

Transportation Accessibility Advisory Committee (TAAC)
Minutes
April 17, 2018

In Attendance: Cathy Bell; Therése Brzezinski; Hari Dhoundiyal; Mike Godino; Ed Molloy;

Absent: Gina Barbara; Sandy Probert; Robert Schoenfeld;

Staff: Michael Setzer (absent); Sudesh Desilva; Larry Gabaldon; Jack Khzouz (absent); Kenny Woods

Guests:

Meeting called to order at 10:05 a.m.

Introductions:

Old Business:

- Motion to accept March Minutes passed with general consensus.

Fixed Route Updates -- Jack Khzouz: (no report)

Able Ride Updates – Sudesh Desilva; Larry Gabaldon; Kenny Woods

Larry Gabaldon

- Discussion ensued regarding Capture on the website, it cannot be removed, Hari volunteered to do some research and bring it back to the committee and Able Ride.
- Passenger alert system received great reviews. Sudesh made the decision to fully release the program only two weeks into full beta test
- Email cancelations have doubled 1000 to 2000
- Review of March statistics (Larry)
- OTP is up from 82.9%
- 35770 requests
- 381 No Shows
- 9729 Advance cancelations
- 537 Late Cancelations
- We had some discussion on cancelations (Late, Advance...)
- Call Center Statistics: (Kenny)
- There is a full crew
- Number of calls are up this is attributed to the Call Board showing hold time
- Average talk time 2.05 minutes Down 0.1
- Average hold time 2.38 minutes Down 0.2
- The faster time answered are a result of the boards posting the time on hold
- We had discussion of trapeze compatibility with JAWS, work in progress

Sudesh Desilva

- 8 New buses are in DOT inspection is next week
- 7 more buses ae coming in by the end of April
- Customer count up 319 for the 1st quarter of 2018 this is 106 per month
- We had discussion on the policy to purge inactive users
- There are currently 9500active usres.
- Short 18 drivers filling these positions should mitigate the excessive addons
- Chair asked for a dollar savings comparison for the taxi service
- Discussion on taxi service, some AR users unwilling to change

Action Items:

Public comment:

1. Discussion on the use of taxis
2. Questions on subscription

Meeting adjourned at 11:25a.m.

Next TAAC Meeting: May 15, 2018