



City of Abilene

Mayor's Advisory Board for People with Disabilities Agenda

Notice is hereby given of a meeting of the Mayor's Advisory Board for People with Disabilities of the City of Abilene to be held on March 12, 2024, at 3:00PM in the City Council Chambers, 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 January Meeting (Discussion and Action)

AGENDA ITEMS

2. Discussion with Mayor and City Manager Regarding the Charge and Duties of the Board (Discussion, Public Hearing and Possible Action)
3. Goals for 2024 (Discussion)
4. CityLink Update (Discussion)
5. 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 7th day of March, 2024, at 10:35 a.m.

Kaitlin Richardson, Deputy City
Secretary, TRMC

Discussion with Mayor and City Manager Regarding the Charge and Duties of the Board



Goals for 2024



PARATRANSIT ADA-PASSENGERS	Dec-24	Jan-24	Feb-24
BA1	3,792	4,043	
BA2	410	406	
ADA PCAs	104	82	
Guests	20	17	
Citylink ADA Trips	4,326	4,548	
Contracted ADA Trips (see below)	0	0	
TOTAL Trips	4,326	4,548	
Cancels	185	268	
N/S	217	221	
Number of Trip Denials	0	0	
Number of trips late	1,217	1,174	
Number of trips	4,912	4,460	
Number of on time trips	3,695	3,286	-
Percent On Time	75%	74%	#DIV/0!
Percentage of Trips BA 2	11%	10%	#DIV/0!
ON CALL ZONE			
# Of Passengers	369	377	
Vaccine Clinic	-	-	-
Senior Citizens	373	359	
Total days (M-F)	21	22	
Average per day	1.0	1.1	#DIV/0!
Total	742	736	-
DEMAND RESPONSE/EVENING - PASSENGERS			
WORK/SCHOOL	767	914	
GEN	22	42	
PCA	-	1	-
Guests	2	-	
Total	791	957	
Cancels	210	164	
N/S	35	38	
Number of trips late	14	11	
Number of trips	791	957	
Number of on time trips	777	946	
Percent On Time	98.23%	98.85%	
Contracted Trips Lynkup			
BA1	120	-	-
BA2	10	-	-
Evening Service	-	-	-
PCA			-
Guests	-	-	-
Total	130	-	-
Cancels	20		-
N/S	5	-	-
Number of trips late	22	-	-
Number of trips	130	-	-
Number of on time trips	108	-	-
Percent On Time	83.08%	#DIV/0!	0
CALL CENTER METRICS			
Total Calls Received	3,686	5,418	3,791
Total Calls Answered	2,744	3,468	3,627
Total Calls Abandon	132	195	164
TOTAL ABANDONED RATE	3.58%	3.60%	4.33%



Total Applications	Dec-24	Jan-24	Feb-24
ADA Paratransit Applications Received	37	38	32
ADA Applications Appealed	0	0	0
ADA Appeals Approved	31	27	29
ADA Applications Denied	0	1	0
ADA Applications Processed Late	0	0	0
AVG Days to Process Applications			
New CDBG Applications Received	17	22	8
CDBG Applications Processed	17	22	8
New General Applications Received	4	11	5
General Applications Processed	4	11	5

CityLink Update



Upcoming Board Topics

