

TAAC minutes for April 2021

Hari called meeting to order at 10:05am

Attendance:

Hari, Jack, Carrie, Sue, Therese, Sudesh.

Guest: Michelle

Therese moved to accept the minutes. Motion carried.

Jack: Fixed route busses

Jack presented operating budget and service updates for fixed route and para transit. The following stats are revenue hours.

- Para Transits: Project to end 2021 at 65 % of out pre covid levels. Currently we are about 55%.
- Fixed Route: The same as last year. There were no changes. State, federal and county support is stable for 2021.
- Operating assistance is the same as it was last year.
- This budget will allow for a little more frequency on the larger routes.
- Maintenance cost are down due to new busses that will be coming in.

capital Projects:

Rosa Park

- Last phase of the Rosa Park capital project. This will be floors, walls, and doors.
- 4and half million to 5 million was spent on this project.

Battery operated Busses:

- 6 new battery-operated busses will go out at the end of this month. They will be delivered in about 18 to 24 months.
- There will be charging stations for these buses.

C and G fuel island:

- New canopy and infrastructure.
- Upgrades in digital innovations. That will come online this year.

Mitchel Field:

- Large combine heat and power project
- Looking at a new type of technology that will turn heat into power. This convention will power the plant.

Omni fare project:

- Hope to put this into the para transit system as well.
- This will replace the metro card system.

There are minor projects that are being done as well.

Quarterly score cards:**Fixed Route:**

- Goal of 80%. Q1 ran 90%.
- Missed pull outs, associated with mechanics and lack of drivers. The goal was 0. We had less than 1%.
- Accident goal is 1.2. We had less than 1%.

Para Transit:

- The call answer ratio goal is 90%. 98% of calls were answered.
- On time performance goal was 80% We were just below 90%.
- Missed pull out goal was 0%. We had 1/3 of 1%.
- Accident goal was 1.2. we had 1.1.
- Passengers per hour was 1.3. We had 1.3.

Advertisement around the county

- Everyone rides NICE was a group that was started a while back with a grant. The goal was to work with United Way to offer free metro cards to agencies that United way works with. They are given to their clients so that they can get to places. Everyone rides NICE gave 195 thousand dollars' worth of free rides to these agencies.

There will be 15 new para transits vehicles coming and 100 new fixed route vehicles. These will replace the oldest parts of the present fleet.

Able Ride Innovations:

Sudesh and his team is working with trapeze to launch later this year online client booking of trips and client management trips. This will allow clients to book trips directly online themselves. The goal will be to have up to 40% of clients to be able to book trips online.

Service Updates:

- the buss to Jones beach will run this underservice will begin in June from LIRR to Jones beach wet end bath house. The service will run from the 3rd week of June to the end of September.
- Service will be provided for the air show over Memorial Day weekend. Para transit will also service the air show.

Sudesh: Call center

- Call wait time was 35 seconds.
- OTP for March was 88%
- There has been an increase in ridership. Working on hiring new drivers.
- No show ratio is at 2.1. Working on reducing no shows by calling the clients to make sure they are taking their rides.
- Cancellation rate was about 24%

Hari made a motion to adjourn. Motion carried.