proclamation



CityLink Update



PARATRANSIT ADA-PASSENGERS	Jun-22	Jul-22	Aug-22	Year Totals
BA1	4,894	3,133	2,771	42,193
BA2	455	337	431	4,590
ADA PCAs	139	131	161	1,712
Guests	8	24	3	424
Citylink ADA Trips	5,496	3,625	3,366	48,919
Contracted ADA Trips (see below)	776	611	697	5,521
TOTAL Trips	6,272	4,236	4,063	54,440
Cancel	1,363	1,215	954	18,843
N/S	128	108	106	5,521
Late	576	332	465	18,843
Number of Trip Denials	0	0	0	0
Number of trips late	576	332	465	18,843
Number of trips	6,272	4,236	4,063	54,440
Number of on time trips	5,696	3,904	3,598	35,597
Percent On Time	91%	92%	89%	65%
Percentage of Trips BA 2	9%	11%	16%	11%
ON CALL ZONE				
# Of Passengers	304	338	297	3,785
Vaccine Clinic	-	-	-	9
Senior Citizens	270	199	268	1,643
Total days (M-F)	21	21	23	252
Average per day	27.3	25.6	24.6	21.8
Total	574	537	565	5,437
DEMAND RESPONSE/EVENING - PASSENGERS				
JARC/CDBG	939	906	973	9,836
GEN	44	43	45	377
PCA	-	-	-	8
Guests	5	-	3	14
Total	988	949	1,021	10,235
Cancel	320	377	320	4,462
N/S	39	49	45	525
Number of trips late	17	9	17	215
Number of trips	988	949	1,021	10,235
Number of on time trips	971	940	1,004	10,020
Percent On Time	98.28%	99.05%	98.33%	97.90%
Contracted Trips Lynkup				
BA1	708	546	644	4,959
BA2	66	54	45	506
Evening Service	-	-	129	129
PCA	2	11	8	52
Guests	-	-	-	-
Total	776	611	826	5,646
Cancel	195	177	153	2,243
N/S	21	18	14	129
Number of trips late	87	52	100	820
Number of trips	776	611	826	725
Number of on time trips	689	559	726	4,860
Percent On Time	88.79%	91.49%	87.89%	13.92%
CALL CENTER METRICS				
Total Calls Received	3524	2852	3828	37960
Total Calls Answered	2717	2579	2866	31703
Total Calls Abandon	807	273	962	6,257
TOTAL ABANDONED RATE	22.90%	9.57%	25.13%	16.48%



Total Applications	Jun-22	Jul-22	Aug-22	Year Totals
ADA Paratransit Applications Received	40	42	47	497
ADA Applications Appealed	0	0	0	0
ADA Appeals Approved	0	0	0	0
ADA Applications Denied	0	0	1	10
ADA Applications Processed Late	0	0	0	263
AVG Days to Process Applications	1	1	1	8.66
New CDBG Applications Received	21	24	33	180
CDBG Applications Processed	21	24	33	180
New General Applications Received	4	5	7	63
General Applications Processed	4	5	7	63

Upcoming Board Topics

