



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 12, 2023 at 3:00PM at the City Hall Council Chambers, 2nd floor, 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 Meeting (Discussion and Action)

AGENDA ITEMS

2. CityLink Update (Discussion)
3. Present and Future of Citizens Advisory Board for People with Disabilities (Discussion, Public Hearing and Possible Action)
4. 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 8th day of September, 2023, at 3:00 p.m.

Kaitlin Richardson, Deputy City
Secretary, TRMC

PARATRANSIT ADA-PASSENGERS	Jun-23	Jul-23	Aug-23
BA1	3,444	4,130	3,971
BA2	275	294	291
ADA PCAs	150	155	194
Guests	28	41	52
Citylink ADA Trips	3,897	4,620	4,508
Contracted ADA Trips (see below)	480	421	484
TOTAL Trips	4,377	5,041	4,992
Cancels	194	162	216
N/S	141	128	139
Late	611	441	708
Number of Trip Denials	0	0	0
Number of trips late	611	441	708
Number of trips	4,377	5,041	4,992
Number of on time trips	3,766	4,600	4,284
Percent On Time	86%	91%	86%
Percentage of Trips BA 2	8%	7%	11%
ON CALL ZONE			
# Of Passengers	351	347	385
Vaccine Clinic	-	-	-
Senior Citizens	349	391	478
Total days (M-F)	21	20	23
Average per day	16.7	17.4	16.7
Total	700	738	863
DEMAND RESPONSE/EVENING - PASSENGERS			
WORK/SCHOOL	843	831	1,046
GEN	46	33	31
PCA	-	1	-
Guests	2	1	-
Total	891	866	1,077
Cancels	183	182	310
N/S	38	40	71
Number of trips late	44	35	41
Number of trips	891	866	1,077
Number of on time trips	847	831	1,036
Percent On Time	95.06%	95.96%	97.78%
Contracted Trips Lynkup			
BA1	457	401	471
BA2	19	19	13
Evening Service	-	-	-
PCA		1	-
Guests	4	-	-
Total	480	421	484
Cancels	53	33	64
N/S	17	10	18
Number of trips late	33	32	32
Number of trips	480	421	484
Number of on time trips	447	389	452
Percent On Time	93.13%	92.40%	85.79%
CALL CENTER METRICS			
Total Calls Received	3,639	3,614	4,128
Total Calls Answered	2,784	2,792	2,100
Total Calls Abandon	222	224	408
TOTAL ABANDONED RATE	6.10%	6.20%	9.88%



Total Applications	Jun-23	Jul-23	Aug-23
ADA Paratransit Applications Received	55	73	47
ADA Applications Appealed	0	0	0
ADA Appeals Approved	0	0	0
ADA Applications Denied	0	0	0
ADA Applications Processed Late	0	0	0
AVG Days to Process Applications	8	8	6
New CDBG Applications Received	15	17	44
CDBG Applications Processed	15	17	44
New General Applications Received	2	2	0
General Applications Processed	2	2	0

CityLink Update



Present and Future of Citizens Advisory Board for People with Disabilities



Upcoming Board Topics

