

Transportation Accessibility Advisory Committee (TAAC)  
Minutes  
February 20, 2018

**In Attendance:** Gina Barbara; Cathy Bell; Hari Dhoundiyal; Mike Godino: Ed Molloy; Sandy Probert;

**Absent:** Therése Brzezinski; Robert Schoenfeld

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

Guests:

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

Introductions:

- The Committee went to walk through one of the new buses.
- Up[on returning in we had discussion regarding the new bus.
- High floors, no rear wheel wells
- Lift capacity 1000 Lbs
- Steps are wider
- 14 more new buses should be in by the end of the month
- The hope is to retire the Internationals 32 still in use

**Old Business:**

- Motion to accept January Minutes passed with general consensus.
- We are short 3 members Jack suggested the resumes get passed on to Sharon Persand
- Transdev administrators are in town reviewing the contracts with the county.

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

- Fixed route OTP 74% for the 1<sup>st</sup> qt
- The goal is 75% they hope for 80%
- Starting in June some routes will have “Headway Scheduling” this is when the bus runs on periods not schedules. Every 10 Minutes rather than departing on a scheduled time. Still a pilot, we will see. N40/41
- Next will be the N6
- Hope for June buses will run similar taxi whereas the rider calls for a pickup, cost will be more \$4 to \$5
- New website with new APP with much greater possibilities. The hope is April. The site will provide go mobile, scheduling, and Able Ride all in one.

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

### **Sudesh**

New alert system that will inform AR user:

ETA, Late arrival

AR will be looking for people to test the APP when it becomes available

The APP will work in conjunction with the new website

**Kenny Woods** began with the Able Ride monthly statistics

Currently calls are answered at 81.37% for January and 94% for February: way up

AR is at full staff (13 reservationists)

- Online cancelations are working
- Reviewed the appointment process  
pick up time vs. appointment time
- Reviewed the bag policy, max 2 bags
- The longest hold time was 23 minutes but that is felt to be an outlier while AR was closed

### **Larry**

Reported AR provided 23,185 trips during January.

### **Action Items:**

Forward Resumes to Sharon

### **Public comment:**

1. No comments

Meeting adjourned at 11:00a.m.

Next TAAC Meeting: March 20, 2018